

# Hillsborough County Transportation Disadvantaged Service Plan

## Hillsborough County Human Services Transportation Coordination Plan

2016 - 2021



October 2016



Hillsborough MPO  
Metropolitan Planning  
for Transportation

Prepared by:  
Hillsborough County Metropolitan Planning Organization's  
Transportation Disadvantaged Coordinating Board

Hillsborough County Center  
601 E. Kennedy Boulevard, 18th Floor  
Tampa, Florida 33601-1110  
813.272.5940  
[www.hillsboroughmpo.org](http://www.hillsboroughmpo.org)

This document is available in alternate formats on request in accordance with the *Americans with Disabilities Act (ADA)* and Chapter 286.26, Florida Statutes (F.S.).

## TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
<b>EXECUTIVE SUMMARY .....</b>	<b>ES-1</b>
ES.1 2016 Update Highlights .....	ES-1
ES.2 Roll Call Voting Sheet .....	ES-1
<b>1.0 DEVELOPMENT PLAN .....</b>	<b>1-1</b>
1.1 Our Program in Context .....	1-1
1.1.1 Background of the Transportation Disadvantaged Program.....	1-1
1.1.2 Designation Date/History .....	1-2
1.1.3 Local Coordinating Board Membership .....	1-2
1.1.4 Consistency Review of Other Plans .....	1-4
1.2 County Profile.....	1-6
1.2.1 Service Area Description .....	1-7
1.2.2 Demographics.....	1-7
1.3 Service Analysis .....	1-7
1.3.1 Forecast of Transportation Disadvantaged Population.....	1-7
1.3.2 Public Involvement.....	1-9
1.3.3 Needs Assessment.....	1-17
1.4 Available Transportation Services.....	1-21
1.4.1 Sunshine Line .....	1-21
1.4.2 Hillsborough Area Regional Transit.....	1-22
1.4.3 Other Transportation Providers .....	1-25
1.5 Service Limitations and Barriers to Coordination .....	1-25
1.5.1 Funding.....	1-25
1.5.2 Limited Fixed-Route Bus Service .....	1-25
1.5.3 Gaps in Bicycle and Pedestrian Facilities.....	1-28
1.5.4 Land Use/Low-Density Development Pattern.....	1-28
<b>2.0 GOALS, OBJECTIVES, AND STRATEGIES.....</b>	<b>2-1</b>
2.1 Goals, Objectives, and Strategies .....	2-1
2.2 Implementation Plan.....	2-3
<b>3.0 SERVICE PLAN.....</b>	<b>3-1</b>
3.1 Community Transportation Coordinator Priorities .....	3-1
3.2 Operations Element.....	3-1
3.2.1 Types, Hours, and Days of Service .....	3-1
3.2.2 Accessing Services.....	3-2
3.2.3 Coordination Contractors.....	3-3
3.2.4 Public Transit Utilization .....	3-4
3.2.5 School Bus Utilization .....	3-4
3.2.6 Vehicle Inventory .....	3-4
3.2.7 System Safety Program Plan Certification.....	3-4
3.2.8 Inter-County Services .....	3-6
3.2.9 Natural Disaster/Emergency Preparedness .....	3-6
3.2.10 Marketing.....	3-6
3.2.11 Acceptable Alternatives .....	3-6

## TABLE OF CONTENTS (CONTINUED)

<u>Section</u>	<u>Page</u>
<b>4.0 QUALITY ASSURANCE.....</b>	<b>4-1</b>
4.1 Performance Standards .....	4-1
4.1.1 On-Time Performance .....	4-1
4.1.2 Travel Time.....	4-1
4.1.3 Road Calls .....	4-1
4.1.4 Annual Trips per Capita .....	4-1
4.1.5 Cost per Trip .....	4-1
4.1.6 Trips per Revenue Hour (New Standard from 2015 Update) .....	4-1
4.1.7 Vehicles per 100,000 Persons (Measurable Standard).....	4-2
4.1.8 Percentage of Denials (Measurable Standard).....	4-2
4.1.9 Call-Hold Time .....	4-2
4.1.10 Accidents (Measurable Standard) .....	4-2
4.1.11 Complaints (Measurable Standard).....	4-2
4.2 Service Policies .....	4-2
4.2.1 Adequate Seating (Commission Standard) .....	4-2
4.2.2 Air Conditioning/Heating (Commission Standard) .....	4-2
4.2.3 Billing Requirements (Commission Standard).....	4-3
4.2.4 Driver Identification (Commission Standard) .....	4-3
4.2.5 Local Toll Free Phone Number Must be Posted in All Vehicles (Commission Standard).....	4-3
4.2.6 Passenger Assistance (Commission Standard) .....	4-3
4.2.7 Passenger/Trip Database (Commission Standard) .....	4-3
4.2.8 Smoking (Commission Standard).....	4-3
4.2.9 Eating and Drinking (Commission Standard).....	4-3
4.2.10 Two-Way Communications (Commission Standard).....	4-3
4.2.11 Vehicle Cleanliness (Commission Standard).....	4-3
4.2.12 Advance Reservation Requirements (Local Standard).....	4-4
4.2.13 CPR and First Aid (Local Standard) .....	4-4
4.2.14 Driver Criminal Background Screening (Local Standard) .....	4-4
4.2.15 Out-of-Service Area Trips (Local Standard) .....	4-4
4.2.16 Pick-Up Window (Local Standard).....	4-4
4.2.17 Rider Personal Property (Local Standard).....	4-4
4.2.18 Transport of Escorts and Dependent Children (Local Standard).....	4-4
4.2.19 Consumer Comment Telephone Numbers (Policy).....	4-4
4.2.20 Drug and Alcohol Policy (Policy).....	4-4
4.2.21 Monitoring Requirements (Policy).....	4-5
4.2.22 Passenger No-Shows (Policy).....	4-5
4.2.23 Provide Additional Service (Policy).....	4-5
4.2.24 Public Transit Ridership (Policy).....	4-5
4.2.25 Sensitivity Training (Policy).....	4-5
4.2.26 Vehicle Transfer Points (Policy).....	4-6
4.3 Grievance Subcommittee Policies and Procedures .....	4-6
4.4 Evaluation Processes .....	4-10
4.4.1 CTC Evaluation Process.....	4-10



## TABLE OF CONTENTS (CONTINUED)

<u>Section</u>	<u>Page</u>
4.4.2 CTC Monitoring Procedures of Operators Contractors.....	4-11
4.4.3 Coordination Contract Evaluation Criteria .....	4-11
4.4.4 Planning Agency Evaluation Process .....	4-11
<b>5.0 COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION .....</b>	<b>5-1</b>
<b>6.0 GLOSSARY OF TERMS .....</b>	<b>6-1</b>

## LIST OF APPENDICES

Appendix A	Hillsborough County Demographic Maps
Appendix B	TD Population Forecasting Methodology
Appendix C	2016 Human Services Transportation Forum Summary
Appendix D	Available Transportation Services
Appendix E	2016 Vehicle Inventory

## LIST OF TABLES

<u>Table</u>	<u>Page</u>
ES-1 Hillsborough County TDCB Results .....	ES-2
1-1 Hillsborough County TDCB .....	1-4
1-2 Demographic Statistics for Hillsborough County .....	1-7
1-3 Projected TD Population .....	1-8
1-4 Projected Severely Disabled and Trip Demand .....	1-8
1-5 2016 Coordination Contractors .....	1-26
2-1 Anticipated Capital Purchase Schedule FY 2016-2018 .....	2-4
3-1 Sunshine Line Priorities .....	3-1

## LIST OF FIGURES

<u>Figure</u>	<u>Page</u>
1-1 Organizational Chart .....	1-3
1-2 Responses to Clients Served .....	1-10
1-3 Responses to Frequency of Transportation Concerns.....	1-10
1-4 Activities Clients are Unable to Access .....	1-11
1-5 Service Times Needed .....	1-11
1-6 Transportation Disadvantaged Origins.....	1-13
1-7 Transportation Disadvantaged Destinations .....	1-14

## TABLE OF CONTENTS (CONTINUED)

<u>Figure</u>	<u>Page</u>
1-8 Transportation Options Currently Being Used .....	1-15
1-9 Sunshine Line Trips by Purpose .....	1-22
1-10 Low-Income Transit.....	1-23
1-11 Low-Income Late Night Transit .....	1-24
3-1 CTC System Safety Program Plan Certification.....	3-5
4-1 Hillsborough County TDCB Grievance Form .....	4-9

## LIST OF ACRONYMS

ACS	American Community Survey
ACTS	Agency for Community Treatment Services
ADA	Americans with Disabilities Act
AHCA	Agency for Health Care Administration
BEBR	University of Florida's Bureau of Economic and Business Research
BOCC	Board of County Commissioners
BPAC	Bicycle Pedestrian Advisory Committee
CTC	Community Transportation Coordinator
CTD	Commission for the Transportation Disadvantaged
CUTR	Center for Urban Transportation Research
DOPA	Designated Official Planning Agency
F.A.C.	Florida Administrative Code
FAST Act	Fixing America's Surface Transportation Act
FDOT	Florida Department of Transportation
FTA	Federal Transit Administration
F.S.	Florida Statutes
FY	Fiscal Year
HART	Hillsborough Area Regional Transit
ITS	Information and Technology Services
JARC	Job Access Reverse Commute
LCB	Local Coordinating Board
LRTP	Long Range Transportation Plan
Map-21	Moving Ahead for Progress in the 21 <sup>st</sup> Century Act
MDT	Mobile Data Terminal
MMA	Managed Medical Assistance
MOA	Memorandum of Agreement
MPO	Metropolitan Planning Organization
NHTS	National Household Transportation Survey
OASDI	Old-Age, Survivors, and Disability Insurance (Social Security)
PCPT	Pasco County Public Transportation
PSTA	Pinellas Suncoast Transit Authority
SIPP	Survey of Income and Program Participation
SRPP	Strategic Regional Policy Plan
TAZ	Traffic Analysis Zone
TBARTA	Tampa Bay Area Regional Transportation Authority
TBRTM	Tampa Bay Regional Transit Model
TCAP	Tri-County Access Plan
TD	Transportation Disadvantaged
TDCB	Transportation Disadvantaged Coordinating Board
TDP	Transit Development Plan
TDSP	Transportation Disadvantaged Service Plan
TDTF	Transportation Disadvantaged Trust Fund
TIP	Transportation Improvement Program
U.S.C.	United States Code
USF	University of South Florida

## EXECUTIVE SUMMARY

### ES.1 2016 UPDATE HIGHLIGHTS

The purpose of the Transportation Disadvantaged Service Plan (TDSP) is to improve transportation services for the Transportation Disadvantaged (TD), who are identified as persons with disabilities, older adults, individuals with lower incomes, and children-at-risk, by ensuring that Hillsborough County coordinates transportation resources provided through multiple federal and state programs. Coordination enhances transportation access; minimizes duplication of services; and facilitates the most appropriate, cost-effective transportation possible with available resources. The TDSP is implemented by the Community Transportation Coordinator (CTC) and the Transportation Disadvantaged Coordinating Board (TDCB) of Hillsborough County. The TDSP is updated annually.

For the 2016 TDSP Update, a public involvement program was implemented that involved an online survey and the first ever Hillsborough County Human Services Transportation Forum. Thirty-one surveys were completed representing over 400 clients. In addition, 30 social service providers and others attended the forum on April 6, 2016. Sections of this document were updated utilizing information gathered from this process.

Many needs of the transportation disadvantaged were also identified during this process. The process highlighted the need for the TD to get to work. In addition, it was discovered that the medical needs of the TD are still not being met satisfactorily. It was apparent that the greatest needs are in the rural areas of the county, which indicated a significant need to coordinate land use and transportation services. A need for safe and affordable housing with access to public transportation was pinpointed. The process further identified that 80 percent of the TD walk and 60 percent bike. This shows that the need for advocacy for TD inclusion as it relates to bicycle and pedestrian infrastructure improvements is vital.

### ES.2 ROLL CALL VOTING SHEET

The Hillsborough County TDCB and the Hillsborough County Metropolitan Planning Organization (MPO) hereby certify that an annual evaluation of the TDSP was conducted, consistent with the policies of the Commission for the Transportation Disadvantaged (CTD).



The Hillsborough County TDCB and the Hillsborough County MPO further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved and that the Hillsborough County TDSP 2016 Update was reviewed in its entirety.

The Hillsborough County TDSP 2016 Update was approved by the TDCB on October 28, 2016. **Table ES-1** is a roll call sheet detailing the results of this vote.



**TABLE ES-1: HILLSBOROUGH COUNTY TDCB RESULTS**

Member Name	Member Affiliation	Voted
Councilman Harry Cohen, Chair	Elected Member of Hillsborough County MPO	Y
Gloria Mills, Vice Chair	Citizen Advocate	A
Becki Forsell, Member-at-Large	Representing the Elderly	Y
Nancy Pacifico	Representing users of the TD system	Y
Tiffany Kohnen	Representing Persons with Disabilities	A
Artie Fryer	Representing the Economically Disadvantaged	A
Leslie Pokres	Representing the Children-at-Risk	Y Y
Nancy Castellano	Representing the Local For-Profit Transportation Industry	Y
Shelley Barthel	Hillsborough County Public Schools	A
Leslene Gordon, Ph.D.	Florida Department of Health	A
Fred Barja, Jr., OD	Representing the Local Veterans Administration	Y
Stacy White	Local Mass Transit System's Board, HART	A
Dave Newell	Florida Department of Transportation, District Seven	Y
Kelly Kelley	Department of Children and Families	Y
Rachel Jacobs	Department of Education/Division of the Blind	A
Kristina Melling	Florida Department of Elder Affairs	A
Aaron Lounsberry	Agency of Health Care Administration	Y
Jody Toner	Tampa Bay WorkForce Alliance	Y

**Transportation Disadvantaged Coordinating Board**

10/28/2016 

Date TDCB Chairperson

The Plan was approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_  
Date CTD Executive Director

## 1.0 DEVELOPMENT PLAN

### 1.1 OUR PROGRAM IN CONTEXT

#### 1.1.1 Background of the Transportation Disadvantaged Program



In 1989, the Florida State Legislature established the Commission for the Transportation Disadvantaged (CTD) to fund and oversee the expansion of transportation services for the Transportation Disadvantaged (TD). The legislation also established a Transportation Disadvantaged Trust Fund (TDTF), funded from vehicle registration fees and gasoline sales taxes.

According to the Florida Statutes (F.S.), Chapter 427:

“Transportation disadvantaged’ means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.”

The CTD administers and distributes these funds to each county throughout the state through Community Transportation Coordinators (CTC) according to an established formula, requiring a 10 percent local match. The CTD is responsible for establishing the distribution formula, which is based on several criteria: total service area population, total system vehicle miles, total system passenger trips, and total service area square miles. Funds have been distributed to every county’s CTC each year since 1990.

To assist with their local planning efforts, the CTD appoints a Designated Official Planning Agency (DOPA) for each county to: staff local coordinating boards, appoint Local Coordinating Board (LCB) members, recommend the designation of the service area’s CTC, and assist the CTC in the development of the Transportation Disadvantaged Service Plan (TDSP). The Hillsborough County Metropolitan Planning Organization (MPO) is the DOPA for Hillsborough County.

To maintain presence on a local level, the CTD has established a Transportation Disadvantaged Coordinating Board (TDCB) for each county that: advises them directly on local TD issues, oversees the responsibilities of their local CTC, reviews all existing and proposed TD programs, and recommends the use of funds received from the TDTF.



Based on Code 49 United States Code (U.S.C.), the Federal Transit Administration (FTA) requires a similar plan entitled the *Human Services Transportation Coordination Plan*. The FTA Fact Sheet indicates the following purpose of the plan:

The human services transportation coordination plan provisions aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources.

The TDSP serves to satisfy the requirements of both the CTD and FTA.

### 1.1.2 Designation Date/History

Every five years, Chapter 427, F.S. requires the TDCB and the Hillsborough County MPO to recommend a single entity to the CTD, known as the CTC, to manage the county-wide TD system. The purpose of the Transportation Disadvantaged Coordinated System is to ensure the availability of efficient, cost-effective, and quality transportation services for TD persons.

The role of the CTC is to coordinate cost-effective, efficient, unduplicated, and unfragmented TD services within its service area. Hillsborough County's Board of County Commissioners (BOCC) is designated by the state TD commission as the CTC and has acted as



the CTC since 1990. The latest redesignation will be in effect July 1, 2016. Sunshine Line is an agency within Hillsborough County and the operator of the TD services for the county.

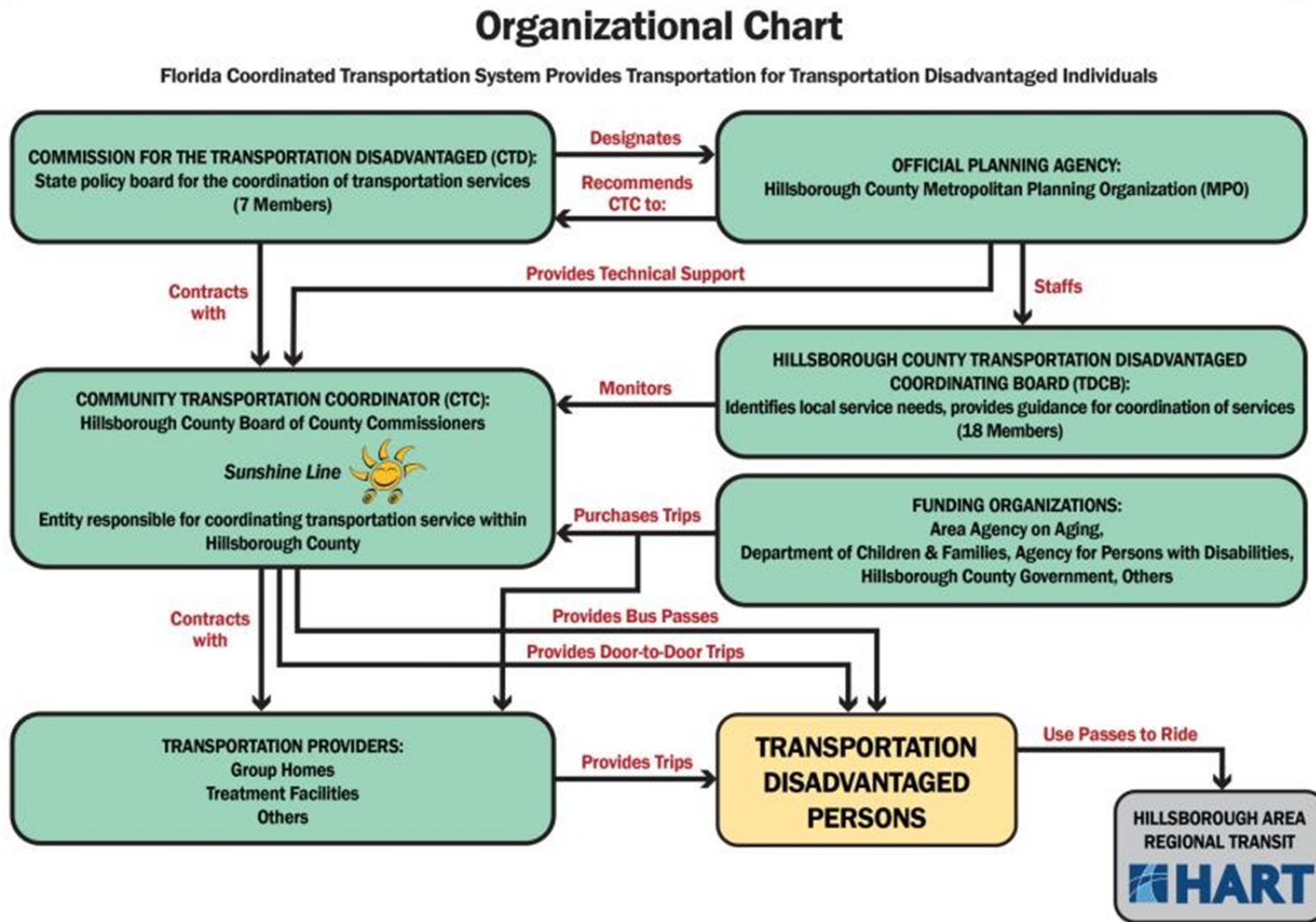
The organizational chart, shown in **Figure 1-1**, identifies all those who are involved in the provision of TD services in Hillsborough County, including the CTD, Hillsborough County MPO, TDCB, and CTC.

### 1.1.3 Local Coordinating Board Membership

The Hillsborough County TDCB consists of stakeholders in the TD community. The membership represents, to the maximum extent feasible, a cross section of the local community.

There are 18 members, each representing an aspect of the TD community. Meetings are held on the fourth Friday of every other month at 9:00 a.m. One time per year, this meeting is held at 6:00 p.m. as a Public Hearing. These meetings are open to the public and public comment is encouraged. **Table 1-1** lists the current membership of the Hillsborough County TDCB.

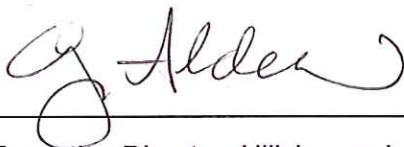
FIGURE 1-1 ORGANIZATIONAL CHART





<b>TABLE 1-1 HILLSBOROUGH COUNTY TDCB</b>	
<b>Member Name</b>	<b>Member Affiliation</b>
Councilman Harry Cohen, Chair	Elected Member of Hillsborough County MPO
Gloria Mills, Vice Chair	Citizen Advocate
Becki Forsell, Member-at-Large	Representing the Elderly
Nancy Pacifico	Representing users of the TD system
Tiffany Kohnen	Representing Persons with Disabilities
Artie Fryer	Representing the Economically Disadvantaged
Leslie Pokres	Representing the Children-at-Risk
Nancy Castellano	Representing the Local For-Profit Transportation Industry
Shelley Barthel	Hillsborough County Public Schools
Leslene Gordon, Ph.D.	Florida Department of Health
Fred Barja, Jr., OD	Representing the Local Veterans Administration
Stacy White	Local Mass Transit System's Board, HART
Vacant	Florida Department of Transportation, District Seven
Kelly Kelley	Department of Children and Families
Rachel Jacobs	Department of Education/Division of the Blind
Kristina Melling	Florida Department of Elder Affairs
Aaron Lounsberry	Agency of Health Care Administration
Jody Toner	Tampa Bay WorkForce Alliance

I certify the current membership of the Transportation Disadvantaged Coordinating Board.



Executive Director, Hillsborough County  
Metropolitan Planning Organization

#### **1.1.4 Consistency Review of Other Plans**

The Tampa Bay Region has committed collective support for the use of alternative modes of travel and addressing the special needs of the transit-dependent and TD populations. As examples, the following goals, objectives, and policies are from the following plans.

The imagine 2040: Tampa Comprehensive Plan of the City of Tampa demonstrates its support through:

MBY Goal 3: Provide a safe, convenient, and efficient mass transit system to provide for mobility throughout the city and serve as a viable alternative to single-occupant vehicles to access the city's business centers, urban villages, mixed-use corridors, rail transit stations and neighborhoods, and specifically through MBY Objective 3.3.

MBY Objective 3.3: Continue participation to provide transit service for transit-dependent and TD populations.

MBY Policy 3.3.1: Work with transit planners and providers to achieve a transit system that is 100 percent accessible in accordance with the Americans with Disabilities Act (ADA).

MBY Policy 3.3.2: Improve mobility by expanding the fixed-route and paratransit systems.

MBY Policy 3.3.3: Coordinate with Hillsborough Area Regional Transit (HART) to ensure inclusion of TD needs in the Transit Development Plan (TDP) updates and advocate for more fixed-route service where TD bus pass clients live and work.

MBY Policy 3.3.4: Support a safe transportation system by maximizing the availability of bicycle and pedestrian facilities for the TD. Goal 2: Develop a safe, convenient, and efficient transit system for the transit-dependent, as well as a convenient alternative for persons who choose not to drive their own vehicle.

In *The Future of the Region, A Strategic Regional Policy Plan* (SRPP), the Regional Transportation chapter emphasizes transit and pedestrian mobility and compact development patterns. Specifically, Policy 5.40 addresses the needs of the TD through the design and maintenance of comprehensive public transit systems for the region.

Tampa Bay Area Regional Transportation Authority (TBARTA) has developed and adopted a *Regional Transportation Master Plan* for the seven-county west central Florida region. The TBARTA Master Plan consists of a network made up of a range of supporting local transit services, including paratransit service.

The *Hillsborough, Pasco, and Pinellas Tri-County Access Plan* (TCAP) addresses the Hillsborough County, Pasco County, and Pinellas County Metropolitan Planning Organizations' (MPOs) partnership with the Florida Department of Transportation (FDOT) District Seven to promote a publicly-driven approach to planning, coordinating, and funding transportation services within the tri-county area to ensure that public transportation services and improvements benefit elderly, disabled, and low-income populations. The regional needs are addressed in this TDSP.

The State of Florida *5-year and 20-Year Transportation Disadvantaged Plan* was adopted in 1997 and updated in April 2005. The combined Plan provides a framework for the growth of Florida's TD Program and is designed to help the CTD fulfill its mission and achieve its vision. One goal that clearly supports the TD population is Goal 8: Maintain and preserve efficient and effective transportation infrastructure that is accessible to all eligible TD citizens while meeting the needs of the community.

HART's *Transit Development Plan* (TDP) sets a 10-year strategy for implementing community transit goals, which includes providing a safe, convenient, and effective mass transit system that is a viable transportation alternative for residents, including the transit-dependent and TD. HART's 2016-2025 TDP was adopted by the HART Board on September 28, 2015. The 2016 update to the TDP focused on recent accomplishments and future needs. The Plan also serves to guide the allocation of local, state, and federal monies to where they are most needed.

## 1.2 COUNTY PROFILE

Located in west central Florida, Hillsborough County is 1,100 square miles in size and has the fourth largest population in Florida with 1.3 million residents according to the Florida Bureau of Economic and Business Research (BEER). The HART service area is 250 square miles and serves 52 percent of the population within the County. Therefore, 48 percent of the population and 77 percent of the land area is not served by traditional fixed-route transit or HARTPlus paratransit services.



Paratransit services in the county, such as the Hillsborough County Sunshine Line and HARTPlus, provide TD residents in Hillsborough County with needs-based transit for eligible persons who have physical, cognitive, emotional, visual, or other disabilities that prevent them from using the HART fixed-route system.

Hillsborough County has a diverse employment industry that includes the following:

Agriculture, Fisheries, Mining, Construction, Manufacturing, Transportation, Communications, Public Utilities, Trade, Finance, Insurance, Real Estate, Personal Entertainment, Recreational Services, Information Technology, Professional Services, Education, Health, and Social Services.

