



# HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

June 2019

## Table of Contents

Executive Summary .....	ES-1
ES.1 2018 Update Highlights.....	ES-1
ES.2 Roll Call Voting Sheet.....	ES-1
Section 1: Development Plan.....	1-1
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 .....	1-5
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.....	1-13
1.4 Available Transportation Services.....	1-18
1.4.1 Sunshine Line.....	1-18
1.4.2 Hillsborough Area Regional Transit.....	1-19
1.4.3 Other Transportation Providers .....	1-22
1.5 Service Limitations and Barriers to Coordination .....	1-24
1.5.1 Funding .....	1-24
1.5.2 Limited Fixed-Route Bus Service .....	1-24
1.5.3 Gaps in Bicycle and Pedestrian Facilities.....	1-25
1.5.4 Land Use/Low-Density Development Pattern.....	1-29
1.6 Calculating Bus Pass Trips .....	1-30
Section 2: Goals, Objectives, and Strategies .....	2-1
2.1 Goals, Objectives, and Strategies.....	2-1
2.2 Implementation Plan .....	2-3
Section 3: Service Plan.....	3-1
3.1 Community Transportation Coordinator Priorities .....	3-1

3.2 Operations Element.....	3-2
3.2.1 Types, Hours, and Days of Service.....	3-2
3.2.2 Accessing Services.....	3-2
3.2.3 Coordination Contractors.....	3-4
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
Section 4: Quality Assurance.....	4-1
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.....	4-1
4.1.7 Vehicles per 100,000 Persons (Measureable Standard).....	4-1
4.1.8 Percentage of Denials (Measureable Standard).....	4-2
4.1.9 Call-Hold Time.....	4-2
4.1.10 Accidents (Measureable Standard).....	4-2
4.1.11 Complaints (Measureable 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).....	4-2
4.2.4 Driver Identification (Commission Standard).....	4-2
4.2.5 Local Toll Free Phone Number Must be Posted in All Vehicles (Commission Standard) .....	4-2
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 Advanced Reservation Requirements (Local Standard).....	4-3
4.2.13 CPR and First Aid (Local Standard).....	4-3
4.2.14 Driver Criminal Background Screening (Local Standard).....	4-3
4.2.15 Out-of-Service Area Trips (Local Standard).....	4-3
4.2.16 Pick-Up Window (Local Standard) .....	4-3
4.2.17 Rider Personal Property (Local Standard).....	4-4
4.2.18 Transport of Escort 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).....	4-4
4.2.22 Passenger No-Shows (Policy) .....	4-4
4.2.23 Provide Additional Service (Policy).....	4-4
4.2.24 Public Transit Ridership (Policy) .....	4-5
4.2.25 Sensitivity Training (Policy).....	4-5
4.2.26 Vehicle Transfer Points (Policy) .....	4-5
4.3 Grievance Subcommittee Policy and Procedures .....	4-5
4.4 Evaluation Processes .....	10
4.4.1 CTC Evaluation Process .....	4-10
4.4.2 CTC Monitoring Procedures of Operators.....	4-10
4.4.3 Coordination Contract Evaluation Criteria.....	4-10
4.4.4 Planning Agency Evaluation Process.....	4-11
Section 5: Cost/Revenue Allocation and Fare Structure Justification .....	5-1
Section 6: Glossary of Terms.....	6-1
Appendix A: Demographic Maps .....	A-1
Appendix B: TD Population Forecasting Methodology .....	B-1
Appendix C: TDCB Workshop Minutes .....	C-1
Appendix D: 2016 Human Services Transportation Forum Summary .....	D-1

Appendix E: Available Transportation Services .....	E-1
Appendix F: 2016 Vehicle Inventory .....	F-1

## Tables

Table ES-1: Hillsborough County TDCB Results .....	ES-2
Table 1-1: Hillsborough County TDCB .....	1-4
Table 1-2: Demographic Statistics for Hillsborough County .....	1-7
Table 1-3: Projected TD Population .....	1-8
Table 1-4: Projected Severly Disabled and Trip Demand .....	1-8
Table 1-5: Coordination contractors .....	1-21
Table 2-1: Anticipated Capital Purchase Schedule .....	2-5
Table 3-1: Sunshine Line Priorities .....	3-1