These diverse industries pose a challenge to serving the employment sector with traditional transit due to shift diversities, sprawled employment centers, and distance from the potential workforce.

Three main areas of Hillsborough County hold the majority of major activity centers. These include the University of South Florida (USF) area, Downtown Tampa/Ybor City, and Westshore/Tampa International Airport area.

- ◇ **USF Area:** This area includes destinations such as USF; Moffit Cancer Center; and associated medical facilities: (Florida Hospital Tampa, James A. Haley Veterans Hospital, Shriners Hospitals for Children, University Mall, and Busch Gardens amusement park).
- ◇ **Downtown Tampa/Ybor City:** This area is the county seat and includes associated government facilities in the County Center, Federal Courthouse, City of Tampa facilities, Tampa General Hospital, the University of Tampa, Tampa Museum of Art, Glazer Children's Museum, the Straz Center, and historic Ybor City with multiple entertainment venues serviced by the Tampa Electric Company (TECO) Streetcar Line.
- ◇ **Westshore/Tampa International Airport Area:** This area is the largest commercial business district in the state and includes destinations such as Tampa International Airport, Raymond James Stadium, Steinbrenner Field, St. Joseph's Hospital and associated medical facilities, and high-end retail and restaurants including International Plaza and Westshore Plaza.

### 1.2.1 Service Area Description

Public transit service is provided through HART. The Public Transportation Commission regulates private taxis, limousine services, ambulance services, paratransit, and other for-profit public transportation, including any private operators under coordination contract with the CTC. The Public Transportation Commission does not regulate HART and other County-operated services, including Sunshine Line (operated by the CTC).

### 1.2.2 Demographics

According to BEBR, Hillsborough County is ranked seventh in the state in percent change in population since the 2010 Census as it has grown 7.8 percent. The county is ranked sixth in the state in percentage of population age 17 and younger (23.7 percent or 308,220 residents). The county is ranked 57<sup>th</sup> in the state in percentage of population age 65 and over (13 percent or 169,296 residents). The county is ranked sixth in the state in population per square mile consisting of 1,020 residents.

According to the latest U.S. Census Bureau data, 8.2 percent of the Hillsborough County population under the age of 65 has a disability; 17.2 percent of the Hillsborough County population is below the poverty level.

**Table 1-2** highlights key demographic statistics for Hillsborough County, and figures in Appendix A depict the demographic base that demonstrates potential TD populations in Hillsborough County based on the 2010 Census; Old-Age, Survivors, and Disability Insurance Social Security (OASDI); and 2010 employment projections from the Tampa Bay Regional Transit Model (TBRTM).

DEMOGRAPHIC	STATISTIC
Total Population (BEBR 2015 Estimate)	1,325,563
Median Age	36
Total Population Age 65 and Over (BEBR 2015 Estimate)	169,296
Per Capita Income (BEBR 2015 Estimate)	\$27,532

Source: United States Census Bureau, [www.census.gov](http://www.census.gov), accessed 2016; BEBR, April 2015.

## 1.3 SERVICE ANALYSIS

### 1.3.1 Forecast of Transportation Disadvantaged Population

The CTD commissioned the Center for Urban Transportation Research (CUTR) of USF to develop a new methodology to forecast paratransit services demand. The *Forecasting Paratransit Services Demand – Review and Recommendations* report was adopted by the CTD in 2013 and all counties were directed to use this methodology when forecasting TD populations and demand in future TDSPs. This methodology is detailed in Appendix B.

**Tables 1-3 and 1-4** present the forecasted TD population and the projected severely disabled and trip demand, respectively, in 5-year increments between 2014 and 2040.



**TABLE 1-3: PROJECTED TD POPULATION**

General TD Population Forecast	2014	2015	2020	2025	2030	2035	2040
<b>Overlapping Circle Component</b>							
<b>E</b> - Estimate non-elderly/disabled/low-income	27,296	27,789	30,387	32,806	34,997	37,016	38,909
<b>B</b> - Estimate non-elderly/disabled/not low-income	66,126	67,318	73,612	79,474	84,781	89,672	94,257
<b>G</b> - Estimate elderly/disabled/low-income	7,763	7,903	8,642	9,330	9,954	10,528	11,066
<b>D</b> - Estimate elderly/disabled/not low-income	48,422	49,296	53,905	58,197	62,083	65,665	69,022
<b>F</b> - Estimate elderly/non-disabled/low-income	8,263	8,413	9,199	9,932	10,595	11,206	11,779
<b>A</b> - Estimate elderly/non-disabled/not low-income	87,381	88,957	97,274	105,019	112,033	118,496	124,554
<b>C</b> - Estimate low-income/non-elderly/non-disabled	169,830	172,893	189,057	204,112	217,742	230,304	242,078
<b>TOTAL GENERAL TD POPULATION</b>	<b>415,081</b>	<b>422,568</b>	<b>462,076</b>	<b>498,871</b>	<b>532,185</b>	<b>562,887</b>	<b>591,664</b>
<b>TOTAL POPULATION</b>	<b>1,281,403</b>	<b>1,304,515</b>	<b>1,426,481</b>	<b>1,540,071</b>	<b>1,642,915</b>	<b>1,737,697</b>	<b>1,826,535</b>

Note: Projections are based on CTD directed methodology in 2014 for inclusion in the 2040 LRTP.

**TABLE 1-4: PROJECTED SEVERELY DISABLED AND TRIP DEMAND**

Critical Need TD Population Forecast	2014	2015	2020	2025	2030	2035	2040
<b>Total Critical TD Population</b>							
<i>Disabled</i>	32,446	33,031	36,120	38,996	41,600	44,000	46,249
<i>Low-income, Non-Disabled, No Auto/Transit</i>	5,898	6,005	6,566	7,089	7,563	7,999	8,408
<b>Total Critical Need TD Population</b>	<b>38,345</b>	<b>39,036</b>	<b>42,686</b>	<b>46,085</b>	<b>49,162</b>	<b>51,999</b>	<b>54,657</b>
<b>Daily Trips - Critical Need TD Population</b>							
<i>Severely Disabled</i>	1,590	1,619	1,770	1,911	2,038	2,156	2,280
<i>Low-income, Non-Disabled, No Access</i>	11,201	11,403	12,469	13,462	14,361	15,190	16,066
<b>Total Daily Trips Critical Need TD Population</b>	<b>12,748</b>	<b>12,964</b>	<b>14,152</b>	<b>15,299</b>	<b>16,538</b>	<b>17,878</b>	<b>19,326</b>
<b>Annual Trips</b>	<b>4,653,098</b>	<b>4,731,735</b>	<b>5,165,583</b>	<b>5,584,015</b>	<b>6,036,342</b>	<b>6,525,309</b>	<b>7,053,885</b>

Note: Projections are based on CTD directed methodology in 2014 for inclusion in the 2040 LRTP.

### 1.3.2 Public Involvement

As part of the 2016 TDSP effort, a survey and the first Hillsborough County Human Services Transportation Forum were conducted. The online survey was distributed to social service providers in Hillsborough County to determine the unmet transportation needs of the TD clients served by these agencies. In addition, these providers were invited to a two-hour forum on April 6, 2016, to engage in a conversation of unmet client transportation needs and potential solutions to address these needs.



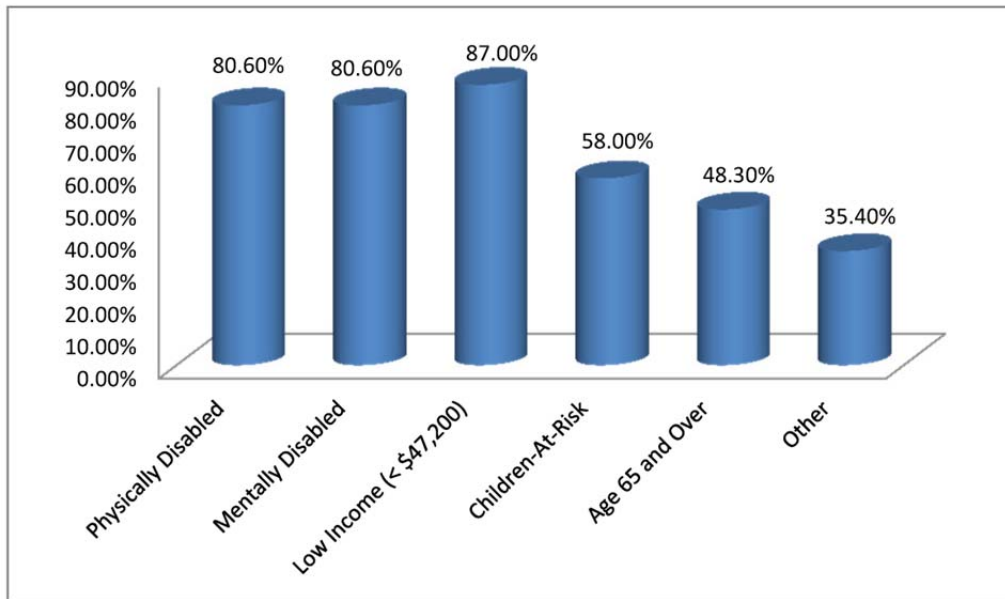
#### Survey Results

The online survey was conducted between March 18, 2016 and May 9, 2016. An email invitation was sent to social service providers on March 18, 2016 to invite them to complete the survey.

Thirty-one responses representing hundreds of clients were received. The results show that all TD populations were adequately represented by the respondents. The responses, described below, show that there is still a great need for transportation services as many TD are unable to access life sustaining activities. The results also showed that while the TD are walking and biking and are aware of and using every transportation service available to them, they are still unable to meet their basic needs.

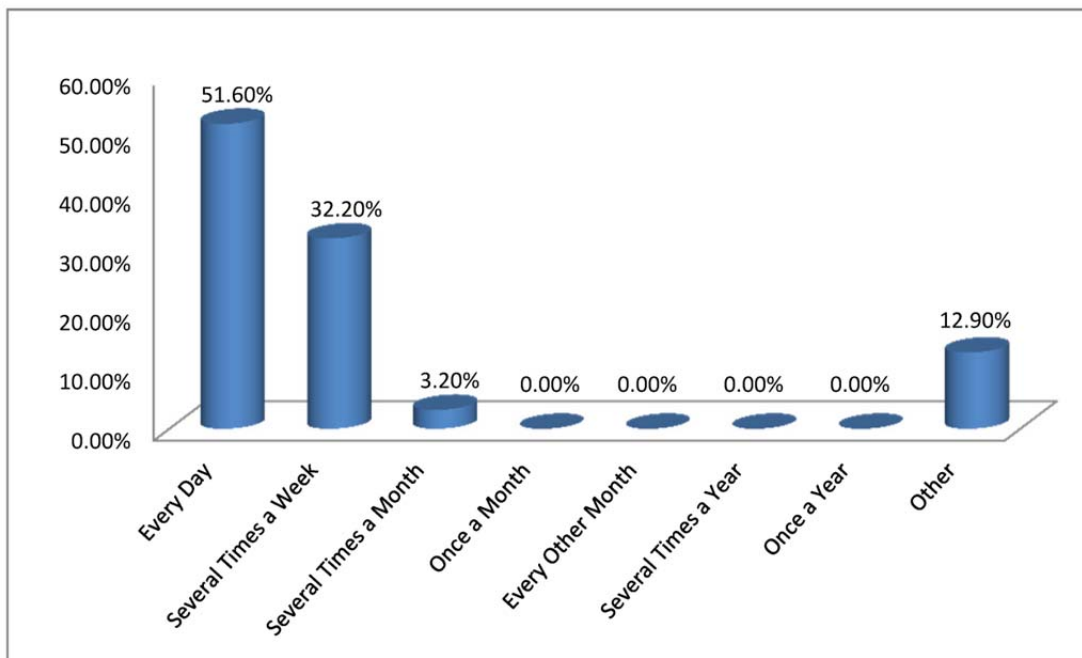
**Figure 1-2** shows the responses to the question, “Does your agency serve clients in one or more of the following categories?”

**FIGURE 1-2: RESPONSES TO CLIENTS SERVED**



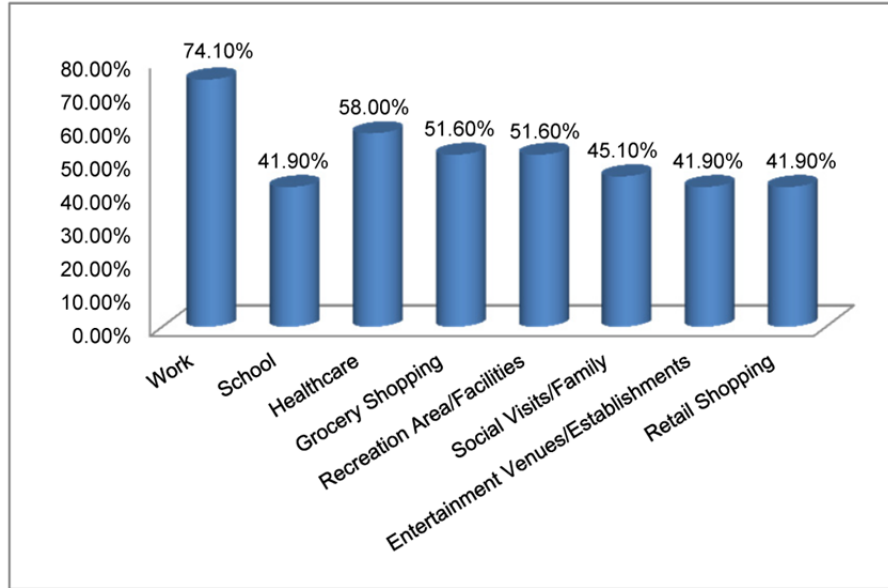
In response to the question, “How frequently do your clients express concerns to you related to transportation?”, **Figure 1-3** shows that approximately 84 percent of the respondents indicated that their clients express concerns related to transportation at least several times per week.

**FIGURE 1-3: RESPONSES TO FREQUENCY OF TRANSPORTATION CONCERNS**



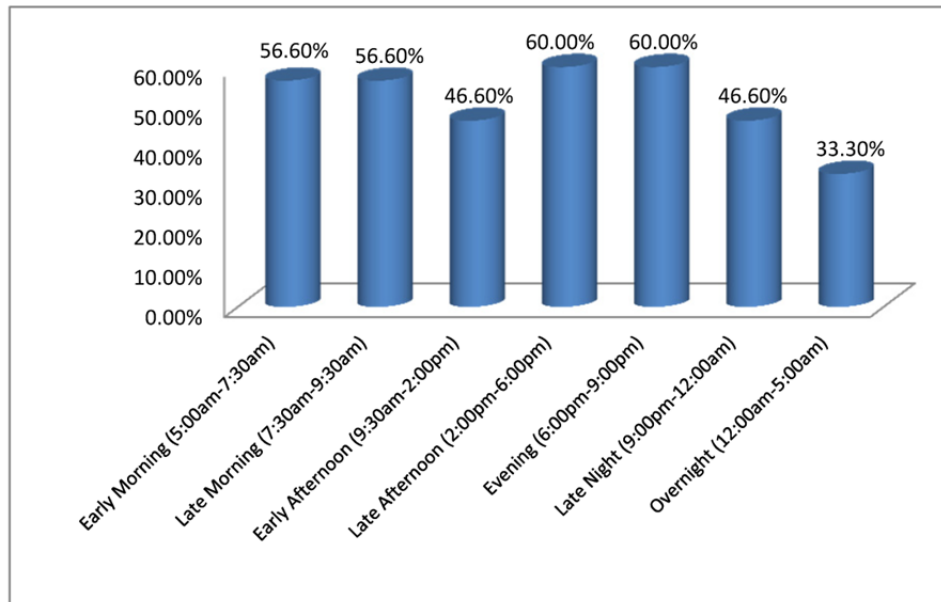
The responses to the question, “What activities are your clients unable to access on a regular basis due to lack of transportation services?” demonstrate that there is a great need for better transportation access in many areas for the TD population. **Figure 1-4** presents these needs.

**FIGURE 1-4: ACTIVITIES CLIENTS ARE UNABLE TO ACCESS**



The respondents were also asked, “What time(s) of the day is it most difficult for your clients to get to and from where they need to go?”. The results show that there is still a limitation in existing service times. As shown in **Figure 1-5**, the TD clients need additional transportation services at all times of the day.

**FIGURE 1-5: SERVICE TIMES NEEDED**





Thirty practitioners responded to the following two questions representing over 400 clients and locations:

- ◇ Please identify the zip codes or locations you are aware of that your clients need transportation from. (Origins)
- ◇ Please identify the zip codes or locations you are aware of that your clients need transportation to. (Destinations)

**Figures 1-6 and 1-7** show the indicated origins and destinations regarding transportation needs of the TD clients.

Finally, the providers were asked what services their clients currently use. **Figure 1-8** represents the responses to this question and shows that the TD community is very resourceful in using the existing services available. This, combined with the great need expressed in previous questions, demonstrates that there are considerable gaps in the needs of the TD community and the existing available transportation services. In addition, 80 percent of the represented population walks. This now brings pedestrian and bicycle accommodations to the forefront in serving the TD population.

These survey results represent a quantified needs assessment. These results were augmented with the forum summarized in the next section.

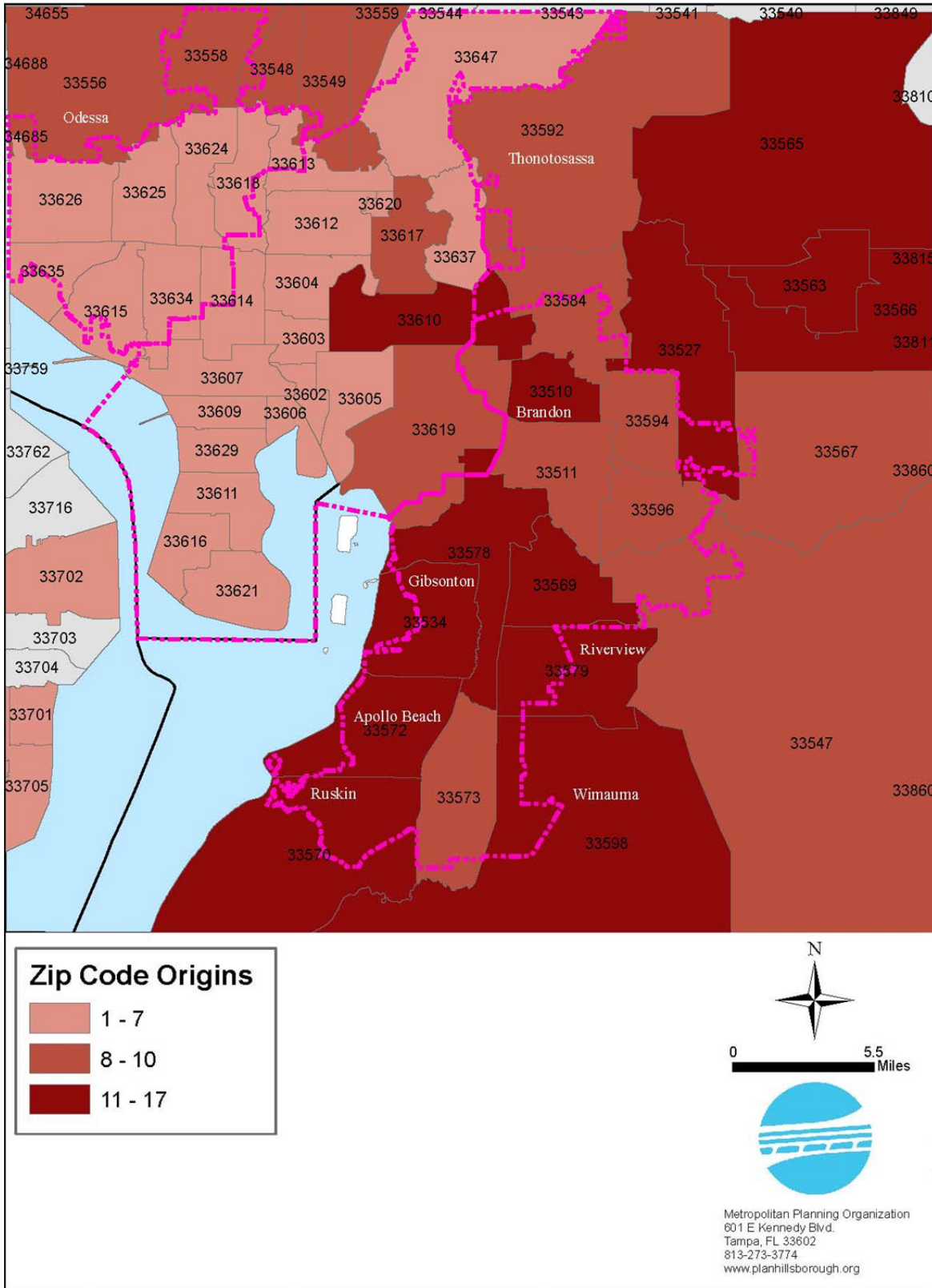
### Hillsborough County Human Services Transportation Forum

The Hillsborough County Human Services Transportation Forum was held at the Robert Saunders Library in Tampa, Florida on April 6, 2016. Approximately 30 social service providers and members from the public attended the forum. The main purpose of the forum was to engage social service providers to help identify and quantify the transportation needs of the TD community. The forum also provided an opportunity for the social service providers of Hillsborough County to initiate agency partnerships to help meet client needs.

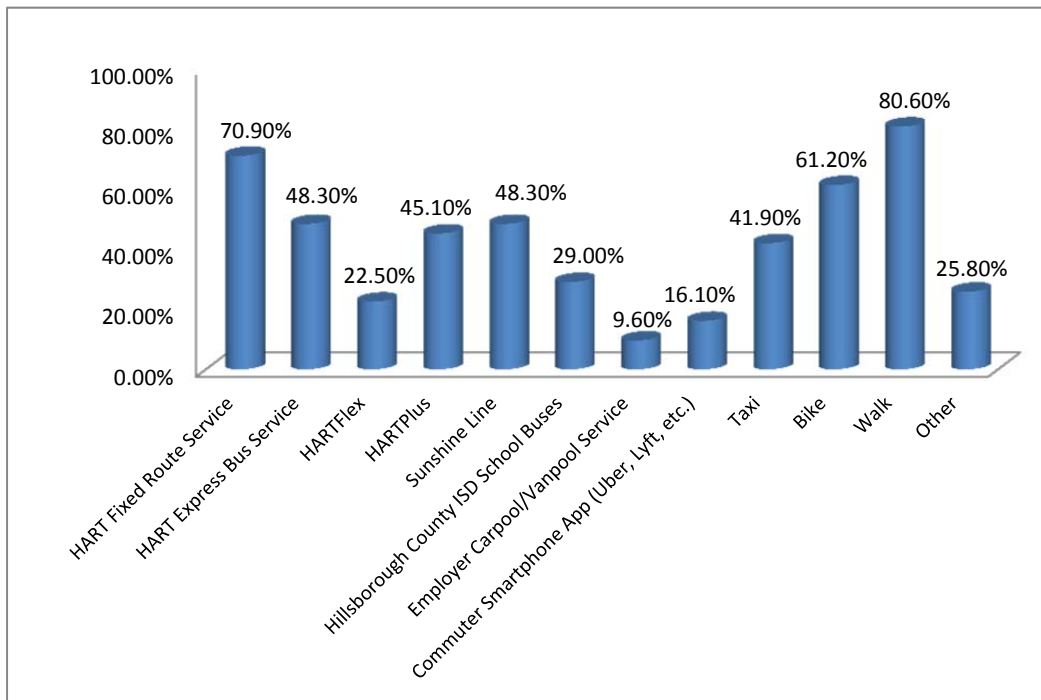


The forum opened with a presentation that provided an overview of the history of the CTD, created in 1989, which is dedicated to funding/providing mobility for the elderly, disabled, children-at-risk, and low-income (defined TD population). The presentation also reviewed previously identified needs and barriers of the TD community (as collected as part of the TDSP effort).

FIGURE 1-6: TRANSPORTATION DISADVANTAGED ORIGINS





**FIGURE 1-8: TRANSPORTATION OPTIONS CURRENTLY BEING USED**

Following the presentation, the participants were divided into four breakout groups. Each participant received a color dot on his/her respective nametag upon entering the forum. The following is a summary of the transportation needs identified and the potential solutions identified by group. A complete meeting summary is included in Appendix C.

#### Needs Identified:

- ◇ Limited on-time, easy to understand, flexible, and reliable transportation (4 groups)
- ◇ Difficult to travel across county lines (4 groups)
- ◇ Difficult to access employment and vocational training (4 groups)
- ◇ Difficult to access health care and health education facilities (specifically dialysis, dental, walk-in clinics, pharmacies, bloodwork, hospital discharges, mental health, and substance abuse programs) (4 groups)
- ◇ Incomplete sidewalks and safe pedestrian facilities (4 groups)
- ◇ Limited service/transportation from/to all rural areas of the county, including Plant City and New Tampa (4 groups)
- ◇ Cost of existing services poses a barrier for clients (3 groups)
- ◇ Difficult to access social service offices (i.e. driver's license, social security, housing, jobs, and financial assistance) (3 groups)
- ◇ Difficult for low-income individuals to access safe and affordable housing that has access to public transportation (3 groups)





- ◇ Limited bicycle facilities (2 groups)
- ◇ Difficult to access adult daycare centers and group meal sites, such as soup kitchens (2 groups)



- ◇ Difficult to get to daycare facilities and school which leads to absences and causes a snowball effect (2 groups)
- ◇ Difficult for TD to use Medicaid transportation - there is no capacity of doctors in Hillsborough County so new recipients must go to another county (i.e. Pasco County) for basic medical care (1 group)
- ◇ TD do not understand transportation plan for evacuation in case of an emergency (1 group)
- ◇ Education is needed for users, social service providers, and drivers so that the TD population understands the services available and operators understand how to serve the TD population (1 group)
- ◇ Better bus service to Amazon warehouse in Ruskin (4 groups)
- ◇ Limited wheelchair and scooter areas on buses (if bus comes and spaces are taken, person has to wait for next bus) (1 group)
- ◇ Construction areas make it difficult for TD populations to walk and access transit (1 group)

#### Potential Solutions:

- ◇ Provide efficient and reliable cross county trips (4 groups)
- ◇ Complete sidewalks and repair existing sidewalks (4 groups)
- ◇ Provide pedestrian facilities that are ADA compliant and consistent (4 groups)
- ◇ Provide better street lighting for pedestrians (1 group)
- ◇ Expand bus service hours and coverage to improve availability and convenience (3 groups)
- ◇ Educate providers of funding opportunities to provide complementary transportation for their clients (1 group)
- ◇ Provide rideshare programs combined with Uber (build upon the HART taxi program that is successful) (1 group)



- ◇ Provide premium transit service (3 groups)
- ◇ Encourage agency collaboration regarding transportation options (potentially share rides to increase passengers per trip and provide more service) (1 group)
- ◇ Encourage community ride share program (churches and citizen volunteers for neighborhood service) (1 group)
- ◇ Explore transportation provisions by veterans' services (1 group)
- ◇ Encourage combined taxi rides (1 group)
- ◇ Expand/upgrade neighborhood service centers to include more essential services in one place with transit service (1 group)

- ◇ Increase equipment on buses to accommodate persons with disabilities and educate bus drivers on supporting persons with disabilities (1 group)
- ◇ Consider modifying the OneBusAway app to include information about wheelchair and bike rack space availability (1 group)
- ◇ Represent the TD population in the upcoming tax referendum (1 group)
- ◇ Regulate construction companies to accommodate the TD population when construction is taking place (inform the public regarding the days and areas that are closed for repair/construction [1 group])
- ◇ Explore additional funding options to allow clients to get longer passes (to allow more trips for low-income persons) (3 groups)
- ◇ Provide safe and affordable housing for low-income with access to transit - discourage builders from building housing outside of HART service area (1 group)
- ◇ Encourage more doctors/dentists to take Medicaid (3 groups)
- ◇ Provide education for users, social service providers, and drivers so that the TD population understands the services available and operators understand how to serve the TD population (3 groups)
- ◇ Provide more shelters/benches at bus stops (4 groups)
- ◇ Provide more resource officers to help with affordable housing and safety (1 group)

The public involvement effort conducted with this TDSP update provides quantifiable data in regard to the transportation needs of the TD community. This information has been used to modify the Goals, Objectives, and Strategies section as well as the Needs Assessment section of this update.