## Figures

Figure 1-1: Hillsborough County Transportation Disadvantaged Program Organization .....	1-3
Figure 1-2: Transportation Disadvantaged Origins .....	1-11
Figure 1-3: Transportation Disadvantaged Destinations .....	1-12
Figure 1-4: Trips by Purpose, 2017 .....	1-17
Figure 1-5: Low-Income Transit .....	1-18
Figure 1-6: Low-Income Late Night Transit .....	1-19
Figure 1-7: Sidewalk Coverage – Origin ZIP Codes .....	1-24
Figure 1-8: Sidewalk Coverage – Destination ZIP Codes .....	1-25
Figure 2-1: Current Communication .....	2-4
Figure 2-2: Proposed Communication .....	2-4
Figure 3-1: CTC System Safety Program Plan Certification .....	3-5
Figure 4-1: Hillsborough County TDCB Grievance Form .....	4-9



## Executive Summary

### ES.1 2019 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 2019 TDSP Update a workshop with Coordination contractors was held on May 23, 2019. Coordination contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process. The purpose was to continue building a relationship with, and to engage in a conversation with the Contractors of unmet client transportation needs and potential solutions to address these needs. This was the second annual meeting in which the Coordination contractors were hosted for a roundtable discussion. Each organization present participated in a roundtable discussion on how the world of transportation looks for their agency and needs for the agency in terms of transportation.

The Contractors identified many needs of the transportation disadvantaged during this event. The Contractors continued to highlight a need for safe and affordable housing with access to public transportation. Other needs, including the need for lower cost transportation were discussed, as well as the need for lower cost bus passes for the low-income clients served and growing bus service so that the demand for door to door could be reduced and become more sustainable. It was apparent that the greatest needs are in suburban and rural areas of the county, which indicated a significant need to coordinate land use, human services and transportation services. An additional need highlighted by the Contractors is for access to transportation services that can provide group trips for special needs clients.

### 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).

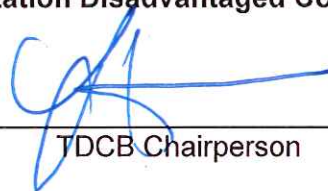
The Hillsborough County TDCB and the Hillsborough County MPO further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved and that the Hillsborough County TDSP 2019 Update was reviewed in its entirety.

The Hillsborough County TDSP 2019 Update was approved by the TDCB on June 28, 2019. **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 Luis Viera, Chair	Elected Member of Hillsborough County MPO	Absent
Gloria Mills, Vice Chair	Representing Persons with Disabilities	Yes
Craig Forsell	Representing the Elderly	Yes
Nancy Pacifico	Representing users of the TD system	Absent
Artie Fryer	Citizen Advocate	Yes
Vacant	Representing the Economically Disadvantaged	Vacant
Glenn Brown	Representing the Children-at-Risk	Yes
Nancy Castellano	Representing the Local For-Profit Transportation Industry	Absent
Michelle Correll	Hillsborough County Public Schools	Absent
Leslene Gordon, Ph.D.	Florida Department of Health	Yes
Catherine Rogers	Representing the Local Veterans Administration	Yes
John Melendez	Local Mass Transit System's Board, HART	Yes
Dave Newell	Florida Department of Transportation, District Seven	Absent
Angel Williams	Department of Children and Families	Absent
Mark Harsbarger	Department of Education/Division of the Blind	Yes
Kristina Melling	Florida Department of Elder Affairs	Yes
Penelope Barnard	Agency of Health Care Administration	Absent
Jody Toner	Tampa Bay WorkForce Alliance	Absent
Debra Noel	Agency for Persons with Disabilities	Yes

**Transportation Disadvantaged Coordinating Board**

  
 \_\_\_\_\_  
 Date                      TDCB Chairperson

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

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



## Section 1: 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 CTD as the CTC and has acted as the CTC since 1990. The latest re-designation went into effect July 1, 2016. Sunshine Line is an agency within Hillsborough County and the operator of the TD services for the county.