### **1.3.3 Needs Assessment**

The TD population in Hillsborough County was estimated in 2015 to be 32 percent of the total county population. This population comprises our most vulnerable citizens including seniors, persons with disabilities, low-income persons, and children-at-risk.

Seniors: Residents of age of 60 and over

Persons with Disabilities: Residents with disabilities

Low-Income Persons: Low-income persons are defined as at or below the median income in Hillsborough County

Unemployment in Hillsborough County was estimated at 4.4 percent in March 2016 by the Bureau of Labor Statistics. It is estimated that 15 percent of the population is living in poverty. Poverty is defined as being very poor, having low-income or no income.

Children-at-Risk: It was noted in the July 25, 2015 Tampa Bay Times that children in Hillsborough County are living in poverty at a greater rate than other metropolitan areas.

As defined in Chapter 427, F.S., children-at-risk are defined as:

...children who are handicapped or high-risk or at-risk as defined in s. 411.202.

- (8) “Handicapped child” means a preschool child who is developmentally disabled, mentally handicapped, speech impaired, language impaired, deaf or hard of hearing, blind or partially sighted, physically handicapped, health impaired, or emotionally handicapped; a preschool child who has a specific learning disability; or any other child who has been classified under rules of the State Board of Education as eligible for preschool special education services, with the exception of those who are classified solely as gifted.
- (9) “High-risk child” or “at-risk child” means a preschool child with one or more of the following characteristics:
- (a) The child is a victim or a sibling of a victim in a confirmed or indicated report of child abuse or neglect.
  - (b) The child is a graduate of a perinatal intensive care unit.
  - (c) The child’s mother is under 18 years of age, unless the mother received necessary comprehensive maternity care and the mother and child currently receive necessary support services.
  - (d) The child has a developmental delay of one standard deviation below the mean in cognition, language, or physical development.
  - (e) The child has survived a catastrophic infectious or traumatic illness known to be associated with developmental delay.
  - (f) The child has survived an accident resulting in a developmental delay.
  - (g) The child has a parent or guardian who is developmentally disabled, severely emotionally disturbed, drug or alcohol dependent, or incarcerated and who requires assistance in meeting the child’s developmental needs.
  - (h) The child has no parent or guardian.
  - (i) The child is drug exposed.
  - (j) The child’s family’s income is at or below 100 percent of the federal poverty level or the child’s family’s income level impairs the development of the child.
  - (k) The child is a handicapped child as defined in subsection (8).
  - (l) The child has been placed in residential care under the custody of the state through dependency proceedings pursuant to chapter 39.
  - (m) The child is a member of a migrant farmworker family.

The census reports that 24 percent of the population is age 18 and under. It is estimated that over 29,000 children, under the age of 18, are defined as disabled in the county. There is no true forecast of how many children are without transportation as many are being accommodated by family members, friends, or special social service agencies addressing the disabled community. Within this demographic group, approximately 1,800 are children in foster care. As these children age out of foster care, access to transportation would help them create viable and stable futures.

### **TDCB Identified Needs**

The TDCB identified Rides Rides Rides as the slogan for addressing unmet transportation needs in Hillsborough County. As shown in the public involvement effort, the TD population is unable to access basic life services due to limited existing transportation services and service times, as well as supporting infrastructure.

One particular need identified multiple times is the difficulty for individuals to access social service agencies to receive assistance regarding a range of needs (i.e., housing, food banks, etc.).

#### ***Access to Employment and Education***

The TD population has the desire and ability to work if transportation is available. However, the fixed-route transit service area is limited within Hillsborough County. The TD Program provided by the Sunshine Line is limited and is to be used as a last resort for mobility needs. The previous Job Access Reverse Commute (JARC) Grant provided funding for temporary employment trips through the Sunshine Line. The grant is now only available to the local transit agency (HART). The TDCB continues to request support from this funding source to provide door-to-door service by the Sunshine Line for employment.

The 2016 TDSP Human Services Transportation Survey found that over 70 percent of TD clients are unable to get to work. This includes applying for jobs. In particular, it was noted by every group at the Human Services Transportation Forum that clients are unable to access the new Amazon Warehouse in Ruskin where many new jobs are available. Currently, HART has fixed-route service that operates out of Brandon south to the location. This service makes it almost impossible for inner city low-income individuals, who live in rural sections of the county, to get jobs at this new employment center.

#### ***Access to Healthcare***

Many individuals within the TD population have medical needs that require frequent and specialized visits for healthcare. In general, the need for most medical trips is met through the various existing programs including Medicaid and HARTPlus ADA Paratransit. Not all medical services are available within one county; therefore, the need to travel to other surrounding counties exists and is not available. However, the respondents to the 2016 TDSP Human Services Transportation Survey stated that almost 60 percent of their clients are still unable to access healthcare.

Medicaid clients are facing additional roadblocks in regards to transportation and healthcare. It was learned at the Hillsborough County Human Services Transportation Forum that doctors in Hillsborough and Pinellas Counties have reached capacity in terms of Medicaid patients that they can take. This means that individuals on Medicaid must be able to get to Pasco County for basic medical needs.

### ***Access to Shopping***

The TD population, by definition, has few transportation options to reach supermarkets. For the elderly, persons with disabilities, and the low-income, access to healthy food and medicine are critical to promoting healthy neighborhoods and healthy people. Public health policy is emerging on this topic.

The 2016 TDSP public involvement effort estimated that approximately 50 percent of clients were unable to access basic groceries.



### ***Access to Recreation***

Recreation is a vital part of an individual's health and wellbeing. Those trips that might not be medically necessary can improve the overall mental and physical health of individuals in the TD population. The availability of this type of trip is particularly limited due to a lack of safe, reliable transportation options. The 2016 public involvement effort estimated that approximately 50 percent of clients are unable to access recreational activities.

### ***Access to Transportation-Children-at-Risk***

Children-at-risk are defined in Chapter 427, F.S. The complete definition is in Section 1.3.3. Over 50 percent of the Human Services Transportation Survey respondents and Forum participants represented children-at-risk. The public involvement effort showed that these children have the same needs as adult disabled and elderly in Hillsborough County. Special needs noted are:

- ◇ Access to after school activities,
- ◇ Access to school,
- ◇ Access to faith based activities, and
- ◇ Access to therapy and psychiatry appointments.

### **Regional Needs**

The following needs were identified through the Tri-County Access Committee:

- ◇ 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 Pinellas Suncoast Transit Authority (PSTA) to HART in Tampa, Pasco County Public Transportation (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.

## 1.4 AVAILABLE TRANSPORTATION SERVICES

The Hillsborough County TD Coordinated System has two main providers of service available to the general public: Sunshine Line (the provider for the CTC) and HART (the public transit provider). Other providers serve specialized clients.

### 1.4.1 *Sunshine Line*

Sunshine Line is the transportation operator for the Hillsborough County CTC as a partial brokerage. In 2014-2015, it operated a fleet of 60 vehicles with 48 drivers and has the following responsibilities:

- ◇ Provide pre-scheduled transportation services to the TD via door-to-door services.

- ◇ Distribute bus passes purchased from HART, the County’s local transit service provider, for eligible TD persons.
- ◇ Act as an informational clearinghouse and mobility management service to the public and refer members of the public to programs for which they may be eligible.
- ◇ Ensure that transportation services funded through federal, state, and local sources are coordinated with each other in Hillsborough County as part of the coordinated system.
- ◇ Sunshine Line fleet has remained the same as in FY 2013/2014. The TD program currently operates under a system of trip priorities. Additional trips for adult day care, nutrition sites, and other trip purposes are provided as requested and purchased by funding agencies. More details on services provided by Sunshine Line are included in Chapter 3.0 of this document.

Sunshine Line provided a total of 141,300 door-to-door trips (a decrease of 28,700) in FY 2014/2015 and 289,536 bus pass trips (a decrease of 40,464) totalling over 430,000 trips. This is a reduction of 70,000 overall trips. These trips were distributed by purpose as indicated in **Figure 1-9**.

### 1.4.2 Hillsborough Area Regional Transit

HART provides public transportation for Hillsborough County. The agency provides fixed-route local and express bus service, door-to-door paratransit service (HARTPlus), and flex-route neighborhood connector service (HARTFlex).

HART operates 33 local fixed- and flex-routes with varying service spans. In addition, HART instituted the first line of MetroRapid in June 2013. **Figures 1-10 and 1-11** depict the entire HART system and the off-peak routes that operate before 5:00 a.m. and after 11:00 p.m. along with the low-income population concentrations.

**FIGURE 1-9: SUNSHINE LINE TRIPS BY PURPOSE**

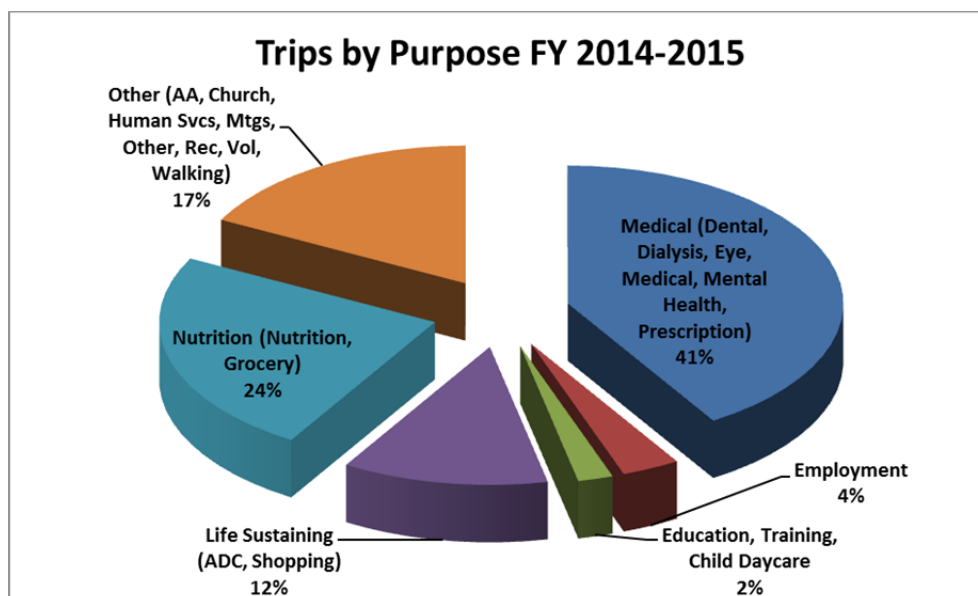


FIGURE 1-10 LOW-INCOME TRANSIT

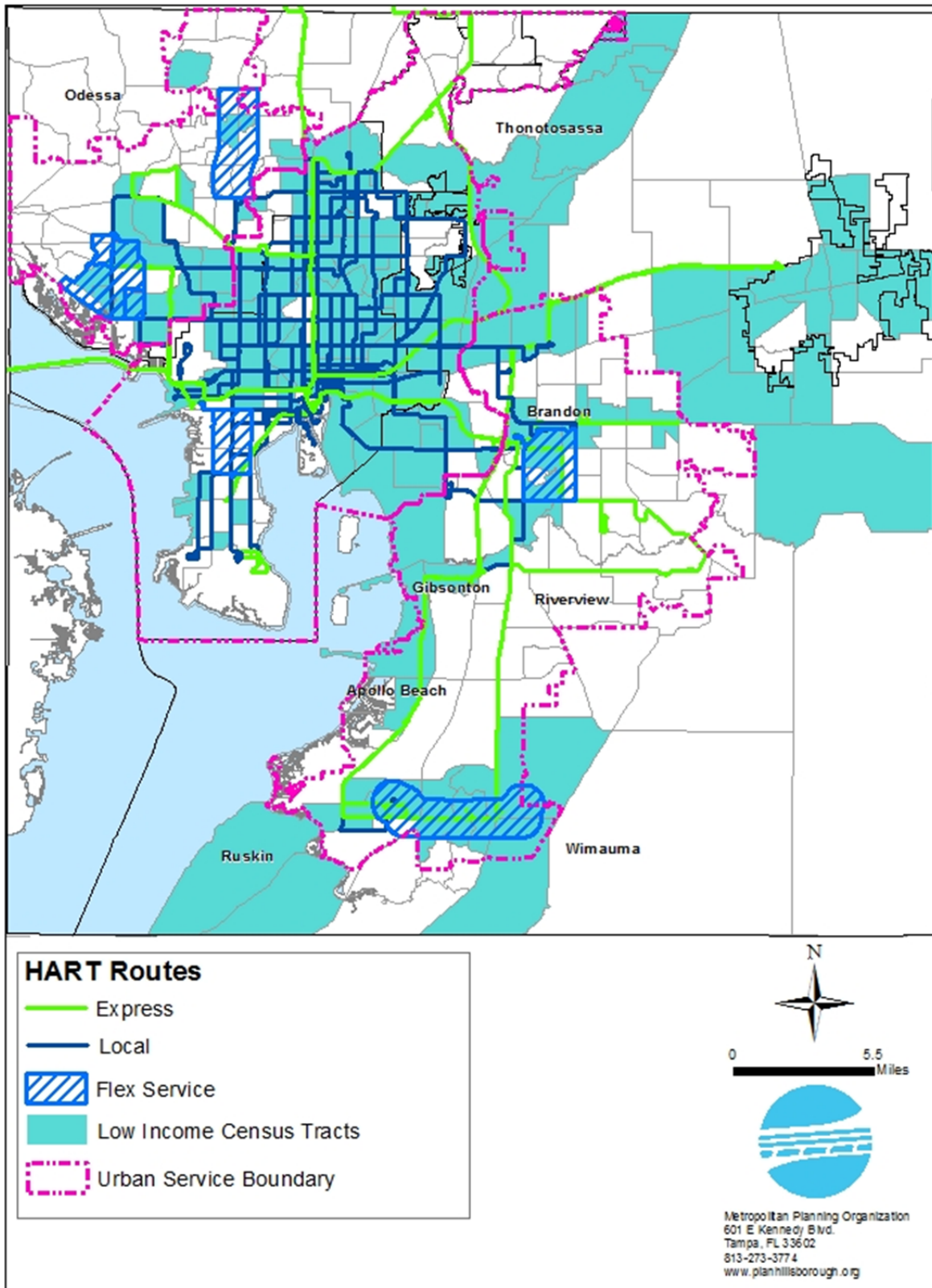
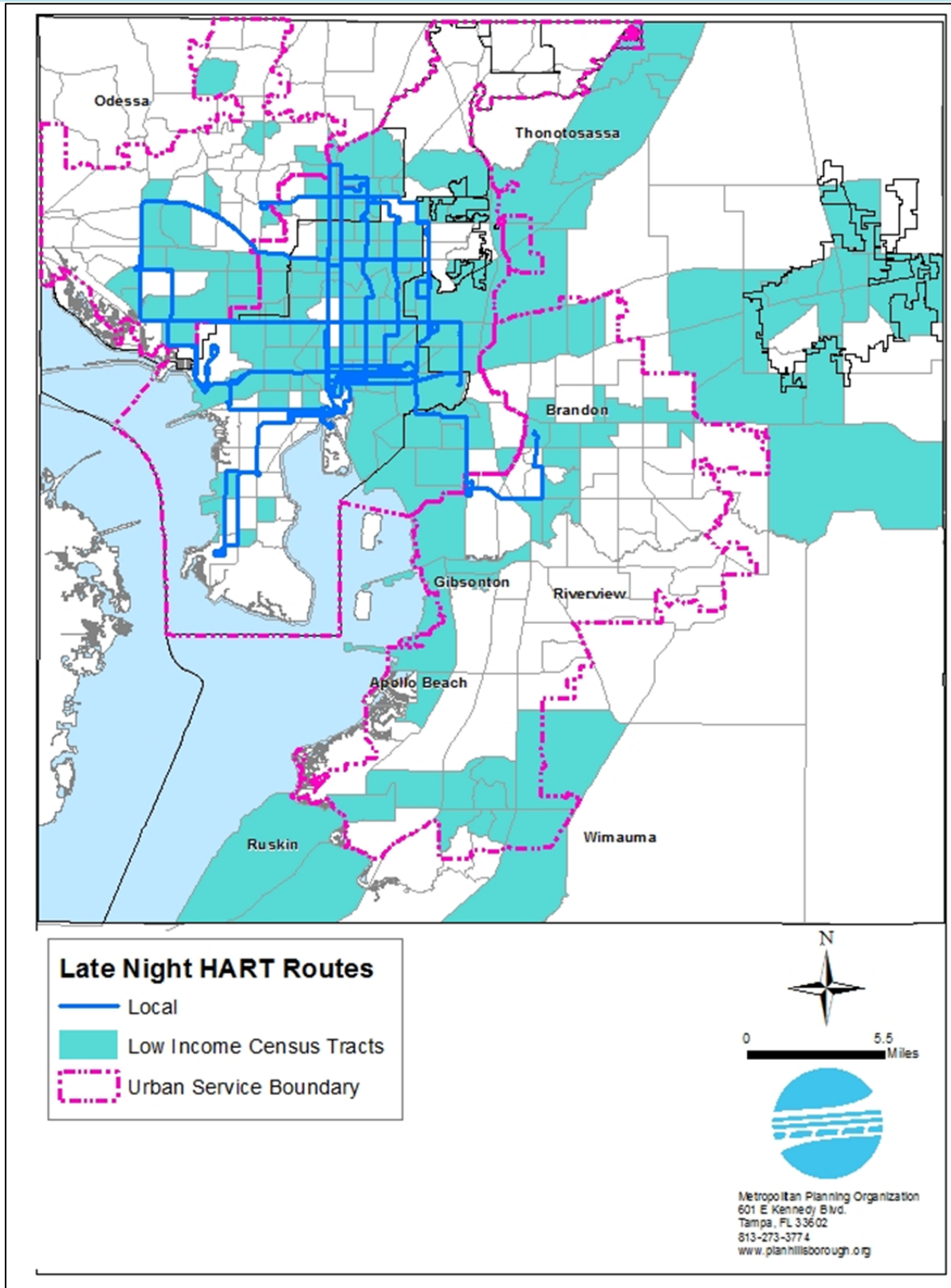


FIGURE 1-11 LOW-INCOME LATE NIGHT TRANSIT



### 1.4.3 Other Transportation Providers

Medicaid transportation is provided by the individual's Managed Medical Assistance (MMA) healthcare plan. Each individual should contact their MMA provider to arrange transportation for medical appointments and emergency transportation. For additional support, Agency for Health Care Administration (AHCA) provides Medicaid representatives for assistance.

In addition, there is a network of entities who receive federal funds from the allocation administered by FDOT District Seven (U.S.C. Section 5310 described in Section 1.5.1) and who have coordination contracts with the CTC, providing trips to specialized TD populations. Additionally, a number of transportation providers are available throughout Hillsborough County, including for-hire taxis and accessible van services. A list of these coordination contractors is found in **Table 1-5** and regional providers are found in the Ride Guide in Appendix D.

## 1.5 SERVICE LIMITATIONS AND BARRIERS TO COORDINATION

The *2014 CTC Evaluation* reported innovative programs that have been implemented to address the challenge of declining local revenue. For example, new partnerships with Sunshine Line and HARTPlus to serve dialysis patients have allowed more capacity for Sunshine Line to provide shopping trips to the elderly. Despite such innovation, the TD population will continue to grow and so will the demand for services within the coordinated system.

### 1.5.1 Funding

The two largest providers of service within the coordinated system are HART and Sunshine Line. Both entities have experienced declining or static revenue. This will pose a problem in future years without additional funding due to the projected increase in TD.

On December 4, 2015, the new transportation bill was signed into law. Fixing America's Surface Transportation (FAST) Act is the first law enacted in over ten years that provides long-term funding certainty for surface transportation, meaning states and local governments can move forward with critical transportation projects, like new highways and transit lines, with the confidence that they will have a Federal partner over the long-term. The existing requirements and reorganization enacted in Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) Act remain in effect. However, funding and coordination are highlighted within the FAST Act.



### 1.5.2 Limited Fixed-Route Bus Service

Only 52 percent of the population in Hillsborough County has access to fixed-route transit. Also, 32 percent of the existing population is considered TD. Figures 1-10 and 1-11 show that transit access for much of the county's low-income population is not readily available. Early morning and late night service that is vital for low-income individuals who tend to work in industries such as retail, food service, etc. is even more limited.



**TABLE 1-5: 2016 COORDINATION CONTRACTORS**

<b>Coordinated Contractor</b>	<b>Clients</b>	<b>Transportation Services Provided</b>
Agency for Community Treatment Services (ACTS)	Chemically-dependent juveniles, adults, and veterans with a disability in program locations throughout Hillsborough County.	Transportation to VA Treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.
Angels Unaware, Inc.	Persons with moderate, severe, and profound mental deficiencies, with secondary disabilities including severe behavioral disorders, deafness, blindness, autism, cerebral palsy, and epilepsy.	Transportation is provided for eight group homes operated by this agency. Residents are transported to sheltered workshops and job sites; adult day care; medical appointments; social, educational, and religious activities; and for personal business such as shopping, banking, or other appointments.
Brandon Sports & Aquatics Center	Children, including children with special needs.	Transportation to their after school, summer camp, and special needs sports and swim programs.
Drug Abuse Comprehensive Coordinating Office	Persons in an agency program for substance abuse treatment.	Transportation to treatment services and for residential treatment programs.
Garden of Grace Ministries	Disabled persons in Hillsborough County.	Transportation within and around Hillsborough County, transporting the disabled, and infirm mainly to medical appointments.
HART ADA Complimentary Paratransit (Interlocal Agreement)	ADA Paratransit.	ADA Paratransit.
Human Development Center	Adults with developmental disabilities.	Transport for medical, training, education, life sustaining activities, employment, nutrition, and social trips.
MacDonald Training Center, Inc.	Persons with physical and developmental disabilities.	Transportation to/from training centers.
Mental Health Care, Inc.	People with behavioral health, substance abuse or developmental challenges.	Transport in-patient, residential, and homeless clients to medical, life skills, court appointments and any other necessary service to provide help.
McClain, Inc.	Adults with developmental disabilities who reside in group homes.	Transportation for grocery trips, employment, medical, and educational needs.

**TABLE 1-5: 2016 COORDINATION CONTRACTORS (CONTINUED)**

Coordinated Contractor	Clients	Transportation Services Provided
Northside Mental Health Hospital	Adults with mental disabilities in need of an alternative to institutionalization.	Transportation for community support programs that provide a transitional network of social, residential, educational, and vocational activities to develop or refine skills necessary to function in the community. Transport clients to medication clinics, recreational activities, scheduled appointments, medical and dental services, the Social Security office, the Public Assistance office, the Food Stamp office, HRS offices, Foster Care offices, employment training, shopping, apartment viewing, and psychiatric evaluations.
Quality of Life Community Services, Inc.	Elderly and disabled.	Quality of life trips where or when not otherwise available.
Quest, Inc.	Persons with a range of disabilities including physical and mental challenges.	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.

In addition, many potential TD riders do not know how to use the fixed-route system. HART has a travel training program. HART is also working, as stated in Section 1.1.4, toward making every bus stop in the system ADA compliant and accessible to all. The TD population needs to be comfortable in knowing that the buses and bus stops are safe, clean, and accessible. This includes pedestrian facilities from a person's home to the bus stop as well as shelters, trash receptacles and lighting at bus stop locations.

### 1.5.3 Gaps in Bicycle and Pedestrian Facilities

The lack of continuous sidewalks and bicycle facilities impact a TD individual's ability to navigate transportation corridors in a comfortable and safe manner. Issues that impact comfortable and safe travel include:

- ◇ Overall access impacted by poles, benches, or other elements blocking the clear space in sidewalks, especially for persons who make use of wheelchairs, scooters, or other mobility aids
- ◇ Varying widths of sidewalks and bike lanes
- ◇ Incomplete sidewalk systems and bicycle facility networks
- ◇ The mismatch of sidewalks, bike lanes, and transit stops
- ◇ Problematic intersections due to:
  - High traffic volumes,
  - Large number of turning movements at an intersection, and/or
  - Lack of pedestrian signalization



**New Intersection improvements at Lopez Drive and Memorial Highway**

These factors are barriers to pedestrian and bicyclist safety and put an undue stress on the TD population. These barriers were confirmed as a result of the 2016 TDSP Human Services Transportation Survey and Forum. Eighty percent of the respondents said their clients walk and 60 percent of the respondents stated that their clients bike. It is known that every fixed-route transit rider is either a pedestrian or a bicyclist at the beginning and end of each trip. Lack of coordination between pedestrian and bicycle infrastructure with the needs of the TD community is a barrier to providing safe and efficient travel for the TD population.

### 1.5.4 Land Use/Low-Density Development Pattern

The urban area is laid out on a grid; however, significant water features (e.g., Tampa Bay; Hillsborough Bay; and the Hillsborough, Alafia, and Little Manatee Rivers) restrict direct access routes to and from some destinations. Also, the existence of many walled and gated communities impede access and impact public transportation service options.

Job sprawl is a land use symptom of urban sprawl and single-occupancy-vehicle-dependent communities. It is defined as low-density, geographically spread-out patterns of employment, spatially mismatched where low-income individuals (urban, predominantly minority citizens) are

left without easy access to entry-level jobs and require limited transportation options to facilitate reverse commute to the suburbs.

Health impacts due to land use/low density development patterns include obesity. With longer commutes to the workplace, individuals simply have less time for exercise. Other impacts include asthma due to poor air quality.

The historical patterns of suburban sprawl, high vehicle ownership, and low provision of public transportation have combined to create an environment in which not owning a vehicle is a serious barrier to shopping and accessing daily services.



**Bay Crest Community sign blocks access to sidewalk at Lopez Drive and Memorial Highway**

The public involvement effort in the 2016 TDSP process confirmed that the greatest transportation need for the TD community is in the outlying rural areas of the county. In 2015, the Amazon warehouse opened in Ruskin and provided many job opportunities. As a whole, the TD community did not have access to these jobs and, therefore, opportunities to better themselves. Housing is also significantly less expensive in rural areas of the county compared to areas covered by HART services.

The lack of coordination and consideration of the TD population in land use decisions gravely impact the TD community.

## 2.0 GOALS, OBJECTIVES, AND STRATEGIES

### 2.1 GOALS, OBJECTIVES, AND STRATEGIES

#### *Objective 1: Promote an efficient transportation system.*

**Strategy 1.1:** Establish an annual August meeting of social service providers to develop and implement projects for streamlined Transportation Disadvantaged (TD) trips.

**Goal:** Promote an efficient, reliable, and safe transportation system that provides the TD community access to work, school, healthcare, shopping, and social activities.

**Strategy 1.2:** By June 2017, work with the Tampa Bay Area Regional Transportation Authority (TBARTA) and agencies such as Tampa Bay Workforce Alliance, to develop a pilot project, designed to implement cost-effective transportation for individuals working at locations not served efficiently by public transportation.

**Strategy 1.3:** By 2017, work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to review, rank, and participate in the United States Code (U.S.C.) Section 5310 grant program to ensure that capital projects are designed to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. RIDES, RIDES, RIDES

**Strategy 1.4:** Ensure that the Section 5310 grant program continues to maximize coordination among cross-county public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility and improve Americans with Disabilities Act (ADA) accessibility throughout Hillsborough, Pasco, and Pinellas Counties.

**Strategy 1.5:** Advocate with Hillsborough County, the Hillsborough County Metropolitan Planning Organization (MPO), and each municipality through the comprehensive and long range transportation planning processes to ensure consideration of the TD population in the planning and delivery of transportation services.

#### *Objective 2: Promote a reliable transportation system.*

**Strategy 2.1:** Assist the Hillsborough County Board of County Commissioners (BOCC) in securing capital and operating funds to increase services to the TD population provided by the Sunshine Line.

**Strategy 2.2:** Identify capacity within the TD Coordinated System to expand work, school, healthcare, shopping, and social trips for the TD population and fund them. Prioritize expanded trips within the areas outside of the Hillsborough Area Regional Transit's (HART) service area.



**Strategy 2.3:** Work closely with HART service planning and paratransit staff, and other transportation providers, to advocate for more late hour, early hour, and weekend services for the TD population.

**Strategy 2.4:** Attend the HART ADA Committee and have representation on the committee to encourage support for access to work, school, healthcare, shopping, and social activities identified in the Transportation Disadvantaged Service Plan (TDSP).

**Strategy 2.5:** Continue to advocate for improved mobility of the TD through expansion of the HART fixed-route and paratransit systems.

**Strategy 2.6:** Review HART's Transit Development Plan (TDP) updates to ensure that the needs of the TD to access work, school, healthcare, shopping, and social activities are addressed with expanded fixed-route service.

**Strategy 2.7:** Work with the Florida Legislature, the Commission for Transportation Disadvantaged (CTD) and other entities to increase TD funding through continued documentation of unmet transportation needs.

**Strategy 2.8:** Promote the state voluntary dollar program designed to encourage \$1 donations to the TD program when renewing vehicle tags.

**Strategy 2.9:** Ensure the Community Transportation Coordinator (CTC) maintains its quality assurance measures and work with the Florida Department of Transportation (FDOT) to include 5310 recipient results in the CTC evaluation.

***Objective 3: Promote a safe transportation system for the TD by maximizing available bicycle and pedestrian facilities.***

**Strategy 3.1:** Develop educational materials that describe how to integrate transit into land use decisions.

**Strategy 3.2:** Coordinate with local governments, Hillsborough County, and HART to inventory existing bus stops to promote safe access to transit from the perspective of the TD.

**Strategy 3.3:** By June 2017, work with the Hillsborough County MPO Bicycle Pedestrian Advisory Committee (BPAC) to promote construction coordination strategies focused on keeping people safe on our streets during construction. Use creative and low-cost solutions like signal timing modifications to ensure safe and predictable movements, especially for people walking and biking.

**Strategy 3.4:** Partner with the Hillsborough County MPO BPAC to promote an inventory of pedestrian infrastructure (existing sidewalks, curb cuts, pedestrian walk signals, and crosswalk technology) to support safe travel for the TD.

**Strategy 3.5:** Work closely with FDOT and other government entities to address difficult existing conditions that place TD populations in danger – the north side of Busch Boulevard between Florida Avenue and I-275 is a point of interest.

***Objective 4: Establish policies and procedures that ensure program effectiveness and integrity.***

**Strategy 4.1:** Ensure that the transportation operators and all agencies with coordination contracts meet their established standards that measure efficiency, reliability, and safety of the services provided.

**Strategy 4.2:** Continue grievance procedure that promotes problem identification and resolution at the local level.

**Strategy 4.3:** Continue to support effective means of communication where customers can give input on the system's performance through TDCB Meetings.

**Strategy 4.4:** Assist agencies who provide transportation services to TD clients to continue their programs in a high quality and cost-effective manner.

**Strategy 4.5:** Provide ongoing training to all bus operators, dispatchers, and road supervisors to ensure sensitivity for and awareness of the needs and challenges facing those who are TD.

**Strategy 4.6:** Establish and measure standards for reservationists and customer service representatives providing service to TD clients that ensure courtesy and consideration of the needs of the TD community.

**Strategy 4.7:** Utilize the TDCB Grievance Committee to advocate for individuals with complaints that are presented to the TDCB for all providers of service.

## **2.2 IMPLEMENTATION PLAN**

Strategy 2.7 commits that the Hillsborough County MPO, TDCB, and CTC will continue to “work with the Florida Legislature, the CTD and other entities to increase TD funding through continued documentation of unmet transportation needs” to improve or expand these services in Hillsborough County. The first step to implementing this strategy is close coordination with the 2040 Long Range Transportation Plan (LRTP), where the need for additional paratransit vans is identified. The 2040 LRTP was adopted in November 2014.

The Hillsborough County CTC is continuing to improve service in response to ongoing performance evaluations conducted by the TDCB and the CTD. Several major capital improvements are scheduled to be made over the next three years that are consistent with the Hillsborough County MPO's current Transportation Improvement Program (TIP). In addition, these improvements are consistent with the goals, objectives, and strategies of this TDSP.

Over the next two years, Sunshine Line has identified the need to replace 21 vehicles. The exact replacement schedule is based on funding availability, vehicle condition, model year, and mileage. All capital improvements anticipated during the next two years are detailed in **Table 2-1**.

**TABLE 2-1: ANTICIPATED CAPITAL PURCHASE SCHEDULE FY 2016-2018**

PRIORITY NO.	DESCRIPTION	NO. OF UNITS	UNIT COST	TOTAL COST
<b>MAJOR CAPITAL REQUESTS FOR FY 2016/17</b>				
1	Vehicle Replacement (Vans with wheelchair lift)	7	\$76,842	\$537,894
<b>MAJOR CAPITAL REQUESTS FOR FY 2017/18</b>				
1	Vehicle Replacement (Vans with wheelchair lift)	14	\$76,842	\$1,075,788
<b>Total Cost</b>				<b>\$1,613,682</b>

Sunshine Line's computers and other equipment are generally replaced through the Hillsborough County Information and Technology Services (ITS) Department. Currently, such costs are not charged back to Sunshine Line unless the equipment is specific to the TD Program and is not standard for all County programs. Most computer workstations were replaced in 2016. They are upgraded or replaced on a regular basis, depending on evolving technology and requirements.

## 3.0 SERVICE PLAN

### 3.1 COMMUNITY TRANSPORTATION COORDINATOR PRIORITIES

Due to limited resources, Sunshine Line must have priorities when providing service. **Table 3-1** details the trips that are considered Priority I through Priority V. All other trips are scheduled as resources are available.

**TABLE 3-1: SUNSHINE LINE PRIORITIES**

<b>PRIORITY I</b>
Life sustaining medical (dialysis, chemotherapy, radiation, etc.)
Other medical appointments and treatment
Mental Health
Dental
Drug Treatment/Therapy
Pharmacy
Physical Therapy/Rehabilitation
<b>PRIORITY II</b>
Grocery
Human Services/Social Services
Shopping
Medical Records
Hospital Discharge
<b>PRIORITY III</b>
Personal Business (e.g.: government office, bank, post office, legal, hair appointments, etc.)
Employment for persons with disabilities
<b>PRIORITY IV</b>
Employment
Education
Recreation
Social
<b>PRIORITY V</b>
Other

### 3.2 OPERATIONS ELEMENT

#### 3.2.1 *Types, Hours, and Days of Service*

Sunshine Line provides door-to-door (paratransit) services and bus passes for the fixed-route bus system. The use of fixed-route service is mandatory for all clients traveling along a bus route who are capable of using the bus. Sunshine Line also provides fare passes for Americans with Disabilities Act (ADA) paratransit service provided by Hillsborough Area Regional Transit (HART) for eligible low-income clients. All service is provided to both ambulatory and wheelchair clients. All paratransit service provided by Sunshine Line is door-to-door and includes passenger assistance for clients with special needs. Group trips are provided for groups of five or more going to the same address at the same time. Drivers are required to assist passengers from the door of the origin address to the door of the destination address. The driver is not expected to assist passengers to specific offices, departments, or floors within

large medical facilities nor to provide personal attendant care. Confused passengers, or those unable to care for themselves, should be accompanied by an attendant or escort provided by the passenger.

Door-to-door transportation service hours are Monday through Friday, 6:00 a.m. to 5:00 p.m.

### **3.2.2 Accessing Services**

#### **Requesting Transportation**

All requests for transportation are taken by Sunshine Line at (813) 272-7272. The office is open Monday through Friday from 8:00 a.m. through 5:00 p.m.

Reservations may be made up to seven days in advance, and must be made no less than two days in advance. Bus passes must be requested at least five days in advance to allow time for the pass to be mailed. Same-day service is provided for verified urgent medical trips. Same-day service may also be provided for other trips on a space available basis. Clients with regular, recurring medical appointments are encouraged to establish subscription service, which will schedule their transportation automatically for a specific period of time.

In order to screen clients for eligibility through various funding sources, determine client co-payment levels, and the most appropriate means of transportation, clients may be asked for the following information:

- ◇ Name
- ◇ Address and telephone number
- ◇ Medicaid number (if applicable)
- ◇ Date of birth
- ◇ Disability
- ◇ Household income
- ◇ Hillsborough HealthCare number (if applicable)
- ◇ Special needs
- ◇ Trip purpose
- ◇ Escort needs

In addition, clients must know the correct address of both the origin and destination. Due to the high volume of calls received, reservationists cannot contact doctor's offices or look up this information for clients.

#### **Cancellations**

Clients are requested to make cancellations as early as possible, but no later than two hours before the scheduled pick-up time. Cancellations can be made 24 hours a day by calling (813) 272-7272, option two (2). Voicemail is available for cancellations when the reservations office is closed, which is before 8:00 a.m. and after 5:00 p.m.



## No-Shows

If a client fails to cancel a trip at least two hours before the scheduled trip, he/she will be considered a no-show. A door hanger indicating the time the vehicle arrived, the vehicle number, and the driver's name will be left for the client. Drivers can only wait for five minutes. If the client is not ready, the driver will continue to his/her next pick-up. After three no-shows within a 30-day period, the client will be notified that service will be suspended for 30 days unless he/she can provide a valid explanation for the no-shows. The client is provided time to appeal prior to a no-show suspension. A client who has been suspended for no-shows and who "no-shows" three times within a 30-day period within six months of having their service reinstated after the suspension, will be suspended for 60 days for the subsequent no-show policy violation.

## Eligibility

Client eligibility for transportation funded by the Transportation Disadvantaged Trust Fund (TDTF), various grant-related programs, or County funds is determined by reservations staff. Normally, client eligibility is determined over the phone based on information provided by the client; however, additional documentation or information may also be required. Client eligibility for transportation funded by the TDTF is based on the following criteria:

- ◇ Are not allowed to make a self-declaration of their eligibility.
- ◇ Must have no other means of transportation available or cannot purchase transportation.
- ◇ No other funding sources can be available to provide them transportation.
- ◇ Are eligible if they are: Physically/mentally disabled or children-at-risk as defined in F.S. 411.202 or sixty years of age or older or their household income is less than 125 percent of the Federal Poverty Guidelines.
- ◇ Must use the fixed-route transit system, if available, and they have the ability.
- ◇ Must pay an appropriate co-pay per trip based on their household income, as determined by the Transportation Disadvantaged Coordinating Board (TDCB).

Eligibility for all other transportation is determined by the various funding sources and is verified by reservations staff when a request for transportation is made.

Eligibility for door-to-door service, where there is no fixed-route service available, is based on eligibility guidelines which may include a written application form that must be submitted by the client. Eligibility for a fare pass for HART ADA paratransit service is based on a written application form.

### **3.2.3 Coordination Contractors**

Currently, most coordination contractors are agencies providing trips to the Transportation Disadvantaged (TD) and receive a vehicle through the United States Code (U.S.C.) Section 5310 grant process. The Community Transportation Coordinator (CTC) is required before entering into a coordination contract to demonstrate to the TDCB that each agency provides cost-effective, efficient, and necessary service to the TD population. A standard coordination contract has been developed for all such agencies. Each agency is presented to the Local

Coordinating Board (LCB) for endorsement then submitted to the Hillsborough County Board of County Commissioners (BOCC) for approval. Current agencies under coordination agreements are included in Table 1-5.

### 3.2.4 Public Transit Utilization

Clients are required to utilize fixed-route transit service if they are able and traveling within the HART service area. Depending on the number of appointments the client has during a month, they may be issued a 31-day pass, which can be used for an unlimited number of trips during that month or one or more one-day passes, which are good for unlimited trips on the day of their appointment. Bus passes are normally mailed to clients. Scheduling software has several mapping features that allows for the assessment of transit information, including route number and hours of service to determine the availability of bus service for each client and trip request.

*"I am happy with riding on Sunshine Line. Excellent Service and excellent staff!"*

*:) Eujetta McGhee*

Any client who feels that their physical or mental condition prevents them from using fixed-route transit service and who intends to travel within the fixed-route transit service area is provided information to apply for HARTPlus ADA paratransit service.

It should be noted that there are a large number of clients living in rural Hillsborough County where fixed-route service is not available. The door-to-door service is the only available option for these clients.

In addition to the bus pass program, Sunshine Line works cooperatively with HART to ensure efficient service and to remove any duplication of services.

### 3.2.5 School Bus Utilization

The Hillsborough County School Board has committed 150 vehicles or service for emergency evacuation in the county.

### 3.2.6 Vehicle Inventory

The existing inventory of the agencies listed in Section 3.2.3 and the Hillsborough County Sunshine Line's existing inventory total 238 vehicles. A detailed vehicle inventory as of 2016 is included in Appendix E.

### 3.2.7 System Safety Program Plan Certification

The CTC annually certifies compliance with its System Safety Program Plan to the Florida Department of Transportation (FDOT). A copy of the most recent certification is shown in **Figure 3-1**.

**FIGURE 3-1 CTC SYSTEM SAFETY PROGRAM PLAN CERTIFICATION**



Sunshine Line

SAFETY CERTIFICATION

**Board of County Commissioners**  
 Kevin Beckner  
 Victor D. Crist  
 Ken Hagan  
 Al Higginbotham  
 Lesley "Les" Miller, Jr.  
 Sandra L. Murman  
 Stacy R. White

**County Administrator**  
 Michael S. Merrill

**County Administrator Executive Team**  
 Lucia E. Garsys  
 Carl S. Harness  
 Gregory S. Horwedel  
 Ramin Kouzehkanani  
 Liana Lopez  
 Bonnie M. Wise

**Internal Auditor**  
 Peggy Caskey

**County Attorney**  
 Chip Fletcher

**Sunshine Line**  
 PO Box 1110  
 Tampa, FL 33601-1110

DATE: June 7, 2016  
 NAME: Hillsborough County Sunshine Line  
 ADDRESS: 3402 N 22<sup>nd</sup> Street, Tampa FL 33605

In accordance with Florida Statute 341.061, the bus transit system named above hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule 14-90, Florida Administrative Code.
2. Compliance with the adopted safety standards in the SSPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009.

Signature: 

Name: Scott Clark

Title: Director, Sunshine Line

Name and address of entity(ies) which have performed safety inspections:

Name: Hillsborough County Fleet Maintenance  
 Address: PO Box 1110, Tampa FL 33601

### 3.2.8 *Inter-County Services*

Sunshine Line does not provide inter-county services. HART, Pinellas Suncoast Transit Authority (PSTA), and Pasco County Public Transportation (PCPT) each have cooperative agreements with each other that provide service across county lines.

### 3.2.9 *Natural Disaster/Emergency Preparedness*

Sunshine Line is included in Hillsborough County's *Comprehensive Emergency Management Plan* and is assigned to special needs evacuation. In addition, upon activation of the Emergency Operation Center, Sunshine Line's program manager serves as the overall transportation coordinator at the Emergency Operation Center and works with representatives from HART and the school system.

### 3.2.10 *Marketing*

In 2002, Hillsborough County hired a marketing firm that conducted focus groups and helped the county to rename the program to Sunshine Line with a new logo and motto, "Hillsborough's Ride on the Bright Side." The goal was and continues to be to market the program as a user-friendly transportation service. The program has been featured several times on Hillsborough County government's television channel. A client-oriented brochure provides information about the available services, applications, and how to access the services. Information about the program is posted on Hillsborough County's website (<http://www.hillsboroughcounty.org/hss/sunshine/>). Staff participates in public meetings and forums regarding clients or services impacted by transportation issues.

A Ride Guide, developed by the TDCB, is also available from the Hillsborough County Metropolitan Planning Organization's (MPO) website <http://www.planhillsborough.org/the-ride-guide/>, which provides descriptions of other available services including contact names and numbers for requesting transportation. The Ride Guide is also included as part of Appendix D to this document.

### 3.2.11 *Acceptable Alternatives*

Any agency purchasing or providing transportation for the TD with TD funds is to do so through a contractual arrangement with the CTC. Specifically exempted from this requirement are privately-owned vehicles of an agency volunteer or employee, state-owned vehicles, privately-owned vehicles of a family member or custodian, common carriers such as commercial airlines or buses, emergency medical vehicles, or "when the CTC is unable to provide or arrange the required service."

*"I am grateful for the service and I really appreciate the service. May God bless you all."*

*Milliant Morris*

Due to the nature of the service provided by the Hillsborough County Crisis Center, this falls under the latter category. The Crisis Center provides transportation for persons who are confined under the Baker Act. Due to the special nature of this service and the clients served, the Crisis Center provides for its own transportation outside of the TD Coordinated System.

## 4.0 QUALITY ASSURANCE

### 4.1 PERFORMANCE STANDARDS

Performance standards are integral to the continued operation of a high quality Transportation Disadvantaged (TD) Coordinated System. The following standards were developed by the Transportation Disadvantaged Coordinating Board (TDCB) and the Community Transportation Coordinator (CTC). These standards are divided into five categories: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety. Annually, the TDCB utilizes the standards to evaluate the performance of the CTC.

#### 4.1.1 *On-Time Performance*

The current standard is that 90 percent of clients are to be delivered “on-time.” On-time shall mean that a client arrives at their scheduled destination no later than their scheduled appointment time or are picked up no later than 35 minutes after their scheduled return time.

#### 4.1.2 *Travel Time*

The current standard is that 95 percent of all trips are to be accomplished in under 90 minutes. Travel Time measures the amount of time a client rides in a vehicle. The maximum ride time for a routinely scheduled trip is 90 minutes. This standard will not apply to certain special charter trips, sight-seeing type transports.

#### 4.1.3 *Road Calls*

This evaluates the reliability of the fleet with the standard stating that the coordinator should have no more than seven road calls per 100,000 vehicle miles traveled. This was changed for the 2007 evaluation period from the previous standard of no less than 15,000 vehicle miles between road calls.

#### 4.1.4 *Annual Trips per Capita*

The CTC will provide no less than an average of 0.5 trips per capita.

#### 4.1.5 *Cost per Trip*

The average cost per trip will be determined through a comparison based on a statewide “Median Cost per Total Trip” index. The benchmark is that the local cost per trip shall be below the statewide annual median cost, as published each January by the Commission for the Transportation Disadvantaged (CTD) in their *Annual Performance Report* for the previous year.

Additionally, a separate comparison showing the Cost per Paratransit Trip, of the state’s seven urbanized TD programs will be included in the appendix of the *CTC Evaluation*.

#### 4.1.6 *Trips per Revenue Hour (New Standard from 2015 Update)*

The coordinator will provide no less than 2.0 door-to-door trips per revenue hour.



#### **4.1.7 Vehicles per 100,000 Persons (Measurable Standard)**

The coordinator will provide no less than five vehicles per 100,000 residents systemwide.

#### **4.1.8 Percentage of Denials (Measurable Standard)**

The coordinator will deny no more than 2.5 percent of client requests for transportation. A denial is when the coordinator cannot schedule the trip the client requested due to limited capacity of the network, and the client cannot travel on a suggested alternative date and/or time. A detailed log of denied trips will be maintained by the CTC.

#### **4.1.9 Call-Hold Time**

Clients who call the coordinator to schedule a trip shall reach an operator within an average of four minutes. Hold time is the duration of time between the introductory system message and when an operator is reached.

#### **4.1.10 Accidents (Measurable Standard)**

The CTC will have no more than 1.2 accidents per 100,000 vehicle miles. This evaluation criterion applies to Sunshine Line door-to-door trips only.

#### **4.1.11 Complaints (Measurable Standard)**

The coordinator will receive no more than two complaints, on average, per 1,000 trips. All complaints submitted to the CTC must be investigated and responded to and/or resolved within 30 calendar days of receipt. If a complaint is to be considered valid, the client must contact the CTC within five business days of the incident and supply his/her name, address, and telephone number. The response/resolution shall include written correspondence to the complainant.

### **4.2 SERVICE POLICIES**

It is imperative that an operator have clear expectations of clients and staff in order to provide quality service. The following are policies that apply to the TD service within Hillsborough County.

#### **4.2.1 Adequate Seating (Commission Standard)**

Each passenger will be provided a seat with a safety belt. All wheelchair location(s) will have a securement system and restraining devices for each position in accordance with the Americans with Disabilities Act (ADA). All children are required to use a child restraint device in accordance with Section 316.613, Florida Statutes (F.S.). The client must provide the child restraint seat.

#### **4.2.2 Air Conditioning/Heating (Commission Standard)**

All vehicles will have operating air conditioners and heaters.

#### **4.2.3 Billing Requirements (Commission Standard)**

At a minimum, the coordinator shall pay invoices to subcontractors in accordance with the *Florida Prompt Payment Act*.

#### **4.2.4 Driver Identification (Commission Standard)**

All drivers are required to wear photo identification.

#### **4.2.5 Local Toll Free Phone Number Must be Posted in All Vehicles (Commission Standard)**

The coordinator will maintain a local or toll-free telephone number for the entire service area.

#### **4.2.6 Passenger Assistance (Commission Standard)**

All drivers are required to open and close the door when the client enters or exits the vehicle, and to provide additional assistance if required or requested. This does not include assistance beyond door-to-door service. This does not require the driver to assist the client into the home or take the client upstairs to the doctor's office. All drivers must abide by the requirements listed in the System Safety Program.

#### **4.2.7 Passenger/Trip Database (Commission Standard)**

The coordinator will maintain a database of all clients within the program. The database should track information such as home address, mailing address, passenger type, passenger needs, birth date, and trip history.

#### **4.2.8 Smoking (Commission Standard)**

No smoking is allowed on vehicles.

#### **4.2.9 Eating and Drinking (Commission Standard)**

Clients are not allowed to eat or drink on vehicles.

#### **4.2.10 Two-Way Communications (Commission Standard)**

All vehicles will be equipped to have two-way communications that are in good working order. All service providers will obey all federal and state regulations regarding in-vehicle communications.

#### **4.2.11 Vehicle Cleanliness (Commission Standard)**

The coordinator will ensure that all vehicles are kept clean and free of litter. The interior of the vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, or other materials that could soil items or provide discomfort for passengers.

#### **4.2.12 Advance Reservation Requirements (Local Standard)**

Clients are required to make their reservations from two to seven working days prior to their desired travel day. Same-day, on-demand requests are provided upon availability of resources.

#### **4.2.13 CPR and First Aid (Local Standard)**

All drivers must receive training and maintain accreditation in Cardiopulmonary Resuscitation (CPR) and First Aid. All vehicles will have a First Aid Kit.

#### **4.2.14 Driver Criminal Background Screening (Local Standard)**

All new drivers must pass a criminal background check per the strictest minimum requirements of each purchasing agency and the CTC.

#### **4.2.15 Out-of-Service Area Trips (Local Standard)**

Out-of-county trips will be provided when authorized and funded by a purchasing agency. Normally, out-of-county trips are provided when comparable services are not available in Hillsborough County. Currently, no out-of-county trips are being provided by funds from the Transportation Disadvantaged Trust Fund (TDTF).

#### **4.2.16 Pick-Up Window (Local Standard)**

Clients may be picked up as early as 90 minutes prior to their appointment time.

#### **4.2.17 Rider Personal Property (Local Standard)**

Personal belongings are the sole responsibility of the passenger. Only those items passengers can personally carry and safely transport will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to, load/unload passenger belongings.

#### **4.2.18 Transport of Escorts and Dependent Children (Local Standard)**

Medically necessary escorts are permitted to assist clients due to physical or mental disabilities. Children under the age of 16 are required to have an escort.

#### **4.2.19 Consumer Comment Telephone Numbers (Policy)**

A consumer comment telephone number must be posted in all vehicles.

#### **4.2.20 Drug and Alcohol Policy (Policy)**

All service providers are required to comply with applicable state and federal laws relating to drug testing. These drug-testing requirements also apply to County drivers. In addition, Hillsborough County has a Drug Free Work Place Policy. The coordinator will comply with the strictest minimum drug and alcohol policies set by each purchasing agency.