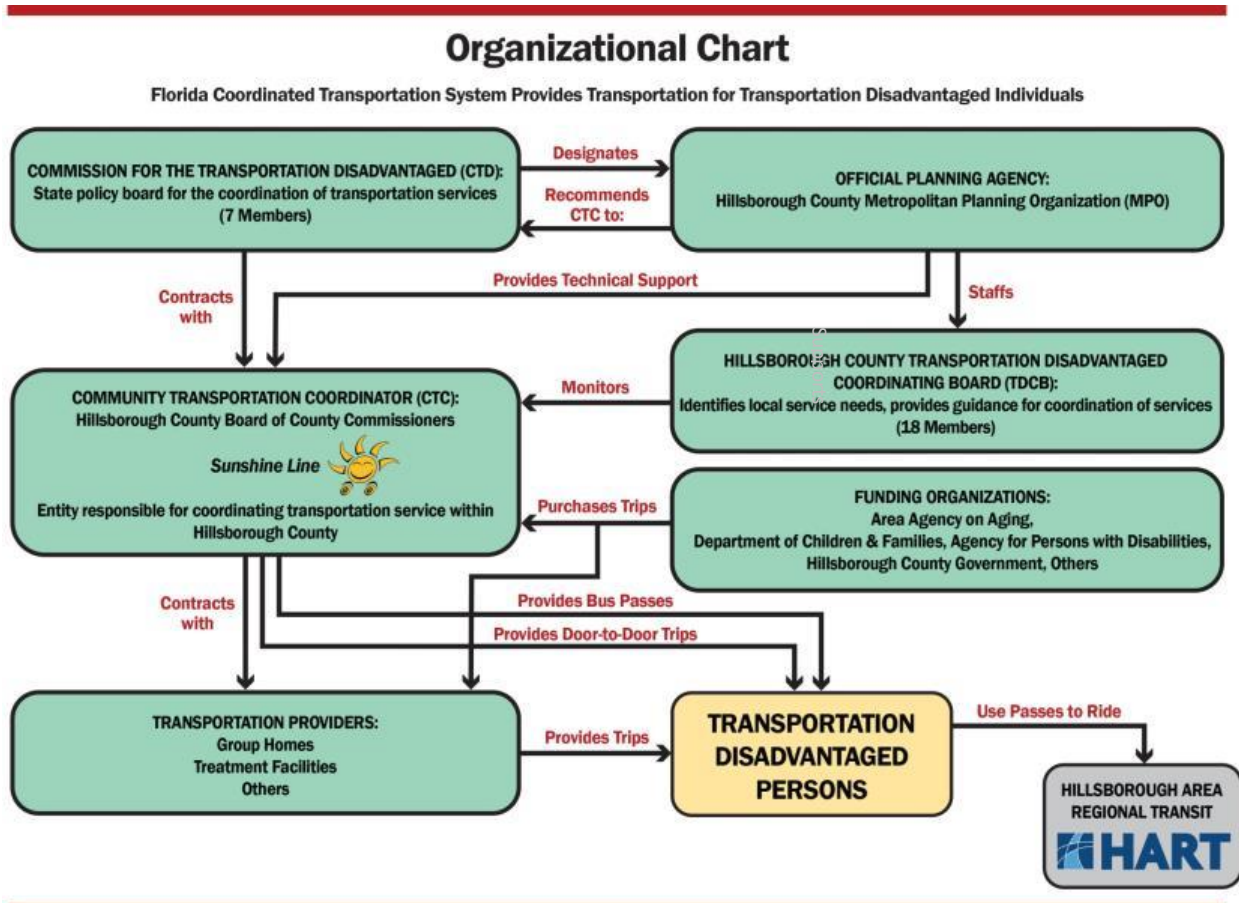
The organizational chart, shown in Figure 1-1, identifies all those who are involved in the provision of TD services in Hillsborough County, including the CTD, Hillsborough County MPO, TDCB, and CTC.

### 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 19 members, each representing an aspect of the TD community. Meetings are held on the fourth Friday of every other month at 9:30 a.m. Figure 1-1 lists the current membership of the Hillsborough County TDCB.

Figure 1-1: Hillsborough County Transportation Disadvantaged Program Organization





**Table 1-1 Hillsborough County TDCB**

Member Name	Member Affiliation
Councilman Luis Viera, Chair	Elected Member of Hillsborough County MPO
Gloria Mills, Vice Chair	Representing Persons with Disabilities
Craig Forsell	Representing the Elderly
Nancy Pacifico	Representing users of the TD system
Artie Fryer	Citizen Advocate
Vacant	Representing the Economically Disadvantaged
Leslie Pokres	Representing the Children-at-Risk
Nancy Castellano	Representing the Local For-Profit Transportation Industry
Michelle Correll	Hillsborough County Public Schools
Leslene Gordon, Ph.D.	Florida Department of Health
Catherine Rogers	Representing the Local Veterans Administration
John Melendez	Local Mass Transit System's Board, HART
Dave Newell	Florida Department of Transportation, District Seven
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Kristina Melling	Florida Department of Elder Affairs
Penelope Barnard	Agency of Health Care Administration
Jody Toner	Tampa Bay WorkForce Alliance
Debra Noel	Agency for Persons with Disabilities

I certify the current members 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 2018 update to the TDP focused on recent accomplishments and future needs. The Plan also included a Comprehensive Operations Analysis (COA) of the HART system, which resulted in Mission MAX, a series of route and schedule changes that were implemented on October 8, 2017.

## 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 (BEBR). 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 (2017).

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; 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 served 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

Hillsborough County’s BOCC is designated by the CTD as the Hillsborough County CTC and has been since 1990. The Hillsborough County 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). Coordination contractors serve specialized clients and are discussed in more detail in Section 1.4.3. The Sunshine Line is a Hillsborough County agency that operates TD services within the County as a partial brokerage. It is funded by the County as well as state and federal grants and user fees.

### 1.2.2 Demographics

As the Baby Boom generation moves into its golden years, the TD population in Hillsborough County is expected to increase from approximately 468,111 in 2019 to an estimated 644,665 by 2045.

***Table 1-2: Demographic Statistics for Hillsborough County***

Demographic	Statistic
Total Population*	1,408,864
Median Age**	36.6
Total Population Age 65 and Older*	172,380
Median Income*	\$54,731
*BEBR 2018 Estimate **American Community Survey 2017 5 year Estimates	

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).

## 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 2019 and 2040.

**Table 1-3: Projected TD Population**

Population	2019	2020	2025	2030	2035	2040	2045
<b>Overlapping Circle Component</b>							
Elderly / non-disabled / not low income	116,766	118,230	129,461	139,092	146,880	154,065	160,806
Non-elderly / disabled / not low income	71,588	72,485	79,371	85,275	90,050	94,455	98,588
Low income / not elderly / not disabled	169,775	171,903	188,233	202,236	213,560	224,007	233,808
Elderly / disabled / not low income	58,726	59,461	65,110	69,954	73,871	77,484	80,875
Non-elderly / disabled / low income	27,726	28,073	30,740	33,027	34,876	36,583	38,183
Elderly / non-disabled / low income	14,364	14,544	15,926	17,111	18,069	18,953	19,782
Elderly / disabled / low income	9,165	9,280	10,162	10,918	11,529	12,093	12,622
<b>Total General TD Population</b>	<b>468,111</b>	<b>473,977</b>	<b>519,004</b>	<b>557,612</b>	<b>588,835</b>	<b>617,640</b>	<b>644,665</b>
<b>Total Population</b>	<b>1,417,808</b>	<b>1,435,575</b>	<b>1,571,953</b>	<b>1,688,889</b>	<b>1,783,456</b>	<b>1,870,699</b>	<b>1,952,553</b>