#### **4.2.21 Monitoring Requirements (Policy)**

The coordinator shall conduct, at a minimum, annual reviews of provider contracts and monitor trip records to ensure trips are being performed reliably and safely.

#### **4.2.22 Passenger No-Shows (Policy)**

If a passenger fails to cancel a trip in a timely fashion (that is, no later than two hours before the scheduled pick-up time), he/she will be considered a no-show. A door hanger indicating the time the vehicle arrived and the driver's name will be left for the client. Return trips are automatically cancelled when the outgoing trip is a no-show. Any client with three or more no-shows in one month may be suspended from the system for 30 days. Prior to being suspended, a client will be advised of the process of their appeal. If requested, the client's funding agency should also be notified of the suspension.

A client who has been suspended for no-shows and who no-shows three times within a 30-day period within six months of having their service reinstated after the suspension, will be suspended for 60 days for the subsequent no-show policy violation. When the client follows the no-show policy for six consecutive months, the next no-show suspension will be for a 30-day period. The CTC will maintain a record of all no-shows.

#### **4.2.23 Provide Additional Service (Policy)**

The CTC should maintain existing coordination contracts and execute new ones, where feasible and cost-effective. Annually, the CTC should contact, in writing, agencies and groups who provide TD services to the general public outside the coordinated system to request they enter into coordination agreements with the CTC. The CTC should explain the benefits and responsibilities of entering into such a contract.

#### **4.2.24 Public Transit Ridership (Policy)**

Public transit will be the preferred mode of transport. Clients must use the fixed-route transit system if it is available and if he/she is able to use it. The coordinator will determine the availability of service, which is normally defined as when the client's trip origin and destination are within  $\frac{3}{4}$ -mile on either side of a local bus route during its hours of operation.

#### **4.2.25 Sensitivity Training (Policy)**

To maintain courteous and respectful customer relations, reservationists and drivers will receive client sensitivity training upon being employed by the CTC. In addition, reservationists and drivers should receive annual refresher courses and the coordinator should require that all the private-for-hire drivers that it has under contract receive similar training. The coordinator will monitor their performance on a random basis.

*"I am extremely pleased with the service from the call center to the drivers. Bravo, keep up the good work!"*  
*Darin Meadows*

#### **4.2.26 Vehicle Transfer Points (Policy)**

The CTC does not currently utilize vehicle transfer points; therefore, no policy or standard has been established.

### **4.3 GRIEVANCE SUBCOMMITTEE POLICIES AND PROCEDURES**

The TDCB created a Hillsborough County Transportation Disadvantaged Grievance Subcommittee. This subcommittee develops rules and procedures to ensure quality control of the TD Coordinated System and to provide participating users, funding agencies, and transportation providers with an impartial body to hear complaints and make recommendations on disputes concerning services rendered.

#### **Section 1. Creation of Board**

1.01 There is hereby created and established a Hillsborough County Transportation Disadvantaged Grievance Subcommittee, hereinafter referred to as Grievance Subcommittee, a subcommittee of the TDCB, as specified pursuant to Chapter 427, F.S. and Rule 41-2, Rules of the State of Florida and Operations Plan 2c of the Memorandum of Agreement (MOA) between Hillsborough County and the CTD.

#### **Section 2. Definitions**

2.01 As used in these Rules and Procedures, the following words and terms shall have the meanings assigned herein:

- (a) CTC: Board of County Commissioners (BOCC) of Hillsborough County of the State of Florida.
- (b) TDCB: Entity appointed by the Hillsborough County Metropolitan Planning Organization (MPO) that provides assistance to the CTC relative to the coordination of transportation service.
- (c) Funding Agency: Those agencies which have a funding contract with the CTC for transportation services for the TD.
- (d) MPO: The Hillsborough County MPO, an organization responsible for carrying out transportation planning and staffing the TDCB.
- (e) Program Manager: The individual responsible for the operation of the transportation program for the transportation provider.
- (f) Transportation Provider: The entity providing transportation services for the TD whether it be the County or private non-profit or private for profit providers.
- (g) TD (User): Those persons who because of physical or mental disability, income status or age, or who for other reasons are unable to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities.
- (h) CTD: Entity responsible for fostering the coordination of transportation services statewide provided to the TD.



### ***Section 3. Objective***

- 3.01 The objective of the Grievance Subcommittee shall be to develop rules and procedures to ensure quality control and to provide participating users, funding agencies, and transportation providers with an impartial body to hear complaints and make recommendations on disputes concerning services rendered.

### ***Section 4. Membership***

- 4.01 Members of the Grievance Subcommittee shall be appointed by the Chairman of the Hillsborough County Local Coordinating Board (LCB) and shall be composed of five voting members of the LCB as follows:
- (a) One user of transportation services,
  - (b) One representative of a recognized disabled group, and
  - (c) Three representatives of the LCB at-large.
- 4.02 The designated representative of the CTC, charged with responsibility of overseeing the TD program, shall be an advisory member of the Grievance Subcommittee. The Hillsborough County MPO shall staff the Grievance Subcommittee.

### ***Section 5. Terms of Members***

- 5.01 The members of the Grievance Subcommittee shall serve a 2-year term.
- 5.02 A member of the Grievance Subcommittee may be removed for cause by the Chairman of the LCB. Vacancies in the membership of the subcommittee shall be filled in the same manner as the original appointments. An appointment to fill a vacancy shall only be for the remainder of the unexpired term being filled.
- 5.03 The Grievance Subcommittee shall elect a chairperson and a vice chairperson at the first scheduled meeting of each year who shall serve for one year.
- 5.04 A quorum (three voting members) shall be present for any official action. In the event of a tie vote, the chairperson shall then have the deciding vote. Meetings shall be held at such times as the Grievance Subcommittee may determine.
- 5.05 No voting member will have a vote on an issue that is deemed a conflict of interest.

### ***Section 6. Grievance Procedures***

- 6.01 Grievance procedures will be those as specified by the Grievance Subcommittee as set forth below.
- 6.02 Complaints that emanate from continued tardiness; driver behavior; passenger discomfort; irregularities in the system of delivery; or decisions made to deny, reduce, or terminate services constitute grievances for users or funding agencies. Complaints about charges or billing constitute grievances by a funding agency or transportation provider. Other complaints can be heard at the discretion of the Grievance Subcommittee.

- 6.03 Clients or funding agencies shall contact the CTC Program Manager verbally, or in writing, in an attempt to resolve the complaint following the procedures of his/her agency.
- 6.04 If this effort is not successful, the grievant may present their grievance to the Grievance Subcommittee by securing a grievance form (**Figure 4-1**) from the program managers of the transportation providers care of the Hillsborough County MPO. The client will also be advised about the CTD Ombudsman Program.
- 6.05 Upon receipt of the grievance form, the TDCB chairperson shall, within 15 working days, contact Grievance Subcommittee members and the CTC Program Manager to set a grievance hearing date and location.
- The grievance may also be sent to:
- CTC Ombudsman Program
  - 605 Suwannee Street, MS-49
  - Tallahassee, FL 32399-0700
  - 1-800-983-2435
  - 1-800-648-6084 (TTY)
  - [www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)
- 6.06 The grievant and all parties involved shall be notified at least seven working days prior to the hearing date by certified mail; return receipt requested.

### ***Section 7. Powers and Duties of the Grievance Subcommittee***

- 7.01 The Grievance Subcommittee shall have the power to hold hearings, conduct investigations, and take testimony in all matters relating to complaints or grievances brought before the subcommittee by a user, funding agency, or transportation provider.
- 7.02 Each party, at their own expense, shall have the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, and to examine opposing witnesses on any relevant matter. Information presented at the grievance hearing that is irrelevant, immaterial, or unduly repetitious will be excluded from consideration. All other information of a type commonly relied upon by reasonable prudent persons in the conduct of their affairs will be admissible. The Grievance Subcommittee will determine whether the information presented is relevant to the hearing and that decision is final.
- 7.03 The Grievance Subcommittee shall review the material presented and make recommendations to all parties involved and the TDCB within 15 working days. The said notice shall be sent to all parties by certified mail; return receipt requested.
- 7.04 The CTC shall, within 15 working days from the receipt of the recommendations, address in writing the Grievance Subcommittee's recommendations, and send them to the TDCB staff.
- 7.05 The Grievance Subcommittee will report the CTC's response to the full TDCB at their next scheduled meeting.

FIGURE 4-1: HILLSBOROUGH COUNTY TDCB GRIEVANCE FORM

HILLSBOROUGH COUNTY  
TRANSPORTATION DISADVANTAGED  
COORDINATING BOARD

GRIEVANCE FORM

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Description of incident and steps taken to resolve complain:  
(The description must at a minimum include the nature of the alleged complaint, the transportation provider involved and the date(s), time(s), and place(s) where the incident(s) occurred. Please use additional sheets if needed.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of relief desired:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

**OFFICIAL USE ONLY**

Date Chairperson Received Report: \_\_\_\_\_  
Date Presented to Grievance Board: \_\_\_\_\_

Recommendation:

\_\_\_\_\_  
\_\_\_\_\_

Date Parties Notified of Results:

Return form to: Transportation Disadvantaged Coordinating Board  
P.O. Box 1110  
Tampa, FL 33601-1110  
(813) 272-6255 (fax)  
Ogilviem@plancom.org

- 7.06 All meetings and hearings shall be open to the public.
- 7.07 Minutes shall be kept at each hearing and filed with the LCB staff, in care of the Hillsborough County MPO, and shall be public record.
- 7.08 If the grievance cannot be resolved pursuant to the procedures set forth, the grievant may notify the local TDCB, who shall recommend solution(s).
- 7.09 If the local TDCB cannot resolve the grievance, the grievant may appeal it to the Hillsborough County MPO, who shall recommend solution(s).
- 7.10 Any appeals to the recommendations of the Grievance Subcommittee, the TDCB, or the Hillsborough County MPO must be filed with their staff within 60 days of the latest hearing decision. The appeal will be filed to Hillsborough County MPO/TDCB staff by certified mail; return receipt requested.
- 7.11 Upon receipt of an appeal, Hillsborough County MPO/TDCB staff shall, within 15 working days, request an appeal hearing date from the appropriate party and notify relevant individuals.
- 7.12 Any person or entity aggrieved by the decision of the TDCB or the Hillsborough County MPO may appeal in any manner provided by law.
- 7.13 At any time during the process, the grievant may present the grievance to the CTD through their Ombudsman Program.

### **Section 8. Notification of Procedures**

- 8.01 The CTC and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone upon request.
- 8.02 The CTC and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of the riders.

## **4.4 EVALUATION PROCESSES**

### **4.4.1 CTC Evaluation Process**

A primary task of the TDCB is to continually evaluate the services provided by the CTC. The TDCB must provide the Hillsborough County MPO with an annual evaluation of the CTC's performance, including a recommendation as to whether to retain the current coordinator.

The purpose of this evaluation is to ensure that the most cost-effective, efficient, non-fragmented, unduplicated, appropriate, reliable, and accountable transportation services are provided to the local TD population.

The CTC is evaluated according to the required sections of the *Quality Assurance and Program Evaluation LCB CTC Evaluation Workbook*, which was developed by the CTD.

*"Everything has been great.  
Thank you for all you all do for  
the needy."  
Leslie Newell*

The CTC is also evaluated by locally-adopted performance standards, which are described above.

After the TDCB establishes the evaluation period, staff members request the necessary statistical data from the CTC. In addition, staff members request output from on-board Mobile Data Terminals (MDTs), a select sample of driver logs to review on-time and travel-time performance, and distribute client satisfaction surveys to users of the door-to-door service and the bus pass program. Hillsborough County staff may contact clients or funding agencies to determine their satisfaction with the TD services received.

Hillsborough County MPO staff members tabulate this information and draft a report for the review of the TDCB Evaluation Committee. Hillsborough County MPO staff members revise the document per the committee's request and gather any additional information needed to fully evaluate the CTC's performance.

Next, the evaluation is presented to the TDCB. The TDCB reviews the draft report, directs staff to make any appropriate revisions, and recommends the adoption of the document. Finally, the evaluation report is forwarded to the Hillsborough County MPO for its review, comment, and adoption. The adopted evaluation of the CTC is then supplied to the Hillsborough County BOCC and CTD.

#### **4.4.2** *CTC Monitoring Procedures of Operators Contractors*

The CTC annually reviews the records of operators to confirm compliance with system safety plan requirements. Insurance certificates are reviewed and maintained by the Hillsborough County Insurance and Claims Department. Random field reviews of service are also conducted to determine timeliness and quality of service. This allows staff to review performance issues with facility staff and/or clients during field visits. Formal on-time performance reviews are conducted using a sample of four to five days per month.

#### **4.4.3** *Coordination Contract Evaluation Criteria*

The CTC reviews the records of operators annually to confirm compliance with the system safety plan requirements. Insurance certificates are reviewed and maintained by the Hillsborough County Insurance and Claims Department.

In addition, new agencies requesting to enter into coordination contracts with the county are required to provide documentation on the costs of their services and explanations of services provided in order to determine cost-effectiveness and to ensure that efforts are not being duplicated. New coordination contractors and those up for contract renewal may be requested to appear before the TDCB.

#### **4.4.4** *Planning Agency Evaluation Process*

Staff members of the TDCB, provided through the Hillsborough County MPO courtesy of the Hillsborough County City-County Planning Commission, undergo an annual performance evaluation of assigned tasks as required by the Civil Service Board. Most of the required planning task products are reviewed and approved by both the TDCB and Hillsborough County MPO. In addition, the TDCB is supplied with quarterly reports on staff members' progress in



completing the required planning tasks for member information and comment. These quarterly reports are also supplied to the CTD.

Every three years, the CTD conducts a quality assurance review of each LCB. This review process is designed to ensure that LCBs and CTCs receive adequate support to accomplish their assigned tasks. The results of the local evaluations are supplied to the Hillsborough County CTC, TDCB, and MPO.

## 5.0 COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

In Hillsborough County, the Community Transportation Coordinator (CTC) works with five organizations that provide funding for transportation to the TD. The following Annual Operations Report outlines the level of funding these organizations provide.

This section also includes the cost worksheet from the most recent CTC evaluation, backup documentation provided as justification in the development of the CTC's rates, and the current rate structure. Information on the various client co-payments required by each funding source and co-pay assistance that is available are also included.

**FLCTD  
Annual Operations Report  
Section I: Face Sheet**

County: <b>Hillsborough</b>	Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>
<b>Status: Submitted to FLCTD</b>	
<b>Report Date:</b>	09/14/2016
<b>Period Covered:</b>	July 1, 2015 - June 30, 2016
<b>Coordinator's Name:</b>	Hillsborough County
<b>Address:</b>	3402 N 22nd Street
<b>City:</b>	Tampa
<b>Zip Code:</b>	33605
<b>Service Area:</b>	Hillsborough
<b>Contact Person:</b>	Karen Smith
<b>Title:</b>	Community Service Prog Coord II, Sunshine Line
<b>Phone:</b>	(813) 276 - 8126
<b>Fax:</b>	(813) 272 - 5131
<b>Email:</b>	smithk@hillsboroughcounty.org
<b>Network Type:</b>	Partial Brokerage
<b>Organization Type:</b>	County

**CTC Certification:**

I, Karen Smith, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

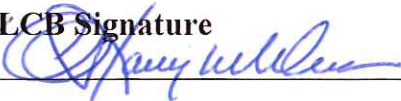
**CTC Representative (signature)**

\_\_\_\_\_

**LCB Statement:**

I, Harry Cohen, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

**LCB Signature**

✓  \_\_\_\_\_

# FLCTD

## Annual Operations Report

### Section III: Passenger Trip Info

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section III: Passenger Trip Information</b>			
<b>1a. One-Way Passenger Trips</b>			
Type of Service	Service Area		Total
	Within	Outside	
<b>Fixed Route/Fixed Schedule</b>			
Daily Trip Tickets	71320	0	71320
Weekly Passes	0	0	0
Monthly Passes	49284	0	49284
<b>Deviated Fixed Route Service</b>			
	0	0	0
<b>Paratransit</b>			
Ambulatory	495866	98	495964
Non-Ambulatory	86123	11	86134
Stretcher	0	0	0
<b>Other Services</b>			
School Board Trips	0	0	0
<b>Total Trips</b>	<b>702593</b>	<b>109</b>	<b>702702</b>
<b>1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?</b>			0
<b>1c. How many of the total trips were provided by coordination contractors?</b>			443428
<b>2. One-Way Trips by Funding Source</b>			
Agency for Health Care Administration			42151
Agency for Persons with Disabilities			120178
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			143816
Department of Children and Families			14115
Department of Community Affairs			3072
Department of Education			0
Department of Elder Affairs			23178
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	30054
Local Government	280433
Local Non-Government	18883
Other Federal Programs	26822
<b>Total:</b>	702702

### 3. One-Way Trips by Passenger Type

Was this information obtained by sampling?	yes
<b>Elderly</b>	
Low Income:	29848
Disabled:	36403
Low Income and Disabled:	72304
Other:	10847
<b>Children</b>	
Low Income:	1791
Disabled:	0
Low Income and Disabled:	448
Other:	0
<b>Other</b>	
Low Income:	86654
Disabled:	180881
Low Income and Disabled:	270776
Other:	12750
<b>Total:</b>	702702

### 4. One-Way Passenger Trips - by Purpose

Was this information obtained by sampling?	no
Medical Purpose	202142
Employment Purpose	54725
Education/Training/Daycare Purpose	111827
Nutritional Purpose	99942
Life-Sustaining/Other Purpose	234066
<b>Total:</b>	702702

### 5. Unduplicated Passenger Head Count

5a. Paratransit/Deviated Fixed Route/ School Brd	14452
--	-------



5b. Fixed Route	10190
<b>Total:</b>	24642
<b>6. Number of Unmet Trip Requests</b>	
	511
<b>Unmet Trip Requests by Type of Trip</b>	
Unmet Medical	352
Unmet Employment	24
Unmet Education/Training/Daycare	12
Unmet Nutritional	81
Unmet Life-Sustaining/Other	42
<b>Reason Trip was Denied (Optional)</b>	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
<b>7.) Number of Passenger No-shows</b>	
	6973
<b>Passenger No-Shows by Funding Source (optional)</b>	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
<b>8. Complaints</b>	
Complaints by Service	236
Complaints by Policy	0
Complaints by Vehicle	0
Complaints by Other	0
<b>Complaint Total:</b>	236
<b>9. Commendations</b>	
Commendations by CTC	284

Commendations by Transportation Providers	0
Commendations by Coordination Contractors	37
<b>Total Commendations:</b>	321

# FLCTD

## Annual Operations Report

### Section IV: Vehicle Info

County: <b>Hillsborough</b>	Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>		
<b>Status: Submitted to FLCTD</b>			
<b>Section IV: Vehicle Information</b>			
<b>1. Mileage Information</b>			
	<b>Vehicle Miles</b>		<b>Revenue Miles</b>
CTC:	1191137		1038317
Transportation Providers:	0		0
Coordination Contractors:	3172838		2859167
School Bus Utilization Agreement:	0		0
<b>Total:</b>	<b>4363975</b>		<b>3897484</b>
<b>2. Roadcalls</b>			
	399		
<b>3. Accidents</b>			
	<b>Chargeable</b>		<b>Non-Chargeable</b>
Total Accidents Person Only:	0		0
Total Accidents Vehicle Only:	4		18
Total Accidents Person & Vehicle:	5		17
<b>Total Accidents:</b>	<b>9</b>		<b>35</b>
<b>Grand Total:</b>	<b>44</b>		
<b>4. Total Number of Vehicles</b>			
	262		
		<b>Count</b>	<b>Percentage</b>
a. Total vehicles that are wheelchair accessible:		132	50.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

# FLCTD

## Annual Operations Report

### Section V: Employee Info

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section V: Employee Information</b>			
<b>1. CTC and Transportation Provider Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	43		89440
Part-Time Drivers	0		0
Volunteer Drivers	0		0
<b>Total Hours:</b>			89440
Maintenance Employees	0		
Dispatchers	0		
Schedulers	4		
Call Intake/Reserv./Cust. Serv.	11		
Other Operations Employees	2		
			<b>Hours</b>
Other Volunteers	0		0
Administrative Support	5		
Management Employees	3		
<b>Total</b>	68		
<b>2. Coordination Contractors Employee Information</b>			
			<b>Hours</b>
Full-Time Drivers	75		161641
Part-Time Drivers	446		150491
Volunteer Drivers	2		560
<b>Total Hours:</b>			312692
Maintenance Employees	19		
Dispatchers	6		
Schedulers	3		
Call Intake/Reserv./Cust. Serv.	12		
Other Operations Employees	1		

		<b>Hours</b>
Other Volunteers	1	12
Administrative Support	19	
Management Employees	12	
<b>Total</b>	596	
		<b>TOTAL HOURS:</b> 402132



# FLCTD

## Annual Operations Report

### Section VI: Revenue Sources

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VI: Financial Data</b>			
<b>1. Detailed Revenue and Trips Provided by Funding Source</b>			
<b>Revenue Source</b>	<b>CTC and Transportation Providers</b>	<b>Coordination Contractors</b>	<b>TOTAL REVENUES</b>
<b>Agency for Health Care Administration</b>			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$1,242,616.00	\$1,242,616.00
<b>Agency for Persons with Disabilities</b>			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$1,080,568.00	\$1,080,568.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Agency for Workforce Innovation</b>			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Commission for the Transportation Disadvantaged</b>			
Non-Sponsored Trip Program	\$1,927,594.00	\$0.00	\$1,927,594.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Children and Families</b>			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$319,284.00	\$319,284.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Community Affairs</b>			
Community Services	\$17,515.00	\$0.00	\$17,515.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Education</b>			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Elder Affairs</b>			
Older Americans Act	\$227,695.00	\$0.00	\$227,695.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Health</b>			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
<b>Department of Juvenile Justice</b>			
(specify)	\$0.00	\$0.00	\$0.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$383,159.00	\$383,159.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)Transp voucher program	\$0.00	\$75,000.00	\$75,000.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$4,490,686.00	\$4,490,686.00
County Cash	\$2,415,933.00	\$811,506.00	\$3,227,439.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$0.00	\$0.00	\$0.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
<b>Local Non-Government</b>			
Farebox	\$52,429.00	\$693,088.00	\$745,517.00
Donations, Contributions	\$0.00	\$0.00	\$0.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$89,920.00	\$717,102.00	\$807,022.00
<b>Other Federal or State Programs</b>			

(specify)hvrp	\$3,422.00	\$0.00	\$3,422.00
(specify)Dept of Corrections	\$0.00	\$251,983.00	\$251,983.00
(specify)HUD, FL Dev Dis Council	\$0.00	\$289,483.00	\$289,483.00
<b>GRAND TOTAL:</b>			
	\$4,734,508.00	\$10,354,475.00	\$15,088,983.00

**FLCTD**  
**Annual Operations Report**  
**Section VII: Expense Sources**

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2015 - June 30, 2016</b>	
<b>Status: Submitted to FLCTD</b>			
<b>Section VII: Financial Data</b>			
<b>2. Expense Sources</b>			
<b>Expense Item</b>	<b>Community Transportation Coordinator</b>	<b>Coordination Contractor</b>	<b>TOTAL EXPENSES</b>
Labor (501):	\$2,284,401.00	\$5,815,544.00	\$8,099,945.00
Fringe Benefits (502):	\$886,361.00	\$1,745,574.00	\$2,631,935.00
Services (503):	\$488,942.00	\$303,873.00	\$792,815.00
Materials and Supplies Cons. (504):	\$250,949.00	\$1,084,063.00	\$1,335,012.00
Utilities (505):	\$63,536.00	\$67,613.00	\$131,149.00
Casualty and Liability (506):	\$166,933.00	\$688,887.00	\$855,820.00
Taxes (507):	\$0.00	\$4,634.00	\$4,634.00
<b>Purchased Transportation Services (508)</b>			
Bus Pass Expenses:	\$549,725.00	\$36,708.00	\$586,433.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$21,694.00	\$150,000.00	\$171,694.00
Miscellaneous (509):	\$21,966.00	\$108,038.00	\$130,004.00
Interest (511):	\$0.00	\$361.00	\$361.00
Leases and Rentals (512):	\$0.00	\$19,387.00	\$19,387.00
Annual Depreciation (513):	\$0.00	\$281,597.00	\$281,597.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$0.00	\$48,192.00	\$48,192.00
<b>GRAND TOTAL:</b>	<b>\$4,734,507.00</b>	<b>\$10,354,471.00</b>	<b>\$15,088,978.00</b>

## Worksheet for Multiple Service Rates

CTC: Hillsborough Cc Version 1.4  
 County: Hillsborough

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input checked="" type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Skip # 2, 3 & 4 and Go to Section III for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Leave Blank

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section III for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =  
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Leave Blank and Go to Section III for Group Service



## Worksheet for Multiple Service Rates

CTC: Hillsborough Cc Version 1.4  
 County: Hillsborough

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 

<input type="radio"/> Yes
<input checked="" type="radio"/> No

Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....
 

<input checked="" type="radio"/> Pass. Trip
<input type="radio"/> Pass. Mile

Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

### SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... 

You Must Complete This Section!
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 3.88 to 1.00

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
  - \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
  - \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,445,302	= 753,137	+ 153,007	+ Leave Blank	+ 539,158
Rate per Passenger Mile =		\$2.55	\$4.37	\$0.00	\$1.24 \$4.80
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	144,746	= 61,826	+ 21,058	+ Leave Blank	+ 61,862
Rate per Passenger Trip =		\$25.45	\$43.62	\$0.00	\$12.37 \$47.94
					per passenger per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	<input type="text"/> \$0.00
Rate per Passenger Mile for Balance =		\$2.55	\$4.37	\$0.00	\$1.24 \$4.80
					per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.19	\$7.19	\$0.00	\$2.04 \$7.90
					per passenger per group
Rate per Passenger Trip =		\$41.85	\$71.75	\$0.00	\$20.35 \$78.86
					per passenger per group

Program These Rates Into Your Medicaid Encounter Data

## Worksheet for Multiple Service Rates

CTC: Hillsborough Cc Version 1.4  
County: Hillsborough

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

The following is a copy of the completed Commission for the Transportation Disadvantaged (CTD) Disadvantaged Rate Calculation Model for the 2016/2017 Trip/Equipment Grant. Beginning July 1, 2007, this Rate Calculation Model is required to be used to determine rates to be charged by the CTC to the Trip/Equipment Grant from the CTD. Rates are determined by the model using budget and estimated trip and mileage data for 2015/2016.

These are the current rates for trips provided through the CTC’s Trip/Equipment Grant from the CTD.