**Table 1-4: Projected Severely Disabled and Trip Demand**

<b>Critical Need TD Population Forecast</b>	2020	2025	2030	2035	2040	2045
<b>Total Critical TD Population</b>						
Disabled	37,895	41,495	45,437	49,754	54,481	59,656
Low Income Not Disabled No Auto/Transit	4,770	5,224	5,720	6,263	6,858	7,510
<b>Total Critical Need TD Population</b>	<b>42,666</b>	<b>46,719</b>	<b>51,157</b>	<b>56,017</b>	<b>61,339</b>	<b>67,166</b>
<b>Daily Trips - Critical Need TD Population</b>						
Severely Disabled	1,857	2,033	2,226	2,438	2,670	2,923
Low Income – Not Disabled – No Access	9,059	9,920	10,862	11,894	13,024	14,261
<b>Total Daily Trips Critical Need TD Population</b>	<b>10,870</b>	<b>11,858</b>	<b>12,843</b>	<b>13,884</b>	<b>15,008</b>	<b>16,224</b>
<b>Annual Trips</b>	<b>3,967,661</b>	<b>4,328,047</b>	<b>4,687,848</b>	<b>5,067,582</b>	<b>5,478,076</b>	<b>5,921,822</b>



### 1.3.2 Public Involvement

#### *Coordination contractors Workshop*

A workshop was held at the May 23, 2019 for Coordination contractors to share and engage in a conversation of unmet client transportation needs and explore potential solutions to address these needs. This was the second year that Hillsborough's Coordination contractors were hosted for a roundtable discussion. Five agencies participated. Each organization participated in a roundtable discussion on how the world of transportation looks for their agency and needs for the agency in terms of transportation.

Conversation topics from the Coordination contractors included:

- Bus passes are a big expense; bus passes are needed to get people to treatment and housing opportunities
- Discussion on timing for the launch of a trackable bus pass to allow for Hillsborough County to be on par with Pinellas' transit system for trip counts using bus pass
- Discussion on how to better utilize agency travel dollars and partner with Sunshine Line for longer term bus pass use
- Clarifying the Sunshine Line application process – the process for clients is 3 to 5 days if all documentation is in place
- Discussion on opportunities to collaborate with other community contractors to assist with homeless veteran transportation
- Making meetings for this type of discussion more frequent to identify partnerships and programs to meet needs
- Community inclusion activities are restricted by the need that contact with clients requires Level 2 (finger print based search of records maintained by law enforcement agencies) screening
- Information sharing on available transportation services for special needs clients
- Gentrification is a cause for low income citizens being pushed into suburban areas where public transportation is not as readily available
- Discussion on the 5310 process for funding special trips
- HART PLUS and HART FLEX may be a possible solution for clients who do not need to be supervised
- Questions about 5310 funding distribution, qualification for operation and how the Coordination system helps serve more Transportation Disadvantaged people
- The need for reliable and solidly made 5310 vehicle- many vehicles available on the State's vendors list have a short service life and are costly and unsafe to the recipients
- Explore TBARTA's Vanpool system to explore addressing cross county trips, employment and school trip needs
- There is a need for more, safe bicycle infrastructure. Safe bicycle travel can help low income people access transit and other services
- Clarification that Paratransit service is for those who are impeded and cannot ride the fixed route service
- Sunshine Line may explore providing shuttle service to bus stops
- Improve transit service in areas such as Brandon
- Keep the conversation going

### *The 2016 TDSP Public Involvement Efforts*

For the 2016 TDSP update, a survey and the first Hillsborough County Human Services Transportation Forum were conducted. The results of these efforts continue to be incorporated in the service plan.

A complete meeting summary is included in Appendix D.

Based on the 2018 Annual Operating Report (AOR) the most common trip provided by the coordinated system is medical, followed by education/training and daycare. The other popular trip purposes are life sustaining, nutrition and employment.

The map in Figure 1-3 shows the cluster of potential destinations (medical centers, hospitals health facilities, community centers, shopping centers) for TD clients.