**HILLSBOROUGH COUNTY SUNSHINE LINE  
SERVICE RATES AS CALCULATED BY CTD RATE MODEL  
EFFECTIVE JULY 1, 2016**

<u>DOOR-TO-DOOR SERVICE</u>	<u>RATE PER ONE-WAY TRIP</u>
AMBULATORY TRIP	\$24.33
WHEELCHAIR TRIP	\$41.71
GROUP TRIP	\$12.13

(Five or more passengers going to or from the same address at the same time such that all passengers can be picked up and dropped off within one hour)

BUS PASSES/TICKETS	Cost of pass or ticket plus administration.
--------------------	--

**Client Co-Payments**

Client co-payments are required for some Hillsborough HealthCare Program funded trips and for "non-sponsored" trips funded through the CTD. Co-pay requirements for trips funded by the Transportation Disadvantaged (TD) Trip/Equipment Grant are as follows.

**Non-Sponsored**

The per trip co-payment is on a sliding scale, depending on the client’s household income as follows:

<u>Household Income</u>	<u>Co-Pay per Trip</u>
125% (or less) of Federal Poverty Guidelines	No Co-Pay
126%-300% of Federal Poverty Guidelines	\$2.00
More than 300% of Federal Poverty Guidelines	\$5.00

Clients with a co-payment of \$2.00 may apply for a waiver if they have expenses that affect their ability to pay.

In addition, clients who use Hillsborough Area Regional Transit’s (HART) Americans with Disabilities Act (ADA) Paratransit Service may apply to Hillsborough County for a HART punch pass at no cost, which is used to pay the co-payment for this service. Eligibility is based on income and expenses.

## 6.0 GLOSSARY OF TERMS

**Americans with Disabilities Act (ADA):** ADA gives federal civil rights protections to individuals with disabilities, guaranteeing equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications. For transportation, this requires that all fixed-route services are accessible to the disabled, and that complementary door-to-door services are provided to those individuals who are unable to use the fixed-route transit system.

**Annual Operating Report:** An annual report prepared by the Community Transportation Coordinator (CTC) detailing its designated service area operating statistics for the most recent operating year.

**Bureau of Economic Business Research (BEBR), University of Florida:** Under a contract with the Florida Legislature, this organization develops the population estimates for the state, its counties, incorporated cities, and unincorporated areas. Guidelines for generating population estimates are contained in Chapter 23, Section 23.019, Florida Statutes (F.S.).

**Appointment Time:** The appointment time refers to the time a client needs to be at the destination.

**Chapter 427, F.S.:** The chapter within F.S. establishing the Commission for the Transportation Disadvantaged (CTD) and prescribing its duties and responsibilities.

**Community Transportation Coordinator (CTC):** The CTC is the agency responsible for the delivery of Transportation Disadvantaged (TD) services in each county and operates under an agreement with the Florida CTD. The CTC provides these services directly or acts as a broker of services, using a range of providers.

**Commission for the Transportation Disadvantaged (CTD), State of Florida:** An independent agency overseen by a gubernatorial-appointed board that was created to coordinate the various transportation services provided to the TD population.

**Coordinated Transportation System:** Includes the CTC, the transportation operators, and coordination contractors under contract with the CTC, the official planning agency, and the Local Coordinating Board (LCB) involved in the provision of service delivery to the TD population within the designated service area.

**Coordinated Trips:** Passenger trips provided by or arranged through a CTC.

**Coordination:** The arrangement for the provision of transportation services to the TD in a manner that is cost-effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of TD services in any given service area.

**Coordination Contract:** A written contract between the CTC and an agency who receives TD funds and performs some, if not all, of its own services, as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, and more

efficient service from a total system perspective. The CTD's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

**Designated Service Area:** A geographical area subject to approval by the CTD that defines the community where coordinated transportation services will be provided to the TD.

**Drop-Off Time:** This refers to the actual time a client arrives at a destination, as shown on the driver's log.

**Fixed-Route (also known as Fixed-Route/Fixed Schedule):** Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route, or service is not at the users request (e.g., conventional city bus and/or fixed guideway transit).

**Florida Coordinated Transportation System:** A transportation system responsible for coordination and service provisions for the TD as outlined in Chapter 427, F.S.

**Florida Department of Transportation (FDOT):** A governmental entity. The CTD is housed under the FDOT for administrative purposes.

**Goal:** A statement of purpose intended to define an ultimate end or condition. It reflects a direction of action and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

**Grievance Process:** A formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

**Group Trip:** A group trip refers to service provided to bring multiple individuals to one location, usually on a regularly scheduled basis, and consists of five or more individuals.

**Local Coordinating Board (LCB):** An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the CTC concerning the coordination of TD services.

**Local Government:** An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

**Local Government Comprehensive Plan:** A plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.

**Metropolitan Planning Organization (MPO):** The area-wide organization responsible for conducting the continuous, cooperative, and comprehensive transportation planning and programming in accordance with the provisions of 23 United States Code (U.S.C.) Section 134, as provided in 23 U.S.C. Section 104(f)(3). The MPO also serves as the official planning agency referred to in Chapter 427, F.S.



**Non-Coordinated Trip:** A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have a coordination/operator contract with the CTC.

**Non-Sponsored Trip:** TD services that are sponsored in whole by the Transportation Disadvantaged Trust Fund (TDTF).

**Objective:** A specific, measurable action that can be taken toward achieving a goal.

**Passenger Trip:** A one-way trip consisting of one person traveling in one direction from an origin to a destination.

**Potential TD Population (Category I):** Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

**Program Trip:** A passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

**Public Transit:** Transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

**Ridesharing:** The sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

**Road Call:** Any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

**Rule 41-2, Florida Administrative Code (F.A.C.):** The rule adopted by the CTC to implement provisions established in Chapter 427, F.S.

**Rural Trip:** A passenger trip where the origin or destination is located within Hillsborough County's designated rural area, which is east of US 301 and/or south of the Palm River.

**Sponsored Trip:** A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TDTF).

**Standard:** Established by authority, custom, or general consent as a model or example.

**Strategy:** Specific actions that will be taken to achieve objectives. Strategies represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the CTC should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress toward reaching or achieving the corresponding objectives.

**Total Fleet:** Includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

**Transportation Disadvantaged (TD):** As defined by F.S., those persons who because of physical or mental disability, income status, age, or for other reasons are unable to transport themselves or to purchase transportation and, therefore, are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, F.S.

**Transportation Disadvantaged Population (Category II):** Persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**Transportation Disadvantaged Coordinating Board (TDCB):** This Board oversees the provision of TD services in a specific county. Rule 41-2, F.A.C., which implements Chapter 427, F.S., requires the creation of this Board within each MPO.

**Transportation Disadvantaged Funds:** Any local government, state, or available federal funds that are for the transportation of the TD. Such funds may include, but are not limited to funds for planning; Medicaid transportation; transportation provided pursuant to the ADA; administration of TD services; operation, procurement, and maintenance of vehicles or equipment; and capital investments. TD funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

**Transportation Disadvantaged Service (also known as Paratransit Service):** A specialized transportation service provided by many vehicle types (including automobiles, vans, and buses) between specific origins and destinations that are typically used by TD persons.

**Transportation Disadvantaged Trust Fund (TDTF):** A fund administered by the CTC in which all fees collected for the TD Program shall be deposited. The funds deposited will be appropriated by the legislature to the CTC to carry out the CTC's responsibilities. Funds that are deposited may be used to subsidize a portion of a TD person's transportation costs that are not sponsored by an agency.

**Travel Time:** Travel time refers to the time a client spends in the vehicle to complete a passenger trip.

**Trip Priorities:** Various methods for rationing trips to serve the greatest needs.

**Urban Trip:** A passenger trip whose origin and destination are located within Hillsborough County's designated urban area, which is west of US 301 and/or north of the Palm River.

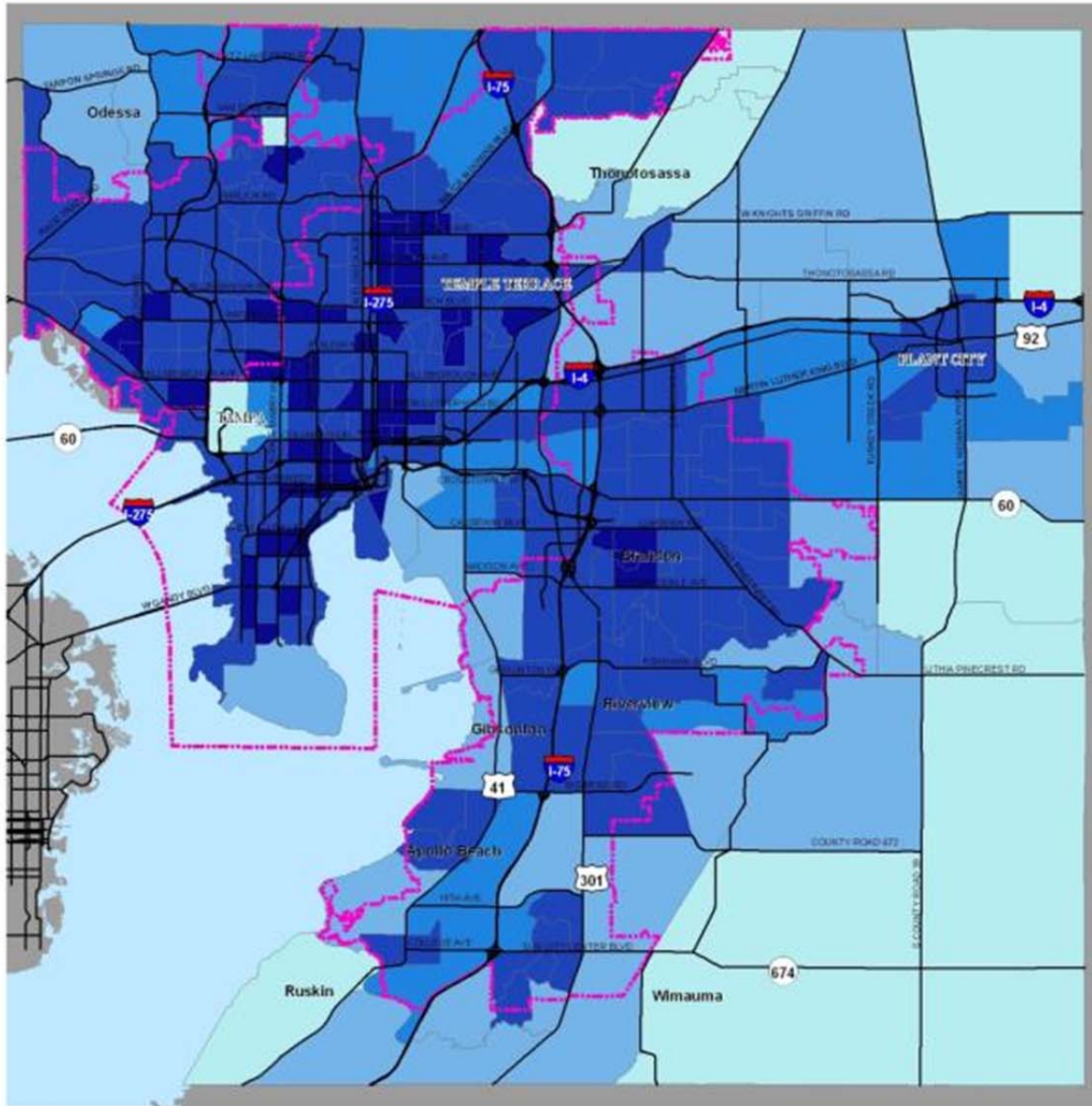
**Vehicle Inventory:** An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of TD services.

**Volunteers:** Individuals who do selected tasks for the CTC or its contracted operator, for little or no compensation.



# APPENDIX A

## HILLSBOROUGH COUNTY DEMOGRAPHIC MAPS

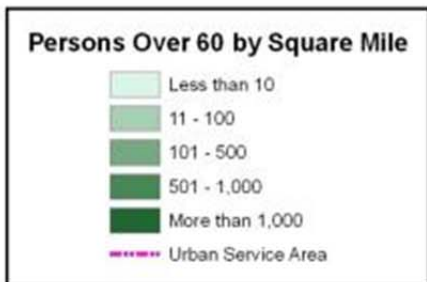
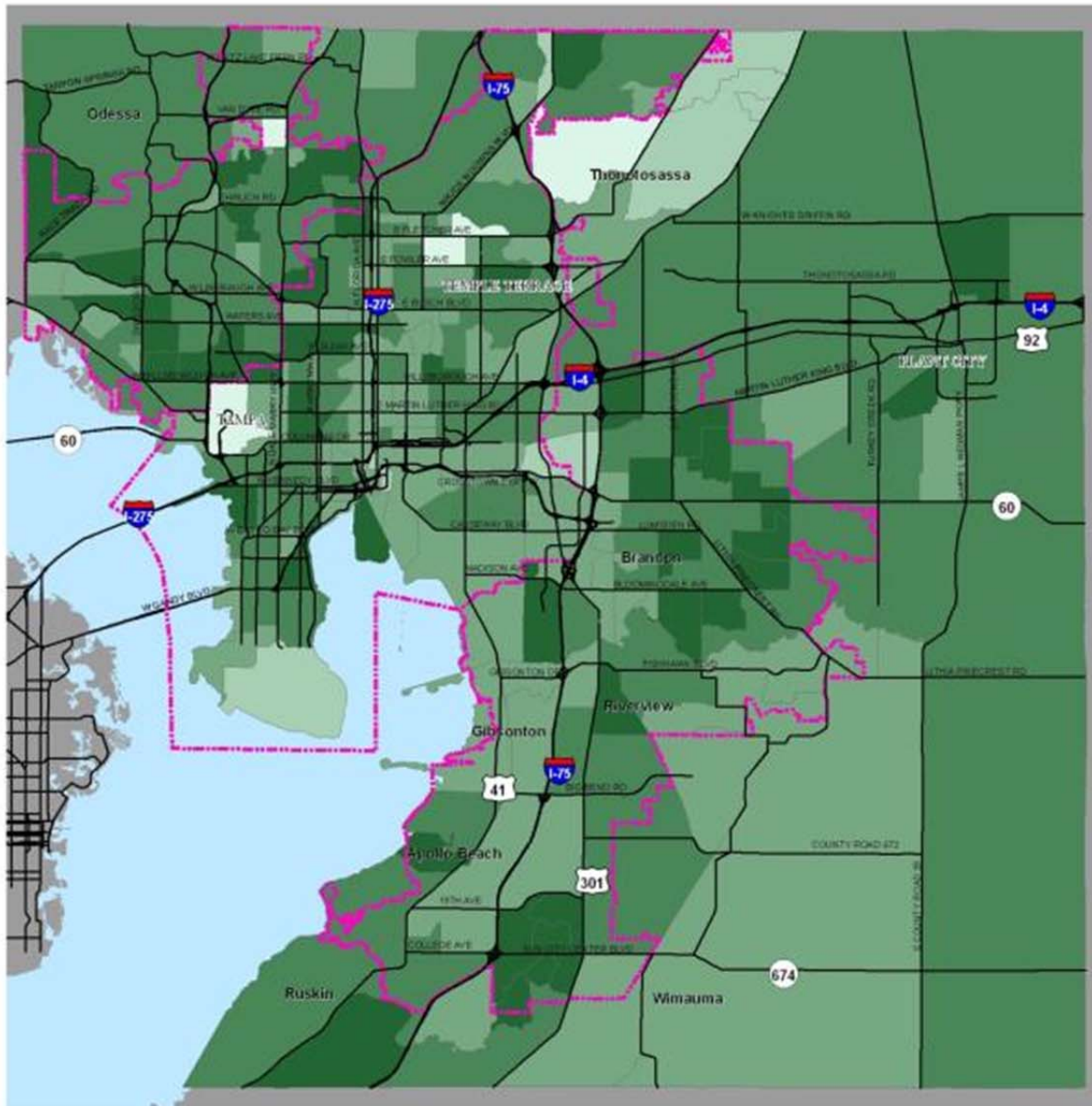


Source: U.S. Census Bureau, 2010 Census.



P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 [www.hillsboroughmpo.org](http://www.hillsboroughmpo.org)

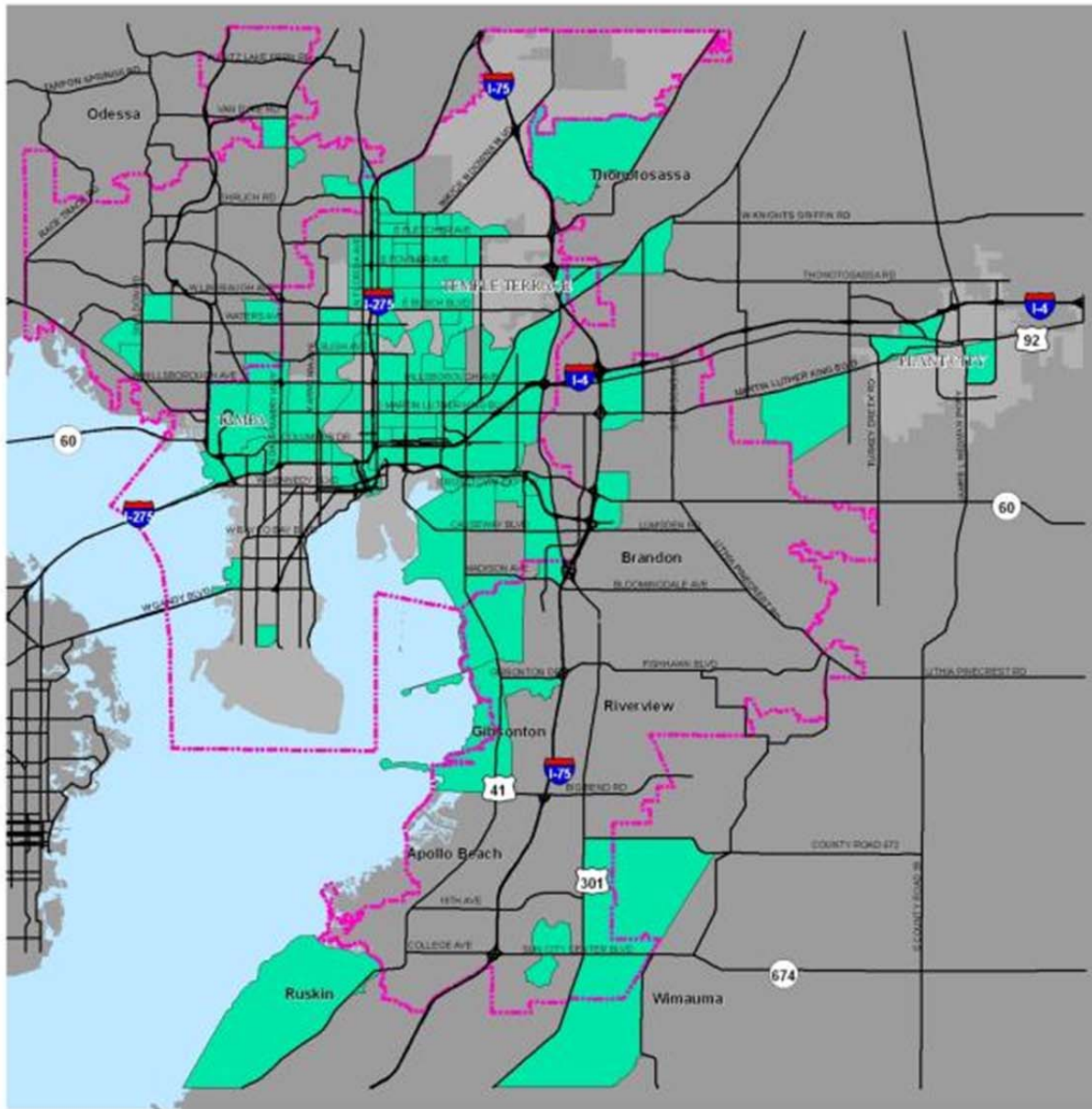




Source: U.S. Census Bureau, 2010 Census.



P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 [www.hillsboroughmpo.org](http://www.hillsboroughmpo.org)



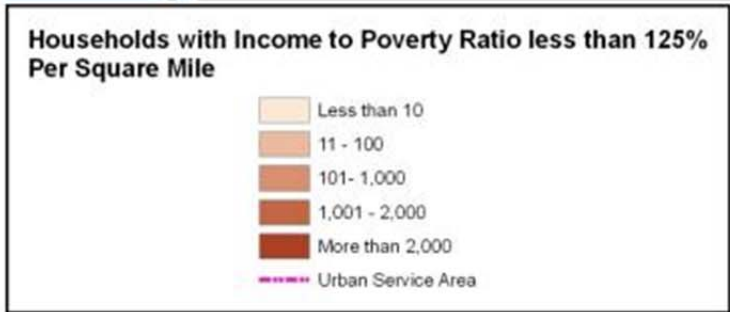
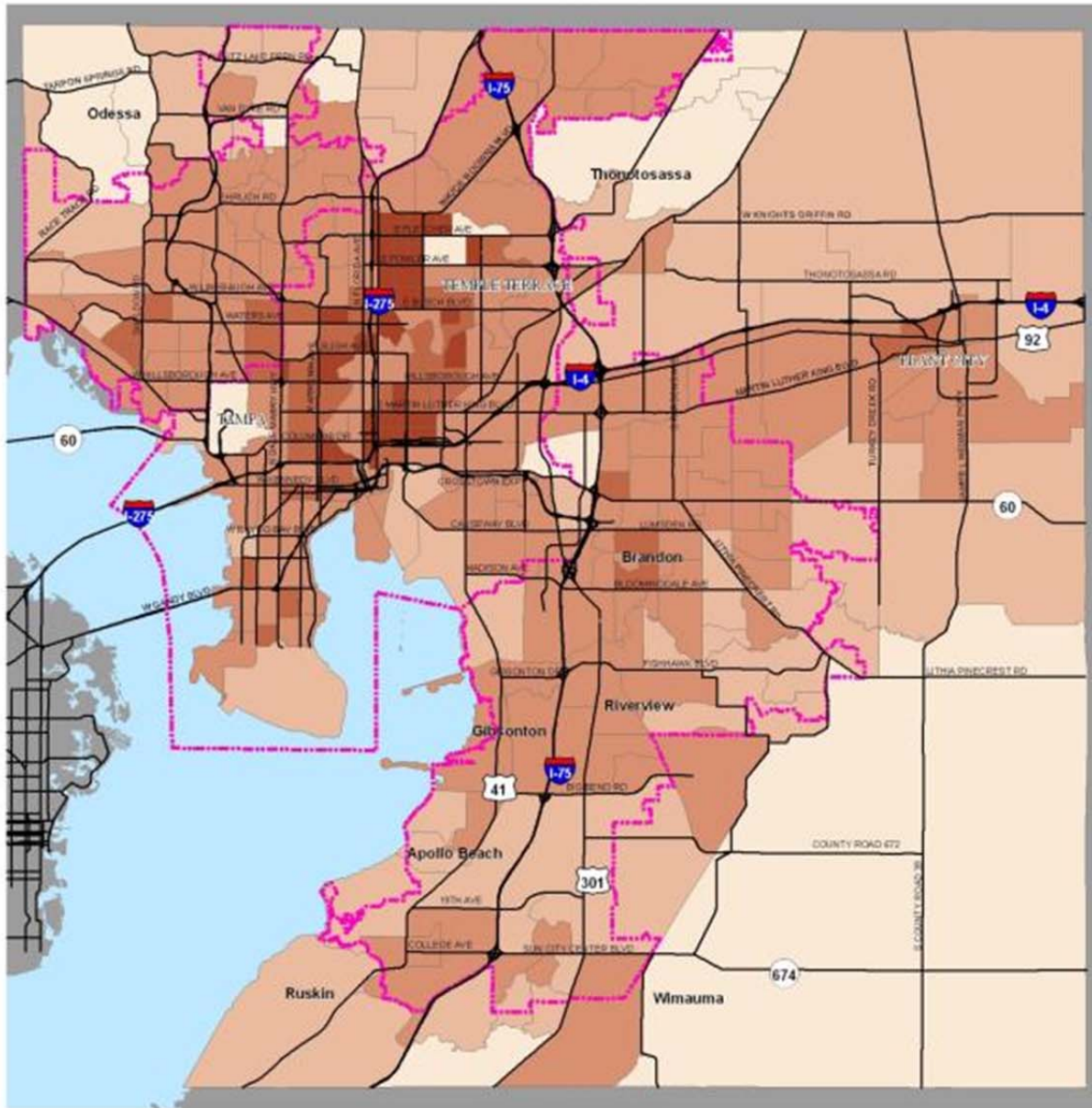
**Census Tracts with Median Income Less than 80% of Hillsborough County Median Income**  
 - - - - - Urban Service Area



Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.

P.O. Box 1110, Tampa, Florida 33601-1110  
 813/272-5940 [www.hillsboroughmpo.org](http://www.hillsboroughmpo.org)

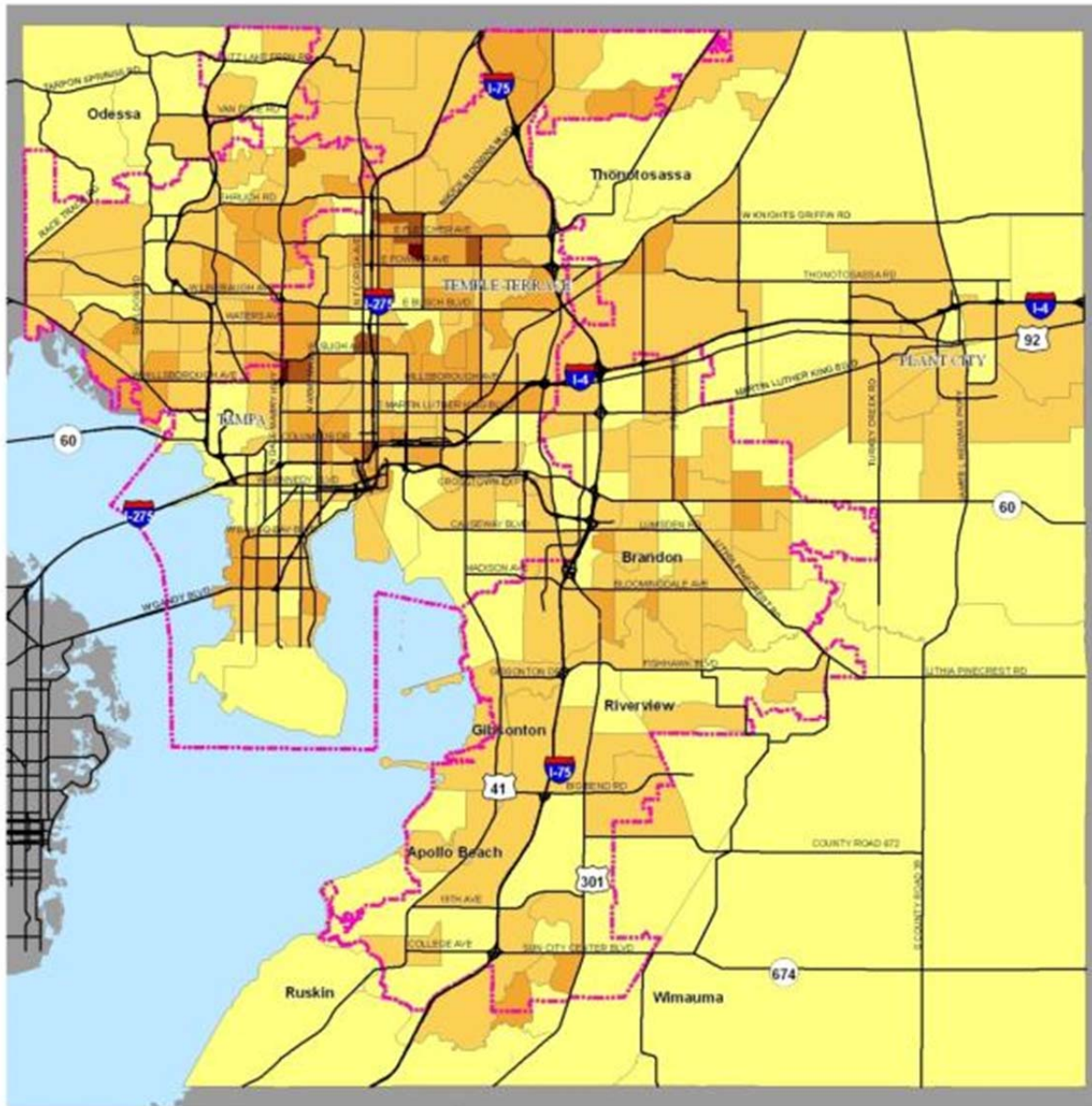




Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.



P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 www.hillsboroughmpo.org

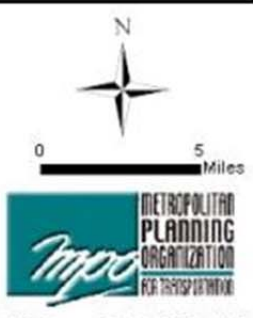
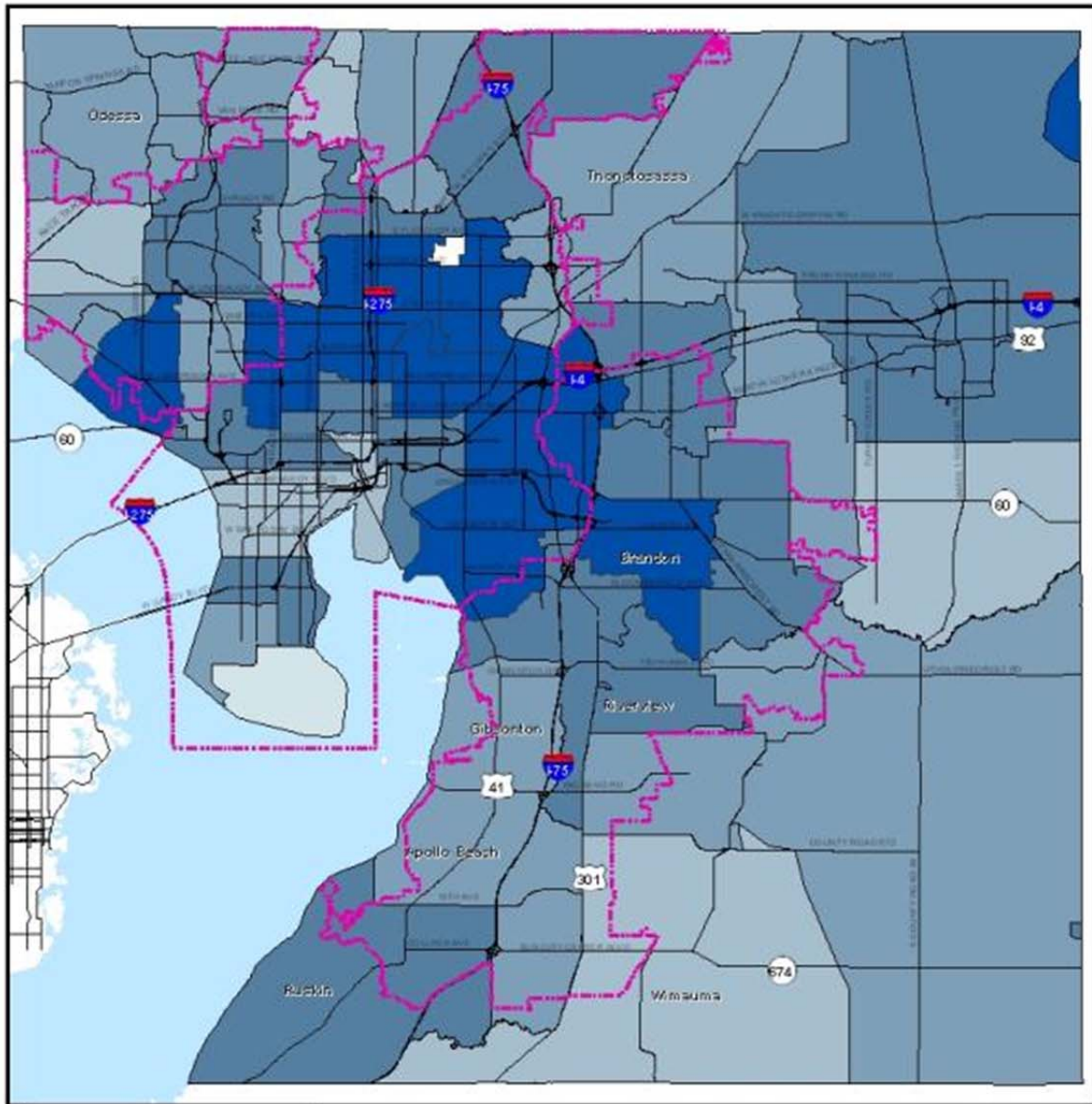


Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.



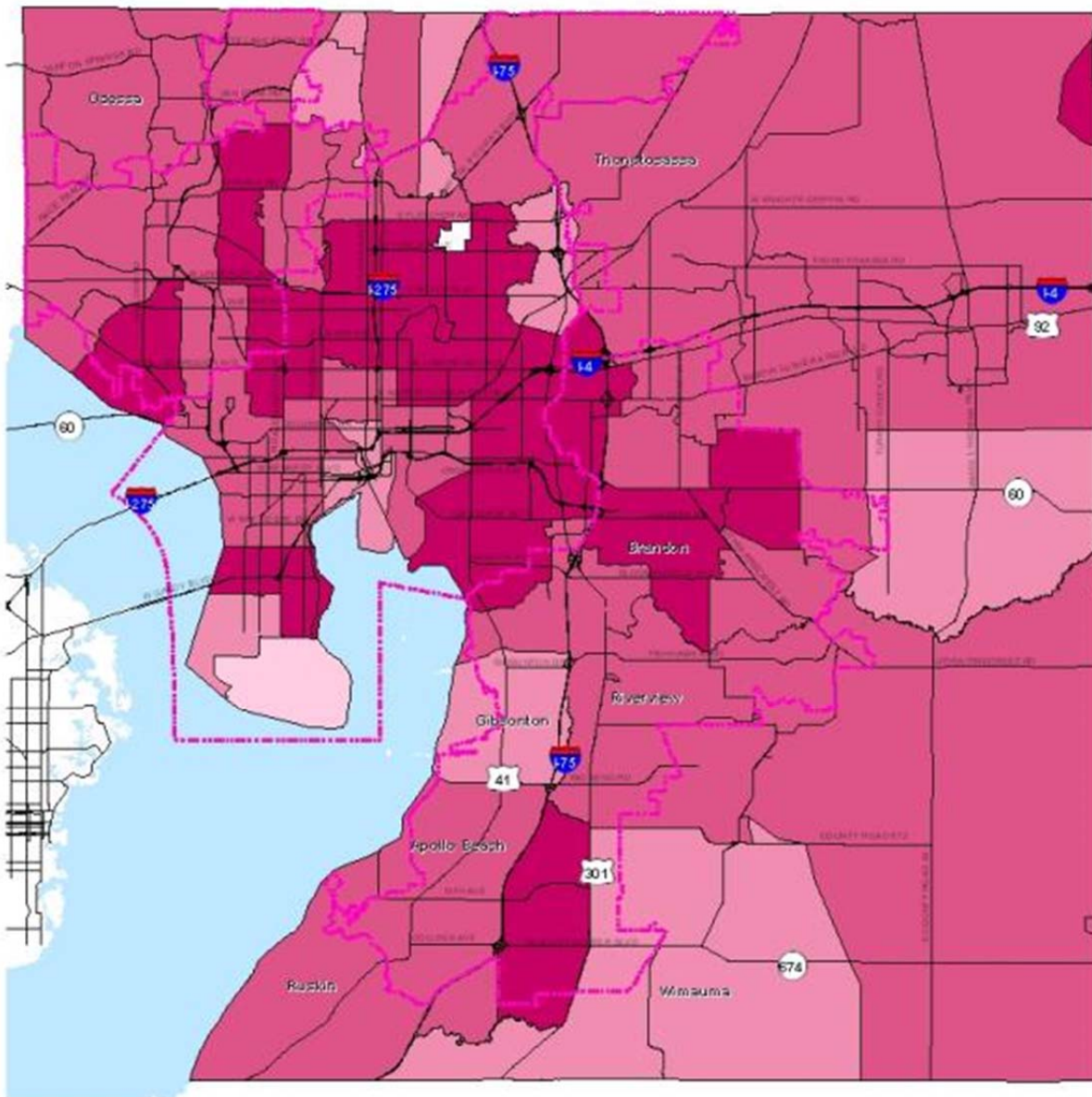
P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 www.hillsboroughmpo.org





Source: 2011 DASDI Data Social Security Administration, Accessed January, 2013

P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-6940 www.hillsboroughmpo.org

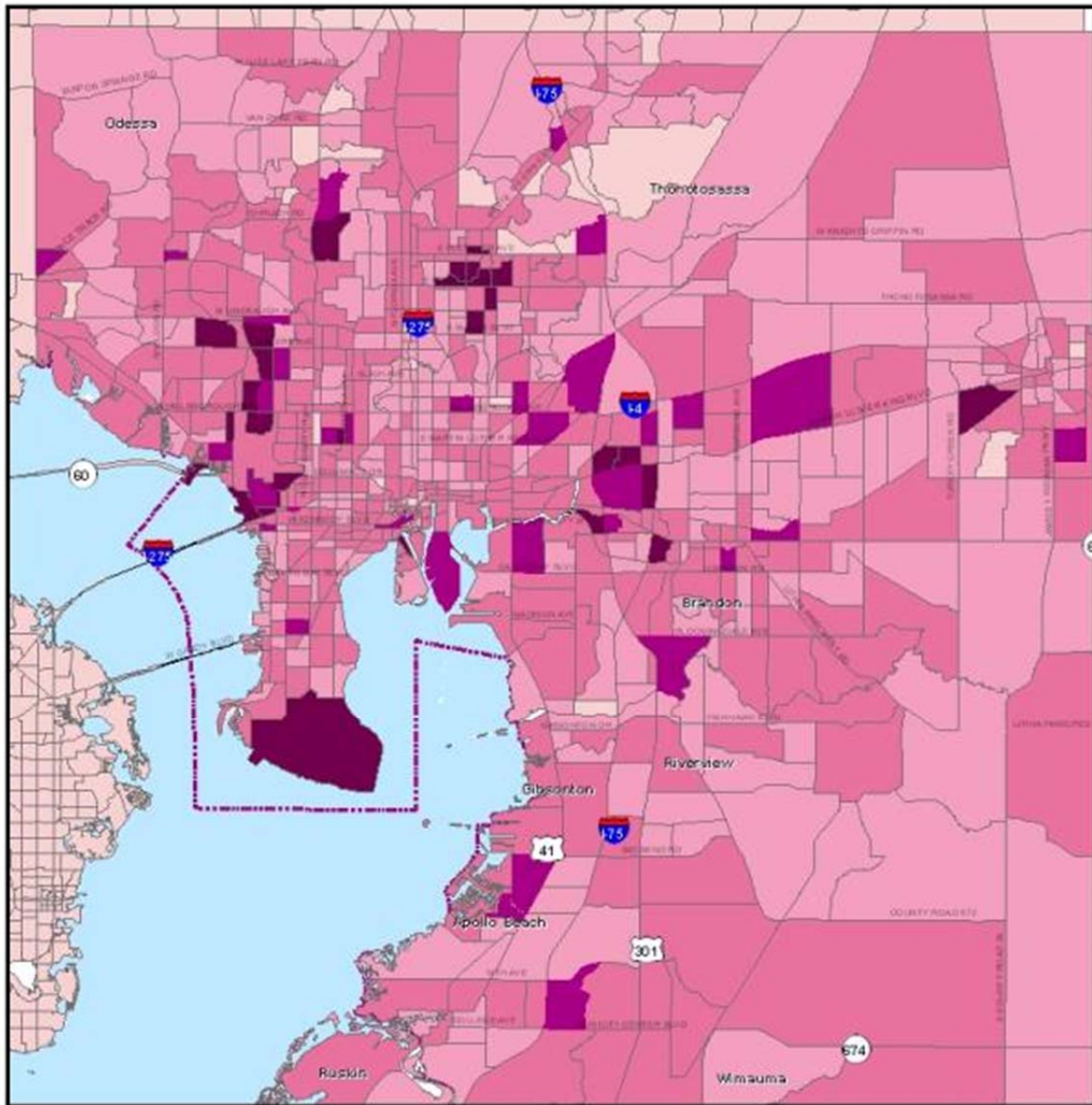


Source: 2011 OASDI Data Social Security Administration, Accessed January, 2013



P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 www.hillsboroughmpo.org





Source: TBRTM, 2013.



P.O. Box 1110, Tampa, Florida 33601-1110  
813/272-5940 www.hillsboroughmpo.org



# APPENDIX B

## TD POPULATION FORECASTING METHODOLOGY



## TD Population Projections and Unmet Trip Needs Methodology

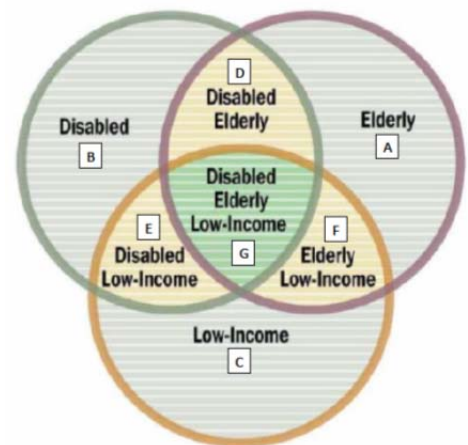
The Commission for the Transportation Disadvantaged (CTD) commissioned Center for Urban Transportation Research (CUTR) to develop a new methodology to forecast paratransit services demand. The *Forecasting Paratransit Services Demand – Review and Recommendations* report was adopted by CTD in 2013 and all counties were directed to use this methodology when forecasting Transportation Disadvantaged (TD) populations and demand in future TDSPs. This methodology uses several data sources to determine the current and projected TD population. The main source of data is the American Community Survey (ACS). ACS data is collected annually and is reported in one-year, three-year and five-year datasets. The 3-year estimate from 2009-2011 was used for this analysis. Other data sources used include the 2009 National Household Transportation Survey, and the 2010 Survey of Income and Program Participation (SIPP).

CUTR developed an Excel based model to project TD populations and TD trip demand. This model is available on the CTD website for download and was utilized in this analysis. There are required inputs to this model. First, Utilizing the ACS 3-year dataset for 2009-2011, basic population characteristics were input into the model. These inputs included:

- ◇ Total population by age,
- ◇ Population below poverty level by age,
- ◇ Total population with a disability by age, and
- ◇ Total population with a disability and below poverty level by age.

In addition, the Metropolitan Planning Organization's (MPO) population projections for 2015, 2020, 2025, 2030, 2035, and 2040 were entered. The percent of transit coverage was entered based on the population within the Hillsborough Area Regional Transit (HART) service area divided by the total population of the county.

Utilizing these inputs, the CUTR model then performs calculations to eliminate duplicate populations. As shown in Figure 1, there are overlaps in the population characteristics and it is necessary to eliminate those duplications. The resulting TD population for 2011 was 393,408 or 32.4 percent of the population.



Next the 2010 SIPP was used to determine the portion of the TD population considered severely disabled. The SIPP defines a person with a severe disability as:

- ◇ Deaf, blind, or was unable to see, hear, or have speech understood (aged 6 and older);

- ◇ Unable to perform one or more of the functional activities (aged 15 and older);
- ◇ Used a wheelchair, cane, crutches, or walker (aged six and older);
- ◇ Needed assistance of another person to perform one or more of the Assistance with Activities of Daily Living;
- ◇ Needed assistance of another person to perform one or more of the Instrumental Activities of Daily Living;
- ◇ Had difficulty finding a job or remaining employed (aged 16 to 72);
- ◇ Had Alzheimer's disease, dementia, or senility (aged 15 and older);
- ◇ Had a developmental delay (under six years);
- ◇ Had an intellectual disability of developmental disability, such as autism or cerebral palsy (aged six and older);
- ◇ Had some other developmental condition for which received therapy or diagnostic services (aged six to 14); or,
- ◇ Had one or more selected symptoms that interfere with everyday activities: was frequently depressed or anxious, had trouble getting along with others, had trouble concentrating, or had trouble coping with stress (aged 15 and older).

The SIPP determined nationwide percentages by age group of those considered to have a severe disability. These percentages were applied to the TD populations defined by age group. The result was that 30,752 persons in Hillsborough County were determined to have a severe disability or 2.53 percent of the total population.

In addition, the number of persons that were low-income not disabled and had no access to a vehicle or transit was determined. First, the number of persons deemed low-income and not disabled was multiplied by a factor of 6.9 percent was applied to determine the number of people without access to a vehicle based on 2008-2012 American Community Survey 5-year estimates for Hillsborough County. (This number is different from the original CUTR model that used a nationwide document that stated 27.2 percent of all low-income households do not have access to a vehicle.) Then that number was multiplied by 48 percent because there is only 52 percent transit coverage in Hillsborough County.

Finally, based on the 2009 National Household Transportation Survey (NHTS) a trip factor was applied to the number of severely disabled (0.049) and to the number of low-income not disabled with no access to a vehicle or transit (1.899). The result of these calculations is the total number of needed trips for these populations. This is used to define the unmet need in Hillsborough County on a given day of 12,123, which is 4,424,941 for the year of 2011.

The annual percent projected growth for Hillsborough County was determined for each five year period from 2015 to 2040. This was then applied to the TD Population numbers and the projected trip demand.

Table B-1 CUTR Model Data Inputs

<b>DATA INPUT PAGE</b>		<i>Yellow cells indicate required data input</i>		
Area Name:		<b>Hillsborough County</b>		
Last Year of Census Data Used:		<b>2011</b>		
Percent Transit Coverage:		<b>52%</b>		
Number of Annual Service Days:		<b>365</b>		
County Population by Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	79,830	21,097	530	280
5-17	209,673	45,845	10,872	3,806
18-34	292,938	58,321	16,563	4,611
35-64	488,152	61,570	60,579	17,174
Total Non-Elderly	1,070,593	186,833	88,544	25,871
65-74	79,002	7,822	20,295	2,958
75+	64,900	7,368	32,957	4,400
Total Elderly	143,902	15,190	53,252	7,358
Total	1,214,495	202,023	141,796	33,229
<b>County Population Projections</b>			<b>5-year growth</b>	<b>Annual % Growth</b>
2015	1,314,000			
2020	1,432,500		118,500	1.80%
2025	1,543,100		110,600	1.54%
2030	1,643,500		100,400	1.30%
2035	1,736,200		92,700	1.13%
2040	1,823,200		87,000	1.00%



**Table B-3 Critical Need TD Population  
CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION**

<i>Hillsborough County</i>					Census Data from: 2011			
County Pop. by Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level		
< 5 Years of Age	530	4.20%	22	0				
5-17	10,872	4.20%	457	0.22%				
18-34	16,563	6.30%	1,043	0.36%				
35-64	60,579	13.84%	8,384	1.72%				
<b>Total Non-Elderly</b>	<b>88,544</b>		<b>9,906</b>	<b>0.93%</b>	<b>28.60%</b>	<b>2,833</b>		
65-74	20,295	27.12%	5,504	6.97%				
75+	32,957	46.55%	15,341	23.64%				
<b>Total Elderly</b>	<b>53,252</b>		<b>20,845</b>	<b>14.49%</b>	<b>11.70%</b>	<b>2,439</b>		
<b>Total</b>	<b>141,796</b>		<b>30,752</b>	<b>2.53%</b>		<b>5,272</b>		
<b>Critical Need - Severely Disabled TD Population</b>								
					<i>Not Low-income</i>	<i>Low-income</i>	<i>Totals</i>	
					7,073	2,833	9,906	
					18,407	2,439	20,845	
					<b>TOTAL</b>	<b>25,480</b>	<b>5,272</b>	<b>30,752</b>





**Table B-4: Forecasted TD Population and Needed Trips**

<b>General TD Population Forecast</b>	<b>2011</b>	<b>2014</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>	<b>2035</b>	<b>2040</b>
<b>Overlapping Circle Component</b>								
<b>E</b> - Estimate non-elderly/disabled/low-income	25,871	27,296	27,789	30,387	32,806	34,997	37,016	38,909
<b>B</b> - Estimate non-elderly/disabled/not low-income	62,673	66,126	67,318	73,612	79,474	84,781	89,672	94,257
<b>G</b> - Estimate elderly/disabled/low-income	7,358	7,763	7,903	8,642	9,330	9,954	10,528	11,066
<b>D</b> - Estimate elderly/disabled/not low-income	45,894	48,422	49,296	53,905	58,197	62,083	65,665	69,022
<b>F</b> - Estimate elderly/non-disabled/low-income	7,832	8,263	8,413	9,199	9,932	10,595	11,206	11,779
<b>A</b> - Estimate elderly/non-disabled/not low-income	82,818	87,381	88,957	97,274	105,019	112,033	118,496	124,554
<b>C</b> - Estimate low-income/non-elderly/non-disabled	160,962	169,830	172,893	189,057	204,112	217,742	230,304	242,078
<b>TOTAL GENERAL TD POPULATION</b>	<b>393,408</b>	<b>415,081</b>	<b>422,568</b>	<b>462,076</b>	<b>498,871</b>	<b>532,185</b>	<b>562,887</b>	<b>591,664</b>
<b>TD w/Transit</b>	<b>204,572</b>	<b>215,842</b>	<b>219,735</b>	<b>240,280</b>	<b>259,413</b>	<b>276,736</b>	<b>292,701</b>	<b>307,665</b>
<b>TD w/o Transit</b>	<b>188,836</b>	<b>199,239</b>	<b>202,833</b>	<b>221,796</b>	<b>239,458</b>	<b>255,449</b>	<b>270,186</b>	<b>283,999</b>
<b>TOTAL POPULATION</b>	<b>1,214,495</b>	<b>1,281,403</b>	<b>1,304,515</b>	<b>1,426,481</b>	<b>1,540,071</b>	<b>1,642,915</b>	<b>1,737,697</b>	<b>1,826,535</b>
<b>Critical Need TD Population Forecast</b>								
	<b>2011</b>	<b>2014</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>	<b>2035</b>	<b>2040</b>
<b>Total Critical TD Population</b>								
<i>Disabled</i>	30,752	32,446	33,031	36,120	38,996	41,600	44,000	46,249
<i>Low-income, Non-Disabled, No Auto/Transit</i>	5,590	5,898	6,005	6,566	7,089	7,563	7,999	8,408
<b>Total Critical Need TD Population</b>	<b>36,342</b>	<b>38,345</b>	<b>39,036</b>	<b>42,686</b>	<b>46,085</b>	<b>49,162</b>	<b>51,999</b>	<b>54,657</b>
<b>Daily Trips - Critical Need TD Population</b>								
<i>Severely Disabled</i>	1,507	1,590	1,619	1,770	1,911	2,038	2,156	2,280
<i>Low-income, Non-Disabled, No Access</i>	10,616	11,201	11,403	12,469	13,462	14,361	15,190	16,066
<b>Total Daily Trips (Critical Need TD) Population</b>	<b>12,123</b>	<b>12,748</b>	<b>12,964</b>	<b>14,152</b>	<b>15,299</b>	<b>16,538</b>	<b>17,878</b>	<b>19,326</b>
<b>Annual Trips</b>	<b>4,424,941</b>	<b>4,653,098</b>	<b>4,731,735</b>	<b>5,165,583</b>	<b>5,584,015</b>	<b>6,036,342</b>	<b>6,525,309</b>	<b>7,053,885</b>
<i>Assumes Annual Service Days =</i>	<b>365</b>							
<i>2015-2020 percent growth</i>	<b>1.80%</b>							
<i>2020-2025 percent growth</i>	<b>1.54%</b>							
<i>2025-2030 percent growth</i>	<b>1.30%</b>							
<i>2030-2035 percent growth</i>	<b>1.13%</b>							
<i>2035-2040 percent growth</i>	<b>1.00%</b>							



# APPENDIX C

## 2016 HUMAN SERVICES TRANSPORTATION FORUM SUMMARY

## Hillsborough County Social Services Transportation Forum Summary

April 6, 2016

Robert Saunders Library

The purpose of the forum was to seek input from social service providers of Hillsborough County/public to better determine the activities and services that clients need or want to access and if/how they are able to access the identified destinations. The information will assist in identifying gaps in the transportation system and potential solutions. The forum also provided an opportunity for the social service providers of Hillsborough County to initiate agency partnerships to help meet client needs. Approximately 30 social service providers and members from the public attended the forum.

The forum opened with a presentation that provided an overview of the history of the Transportation Disadvantaged Florida Commission for the Transportation Disadvantaged (CTD), created in 1989, which is dedicated to funding/providing mobility for: elderly, disabled, children at risk, and low income (defined TD population). The presentation also reviewed previously identified needs and barriers of the Transportation Disadvantaged (TD) community (as collected as part of the Transportation Disadvantaged Service Plan (TDSP) effort), as well as results from a survey distributed on March 21, 2016. The results presented were those received prior to March 28, 2016.

The purpose of presenting previously identified needs and barriers, as well as the survey results at the forum, was to confirm and seek further input from the meeting participants on client needs; client barriers to access essential services, destinations, and activities; as well as to identify potential solutions to address the needs and barriers. Needs and barriers previously identified as part of the TDSP efforts were identified.

Following the presentation, the participants were divided into breakout groups. Each participant received a color dot on his/her respective nametag upon entering the forum. Results from each breakout group discussion are presented below:

### **Group 1 (Green)**

1. Needs Identified
  - a. Limited on-time and reliable transportation
  - b. Difficult to travel across county lines
  - c. Difficult to access employment
  - d. Difficult to access health care and health education facilities
  - e. Incomplete sidewalks  
Biggest challenge - pedestrian safety
  - f. Limited (bus) service to rural clients, limited accessibility for low income
  - g. Limited service/transportation from/to all rural areas of the county, Plant City, New Tampa
2. Potential Solutions
  - a. Educate providers about availability of 5310 funds to purchase vehicles
  - b. Find a way to provide efficient and reliable cross county trips

- c. Complete sidewalks and repair existing sidewalks (especially at Florida Avenue and Busch Boulevard to access major social service hub)
- d. Make pedestrian facilities at intersections Americans with Disabilities Act (ADA) compliant and consistent
- e. Provide rideshare programs combined with Uber
- f. Provide premium transit service
- g. Encourage agency collaboration regarding transportation options
- h. Provide Tampa Bay Area Regional Transportation Authority (TBARTA) carpool programs
- i. Encourage faith-based communities (churches) with vans to provide transportation services during the day
- j. Encourage veteran associations to provide transportation services
- k. Encourage combined cab rides

### **Group 2 (Red)**

1. Needs Identified
  - a. Difficult to access mental health facilities and substance abuse programs – also difficult for families to assist with recovery process due to limited access to these services (especially in Southshore/Northdale/rural areas of county)
  - b. Difficult for individuals and families to access health services (such as medical, dental, walk-in clinics, etc.)
  - c. Difficult for unemployed to access classes/vocational training
  - d. Difficult for individuals and families to access adult daycare centers/ group meal sites (such as soup kitchens)
  - e. Individuals of assisted living facilities experience isolation issues due to limited transportation options available
  - f. Difficult for patients to access dialysis services
    - i. Delay with ambulance transport due to limited equipment
    - ii. Providers of stretcher trips (drivers and dispatchers) need knowledge of requirements for dialysis patients (time schedule). Early or late arrival in transportation causes issues with dialysis center operation. Providers have to stay after normally scheduled times to wait for transportation for their patients.
  - g. Taxi service form of payment and processing for transport can pose as barriers for client travel
  - h. Service per length of trip and affordability can pose as barriers for client travel
  - i. Difficult and/or expensive to access pharmacy, blood work or other short medical activity due to transportation policies
  - j. Difficult to access State identification and social security offices
  - k. Difficult for former incarcerated individuals to access housing offices, financial assistance facilities, jobs, etc.
  - l. Cross-county trips are difficult and difficult to travel across county lines
  - m. Limited hours of transportation make it difficult for family members to visit other family members in hospitals
  - n. Limited sidewalks and pedestrian facilities (Ruskin and Lutz)
  - o. Limited bicycle facilities (East Tampa, rural areas (Ruskin, Lutz, etc.))
  - p. Difficult to access VA facilities and hospitals (St. Joe's Hospital and Tampa General Hospital)
  - q. Limited wheelchair and scooter areas available on buses. If bus comes with no space available, person with disability must wait for next bus.

2. Potential Solutions
  - a. Expand/upgrade neighborhood service center centers to include more essential services in one place and more transportation options
  - b. Expanding transportation options to following geographic areas:
    - i. Southshore to Bruce B Downs
    - ii. Lutz and outskirts of Hillsborough Area Regional Transit (HART) area (rural areas)
    - iii. Town and Country to Westchase
    - iv. Odessa
    - v. Pasco County to Tampa
    - vi. Ruskin/Apollo Beach to Brandon
    - vii. Brandon connections to other destinations
  - c. Expand bus service hours and coverage to improve availability and convenience
  - d. Provide premium transit service (such as subway system/light rail)
  - e. Increase equipment on buses to accommodate persons with disabilities and educate bus drivers on supporting persons with disabilities. For example, if wheelchair or scooter space isn't available on a bus for a disabled transit user, the driver can notify dispatch who can then notify a shuttle to pick up and transport the disabled passenger. A bus app should also notify transit users if space/no space for wheelchairs/scooters is available on next bus.
  - f. Represent the TD population in the upcoming tax referendum
  - g. Provide street lights in Town and Country (especially along Memorial Highway)
  - h. Provide more pedestrian facilities at intersections and sidewalks etc.
  - i. Encourage agency partnerships to serve client transportation needs!
  - j. Educate users of road (pedestrians/bicyclists/drivers)
  - k. Address construction stress (perform one project at a time)
  - l. Explore additional funding options to allow clients to get longer passes, to allow more trips – especially for low income

### **Group 3 (Yellow)**

1. Needs Identified
  - a. Difficult to access jobs:
    - i. Retail, manufacturing, and warehouse jobs are in South County and Plant City with limited bus service
    - ii. HARTPlus will only go ¾-mile around fixed route; jobs are not in that area
    - iii. Buses do not connect well east/west and north/south
    - iv. Multiple transfers are necessary and reliability is limited; employees have been late for work because of missing transfers
    - v. Limited bus times for jobs - need 24-hour service
    - vi. An individual is sometimes forced to leave a good job because bus times would not accommodate the schedule
    - vii. No bus service for jobs located on US 41 or in Ruskin or Gibsonton
    - viii. No bus service to Amazon facility which provides good jobs, 24-hour shifts (3350 Laurel Ridge Ave., near Interstate 75 and State Road 674 in Ruskin)
    - ix. Difficult for children/young adults to access jobs – no transportation from school
    - x. No access to transportation if working after 9pm
  - b. There is a new development with no sidewalk - Public Works needs to build a sidewalk!
  - c. Need access to night daycare
  - d. Need better/more accessible sidewalks and ADA compliant facilities

- e. HART needs new buses - buses are old, no A/C (need to consider transport of dogs, allergies and crowding are issues, etc.)
  - f. Medical transportation issues:
    - i. Plant City
    - ii. South County transfers do not match up
    - iii. Pick up for low income
    - iv. Cross county transfers
    - v. Sunshine Line- not enough passes, lack of communication
    - vi. HartPlus access - 24-hour notice is not always possible
    - vii. Difficult to access multiple appointments
    - viii. Better coordination of trips
    - ix. No bus service within 3 miles of Brandon Cancer Services
    - x. Dialysis starts at 5:45 am and there is limited service available
    - xi. Medicaid and Medicare trips are limited or not available
    - xii. Dental appointments are hard to get to – including revisits and availability of Medicaid transportation.
  - g. Able-Bodied Adults Without Dependents (ABAWDs) require access to work + Food Stamps + Social Services (ages 18-49)
  - h. Homeless have difficulties accessing meal sites (no money, no trip)
  - i. Housing and transportation options are limited for single women
  - j. Eviction housing is expensive or people have to live in unsafe areas
  - k. Access to food stamps is limited
  - l. Section 8 transitional housing is now in hotels/motels and unsafe. Transportation is challenge. Need more affordable housing in safe areas.
2. Potential Solutions
- a. More bus hubs and transfer points (Pulsing)
  - b. More bus routes and times
  - c. Expand transportation options further out
  - d. Expand transportation options across county lines
  - e. Provide light rail service – 24 hours
  - f. Provide affordable housing options for families
  - g. Encourage more doctors/dentists to take Medicaid
  - h. Provide counselling for families (TD)
  - i. Educate clients on transportation options that are available
  - j. Revisit and expand ADA facilities– Enforce ADA code for sidewalks and curb cuts; inform public regarding days areas are closed for repair/construction
  - k. Provide transit stops that are covered and more bus shelters
  - l. Provide contact person to help agencies navigate the system
  - m. Educate HART drivers (Disability Awareness)
  - n. Improve transfer opportunities between north/south routes and east/west routes
  - o. Providing different options would help address transportation issues
  - p. Need resource officers to help with affordable housing and safety
  - q. Need to improve timing between employment hours and bus hours
  - r. Need to improve pedestrian, bicycle, and transit facilities
  - s. Need to improve sidewalk connectivity

**Group 4 (Blue)**

1. Identified Needs
  - a. South County and Plant City have limited transportation access
  - b. Other areas of county do not have transit service
  - c. Limited transportation makes it hard to drop off and pick up from school which leads to absences and causes a snowball effect (Children at Risk)
  - d. Limited bus frequency
  - e. Transfers are difficult and many times bus is late and transfer is missed
  - f. Medical transportation issues:
    - i. Cross county trips (especially Pinellas to Hillsborough and access to Tampa General Hospital and Largo)
    - ii. Access to dialysis is difficult
    - iii. Sunshine Line- not enough passes, lack of communication
    - iv. HartPlus access - 24-hour notice is not always possible
    - v. Difficult to access multiple appointments
    - vi. People who live on the edge of the county have doctors near to them that they could access but transportation services do not cross county lines
  - g. HARTPlus and Sunshine Line have scheduling times that are complicated and difficult to understand, incorrect addresses, inflexibility, better coordination of trips is needed.  
Specific user issues are as follows:
    - i. For elderly taking care of kids, are the kids allowed on Sunshine Line if elderly care takers need to access doctor? If not, is child care available to elderly?
    - ii. It is difficult for homeless to get picked up since these individuals have no fixed address and are frequently changing locations/staying with family, etc.
    - iii. Some drivers get lost in picking up/dropping off; HART is improving in this area
    - iv. Need to educate transit users when evacuation service/stops are available (is there a certain wind level, etc.?)
  - h. Employees need access to more flexible transportation options for jobs; people need to work later than buses run
  - i. HART issues
    - i. Need more shelters, trash cans etc. at stops
    - ii. Service perceived to be unreliable
    - iii. Schedules need to be more clear
    - iv. Difficult to navigate the system for visually impaired
    - v. HARTPlus drivers need to pick up the visually impaired clients from their respective homes
  - j. Sidewalk connectivity is an issue
  - k. Education of systems and services available for social service providers is needed
  - l. Access/transportation issues associated with dialysis centers
    - i. Dialysis centers are not notified on days when HARTPlus is unavailable - patients could be in a life or death situation
    - ii. Patients have to reorganize transportation if center moves
    - iii. Many times dialysis center is far from rehab center
    - iv. Patients must use closest facility - what happens if there are no openings at that center?
    - v. Policies do not work for everyone; some medical issues require flexibility
  - m. Access/transportation issues associated with South County
    - i. Many specialists are in Tampa



- ii. Connections between east/west and north/south bus routes are long waits and sometimes don't meet up
- iii. bus stops have limited amenities (parking lot of strip mall)
- n. Construction issues around bus stops
  - i. Sidewalks closed
  - ii. Must walk in street or ditch
- o. Access/transportation issues associated with adults with disabilities
  - i. Group homes sometimes have transportation
  - ii. Many do not know there are other options due to past problems.
- p. Sunshine Line issues
  - i. Needs call back policy
  - ii. Need emergency drivers for surgery/emergency trips
  - iii. Need someone to override regulations when there are extenuating circumstances – individuals may be penalized by Sunshine Line for not showing up because of hospital stay or unavoidable issue
- q. Difficult to schedule Sunshine Line and HARTPlus service because it is unknown when a hospital discharges will occur
- r. Delay for patients getting to or getting back home
- s. Delay for taxi service rides
- t. Change is needed so information is free flowing between agencies (primarily between transportation providers and social service providers)
- u. Access to services and transportation is limited in Lutz/Odessa
- v. Need to expand voucher programs
- w. Need to educate transit users and drivers

## 2. Potential Solutions

- a. Provide an online portal for information access
- b. Provide a mobile app to assist with transportation service scheduling/Uber-like solutions:
  - i. App so user can see when transportation service is arriving
  - ii. Text/Call to notify user when transportation service has arrived
  - iii. Allows for on-demand service
  - iv. Holds drivers accountable
  - v. Provides reliable service
- c. Educate clients and agencies staff on Emergency Ride Home Program and HART taxi vouchers
- d. Provide light rail service using the concepts from existing communities
- e. Discourage affordable housing options from moving away from existing affordable housing options
- f. Work with Medicaid and Medicare where more doctors are willing to take clients
- g. Educate clients and staff on available resources/options
- h. Expand ADA guidelines and enforce the ADA guidelines
- i. Provide covered transit stops

These identified needs and solutions will be included in the 2016 TDSP as appropriate. The potential solutions will be further defined in order to provide approximate costs associated with each. These defined solutions will be used to facilitate discussions between transportation agencies/providers, city and county staff, as well as social service providers to present opportunities for potential funding to be identified and planned. The solutions will additionally be prioritized based on the coordinated discussions in order to focus efforts in meeting the transportation needs of the TD community.



# APPENDIX D

## AVAILABLE TRANSPORTATION SERVICES



# APPENDIX E

## 2016 VEHICLE INVENTORY

## Appendix E - Vehicle Inventory 2016

Agency	Year	Make	Model	Mileage 3/31/15	Funding Source
ACTS ( Agency for Community Treatment Services, Inc. )	2001	FORD	E-250	62,361	ACTS
ACTS ( Agency for Community Treatment Services, Inc. )	2001	FORD	E-250	42,267	VA
ACTS ( Agency for Community Treatment Services, Inc. )	2001	FORD	E-250	143,410	VA
ACTS ( Agency for Community Treatment Services, Inc. )	2006	FORD	E-150	135,121	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2011	FORD	E-150	88,722	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2011	FORD	E-150	71,441	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2006	FORD	E-150	46,306	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2014	TOYOTA	SIENNA	6,534	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2016	KIA	SOUL	1,789	HEART
ACTS ( Agency for Community Treatment Services, Inc. )	2014	TOYOTA	SIENNA	4,615	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2016	KIA	SEDONA	2,467	HEART
ACTS ( Agency for Community Treatment Services, Inc. )	2016	DODGE	BRAUN	1,768	HEART
ACTS ( Agency for Community Treatment Services, Inc. )	2012	FORD	FUSION	55,346	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2015	TOYOTA	SIENNA	3,876	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2016	FORD	FUSION	1,878	FDOT
ACTS ( Agency for Community Treatment Services, Inc. )	2016	KIA	SOUL	1,545	HEART
Angels Unaware, Inc.	2011	Ford		82,852	FDOT
Angels Unaware, Inc.	2016	Ford		7,103	FDOT
Angels Unaware, Inc.	2010	Chevrolet		57,271	FDOT
Angels Unaware, Inc.	2008	Chevrolet		88,400	FDOT
Angels Unaware, Inc.	2012	Ford		39,258	FDOT
Angels Unaware, Inc.	2011	Ford		48,227	FDOT
Angels Unaware, Inc.	2009	Chevrolet		77,467	FDOT
DACCO	1999	Ford	Van	151,839	Private
DACCO	2002	Ford			NA
DACCO	2005	Ford		52,245	Private
DACCO	2008	Toyota	Sienna	78,396	Donation
DACCO	2010	Ford		92,306	FDOT
DACCO	2010	Ford		117,941	FDOT
DACCO	2010	Ford		40,889	FDOT
DACCO	2012	Ford		33,970	FDOT
DACCO	2012	Ford		38,644	FDOT
DACCO	2010	Dodge		59,264	FDOT
DACCO	2011	Ford		44,167	FDOT
DACCO	2010	Ford		52,859	Private
DACCO	2013	Ford		5,433	Private
DACCO	2014	Ford		20,475	FDOT
Garden of Grace Ministries	2014	Ford	Econoline	85,466	FDOT
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Crusader	128,249	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Crusader	90,392	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Challenger	145,288	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Challenger	119,773	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Challenger	164,263	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Challenger	132,033	County
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Crusader	114,930	County

## Appendix E - Vehicle Inventory 2016 (Continued)

Agency	Year	Make	Model	Mileage 3/31/15	Funding Source
Hillsborough County Sunshine Line	2007	Chevrolet	Champion Challenger	158,215	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	122,584	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	113,359	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	138,460	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	112,787	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	92,630	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	103,901	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	114,640	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	145,116	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	126,245	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	179,877	County
Hillsborough County Sunshine Line	2010	Chevrolet	Champion Challenger	152,486	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	100,072	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	92,808	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	108,556	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	116,817	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	94,908	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	77,700	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	86,724	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	68,360	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	92,144	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	131,017	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	93,103	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	99,369	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	111,942	County
Hillsborough County Sunshine Line	2011	Chevrolet	Champion	96,273	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	38,657	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	40,911	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	31,404	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	31,242	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	31,327	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	36,320	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	45,378	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	48,486	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	38,705	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	42,260	County
Hillsborough County Sunshine Line		Chevrolet	4500 Champion	45,451	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	60,641	County
Hillsborough County Sunshine Line	2015	Ford	E450	9,309	County
Hillsborough County Sunshine Line	2015	Ford	E450	7,979	County
Hillsborough County Sunshine Line	2015	Ford	E450	3,705	County
Hillsborough County Sunshine Line	2015	Ford	E450	8,211	County
Hillsborough County Sunshine Line	2015	Ford	E450	8,414	County
Hillsborough County Sunshine Line	2015	Ford	E450	8,130	County
Hillsborough County Sunshine Line	2015	Ford	E450	46,349	County
Hillsborough County Sunshine Line	2015	Ford	E450	4,823	County
Hillsborough County Sunshine Line	2006	Toyota	Sienna	44,169	JARC
Hillsborough County Sunshine Line	2008	Toyota	Sienna	50,176	JARC
Hillsborough County Sunshine Line	2008	Toyota	Sienna	50,017	JARC
Hillsborough County Sunshine Line	2008	Toyota	Sienna	70,533	JARC
Human Development Center	2004	Ford	E350	184,227	APD
Human Development Center	2008	Ford	E350	160,112	APD
Human Development Center	2008	Ford	E350	153,945	APD
Human Development Center	2011	Ford	E350	88,907	APD
Human Development Center	2012	Ford	E350		APD
Human Development Center	2014	Ford	E350	43,669	APD
Human Development Center	2014	Ford	E350	52,057	APD
Human Development Center	2006	Ford	E350	180,782	APD
MacDonald Training Center	2011	Ford	E-350 CUTAWA	41,032	FDOT

## Appendix E - Vehicle Inventory 2016 (Continued)

Agency	Year	Make	Model	Mileage 3/31/15	Funding Source
MacDonald Training Center	2010	Ford	E-250	70,277	FDOT
MacDonald Training Center	2010	Ford	E-250	56,831	FDOT
MacDonald Training Center	2012	Ford	E-250	34,237	FDOT
MacDonald Training Center	2002	Ford	E-350	179,426	Private
MacDonald Training Center	2005	Ford	E-350	146,670	Private
MacDonald Training Center	2006	Ford	E-350	127,632	Private
MacDonald Training Center	2010	Ford	E -250	44,960	FDOT
MacDonald Training Center	2010	Ford	E-250	66,275	FDOT
MacDonald Training Center	2014	Ford	E- 250	17,565	FDOT
MacDonald Training Center	2014	Ford	E -250	15,904	FDOT
MacDonald Training Center	2014	MP1	Lift 1WC 3 passenger	12,524	FDOT
MacDonald Training Center	2015	Toyota	7 passenger	4,761	FDOT
MacDonald Training Center	2015	Chevy	12 passenger	8,871	FDOT
MacDonald Training Center	2015	Chevy	12 passenger	7,767	FDOT
MacDonald Training Center	2002	Ford	E-350	137,453	Private
MacDonald Training Center	2009	CHVRL	KODIAK	13,148	FDOT
McClain Inc.	2008	Ford	Focus	49,227	FDOT
McClain Inc.	2011	Ford	E 350	75,821	FDOT
McClain Inc.	2012	Ford	E 350	29,588	FDOT
McClain Inc.	2014	Ford	E 350	20,292	FDOT
Mental Health Care, Inc.	2008	Ford	E-350 Van	41,859	DCF, Government, Private
Mental Health Care, Inc.	2010	Dodge	Avenger Sedan	25,802	DCF, Government, Private
Mental Health Care, Inc.	2005	Toyota	Sienna Mini-Van	41,507	DCF, Government, Private
Mental Health Care, Inc.	2003	Dodge	Sprinter - Van	31,977	DCF, Government, Private
Mental Health Care, Inc.	2005	Toyota	Sienna Mini-Van	44,802	DCF, Government, Private
Mental Health Care, Inc.	2011	Ford	Van	7,919	DCF, Government, Private
Mental Health Care, Inc.	2005	Dodge	Caravan	102,407	DCF, Government, Private
Mental Health Care, Inc.	2005	Honda	Civic	150,016	DCF, Government, Private
Mental Health Care, Inc.	2002	Ford	Focus	79,436	DCF, Government, Private
Mental Health Care, Inc.	2012	Ford	E-350 Van	5,182	DCF, Government, Private
Mental Health Care, Inc.	2004	Ford	F-150 Pickup	107,112	DCF, Government, Private
Mental Health Care, Inc.	2002	Ford	Focus	80,861	DCF, Government, Private
Mental Health Care, Inc.	2008	Ford	Van	50,386	DCF, Government, Private
Mental Health Care, Inc.	2003	Dodge	Caravan	138,000	DCF, Government, Private
Mental Health Care, Inc.	2003	Dodge	Stratus	75,304	DCF, Government, Private
Mental Health Care, Inc.	2000	Ford	Van	32,864	DCF, Government, Private
Mental Health Care, Inc.	2002	Ford	Focus	121,086	DCF, Government, Private
Mental Health Care, Inc.	2005	Chevy	Uplander	52,997	DCF, Government, Private
Mental Health Care, Inc.	2005	Chevy	Cobalt	95,111	DCF, Government, Private
Mental Health Care, Inc.	2004	Dodge	Caravan	55,235	DCF, Government, Private
Mental Health Care, Inc.	2005	Chevy	Cobalt	95,641	DCF, Government, Private
Northside Behavioral Health Center	2016	Ford	Fusion 4Dr Silver Auto #1	3,605	FDOT
Northside Behavioral Health Center	2010	Ford	Fusion 4Dr White Auto #2	54,202	FDOT
Northside Behavioral Health Center	2005	Ford	E-350 Silver/Grey Van #3	47,634	FDOT
Northside Behavioral Health Center	2016	Ford	Fusion 4Dr Silver Auto #4	3,027	FDOT
Northside Behavioral Health Center	2010	Ford	Fusion 4Dr White Auto #5	53,029	FDOT
Northside Behavioral Health Center	2010	Ford	Fusion 4Dr White Auto #6	67,868	FDOT
Northside Behavioral Health Center	2006	Ford	E-350 Silver Van #7	49,080	FDOT
Northside Behavioral Health Center	2008	Ford	Fusion 4Dr Silver Auto #8	41,583	FDOT
Northside Behavioral Health Center	2008	Ford	Fusion 4Dr Silver Auto #9	96,083	FDOT
Northside Behavioral Health Center	2002	Ford	E-350 White Van #12	28,859	FDOT
Northside Behavioral Health Center	2010	Ford	Fusion 4Dr White Auto #13	98,716	FDOT
Northside Behavioral Health Center	2002	Ford	E-150 Red Van #14	41,990	FDOT
Northside Behavioral Health Center	2002	Ford	E-150 Green Van #15	62,237	FDOT
Northside Behavioral Health Center	2002	Ford	E-150 Blue Van #16	65,672	FDOT
Northside Behavioral Health Center	2006	Ford	E-350 Blue Van #17	81,650	FDOT
Northside Behavioral Health Center	2010	Ford	Fusion 4Dr White Auto #18	41,473	NBHC
Northside Behavioral Health Center	2005	Ford	E-350 Red Van Red #20	51,698	FDOT
Northside Behavioral Health Center	2007	Ford	Fusion 4Dr Red Auto #23	123,259	NMHC
Northside Behavioral Health Center	2012	Ford	Fusion 4Dr Silver Auto #24	22,554	FDOT



## Appendix E - Vehicle Inventory 2016 (Continued)

Agency	Year	Make	Model	Mileage 3/31/15	Funding Source
Northside Behavioral Health Center	2008	Ford	Fusion 4Dr Red Auto #26	90,235	NBHC
Quality of Life Community Services	2010	VPG	MV-1	20,341	New Freedom 5317
Quality of Life Community Services	2010	VPG	MV-1	20,680	New Freedom 5317
Quality of Life Community Services	2011	VPG	MV-1	35,906	FDOT 5310
Quest, Inc.	1998	Dodge	3500 lift van	93,262	QUEST
Quest, Inc.	2001	Dodge	3500 lift van	119,267	QUEST
Quest, Inc.	2001	Dodge	3500 lift van	138,682	QUEST
Quest, Inc.	2001	Ford	E350 lift van	143,195	QUEST
Quest, Inc.	2001	Ford	E350 lift van	119,706	QUEST
Quest, Inc.	2002	Ford	E450 Bus	141,617	QUEST
Quest, Inc.	2003	Ford	Turtle Top Bus	117,678	QUEST
Quest, Inc.	2008	Chevy	3500 Cutaway Bus	89,417	FDOT
Quest, Inc.	2008	Chevy	C4500 GMT Bus	46,602	FDOT
Quest, Inc.	2009	Ford	E350 Van	115,353	FDOT
Quest, Inc.	2009	Ford	E350 Van	106,204	FDOT
Quest, Inc.	2010	Ford	E350 Van	104,420	FDOT
Quest, Inc.	2010	Chevy	4500 Bus	45,988	FDOT
Quest, Inc.	2010	Chevy	3500 Turtle Top	81,219	FDOT
Quest, Inc.	2010	Chevy	3500 Turtle Top	51,400	FDOT
Quest, Inc.	2013	Ford	E450 Glaval Bus	24,974	FDOT
Quest, Inc.	2013	Ford	E350	51,193	FDOT
Quest, Inc.	2014	Chevy	4500 Claval Titan	11,438	FDOT
Quest, Inc.	2015	Ford	Turtle Top Van XL Terra	7,970	FDOT
Quest, Inc.	2015	Ford	Turtle Top Odyssey	4,594	FDOT
Quest, Inc.	2015	Ford	Turtle Top Odyssey	2,459	FDOT
Hillsborough Area Regional Transit Authority (HART)	2012	VHPG	MV-1	96,656	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	77,148	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	80,010	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	79,286	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	68,639	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	87,768	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	72,029	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	85,679	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	69,480	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	72,302	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	76,073	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	70,678	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	75,209	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	71,228	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	47,991	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	73,351	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	77,998	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	78,742	Urbanized Area Formula Program (UA)

**Appendix E - Vehicle Inventory 2016 (Continued)**

Agency	Year	Make	Model	Mileage 3/31/15	Funding Source
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	71,987	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	66,766	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	CMC	CHALLENGER	59,022	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	8,611	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	7,222	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	6,354	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	6,115	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	6,150	Urbanized Area Formula Program (UA)
Hillsborough Area Regional Transit Authority (HART)	2014	VHPG	MV-1	5,487	Urbanized Area Formula Program (UA)

2015 Information