Figure 1-3 show the indicated origins regarding transportation needs of the TD clients.

Figure 1-2: Transportation Disadvantaged Destinations

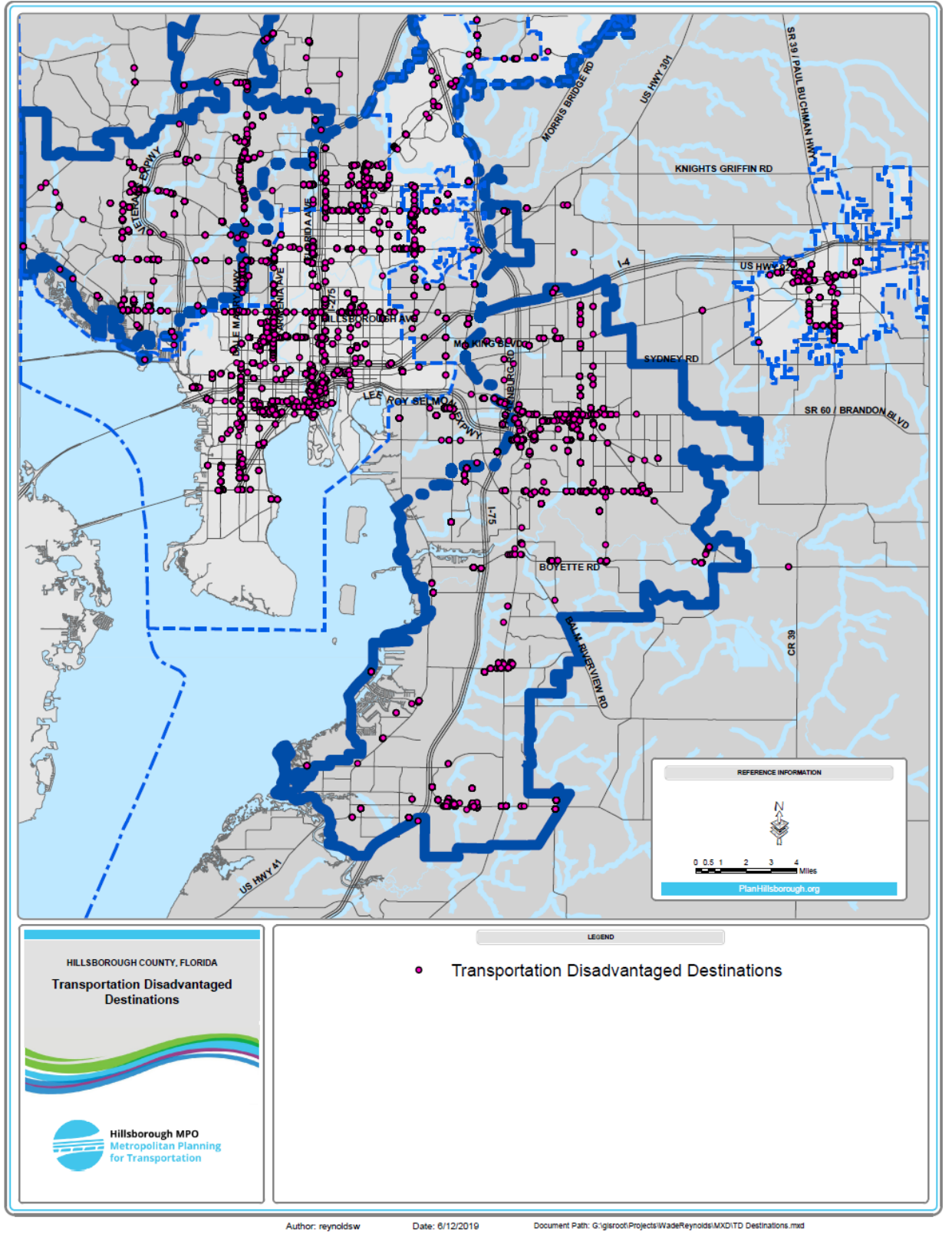
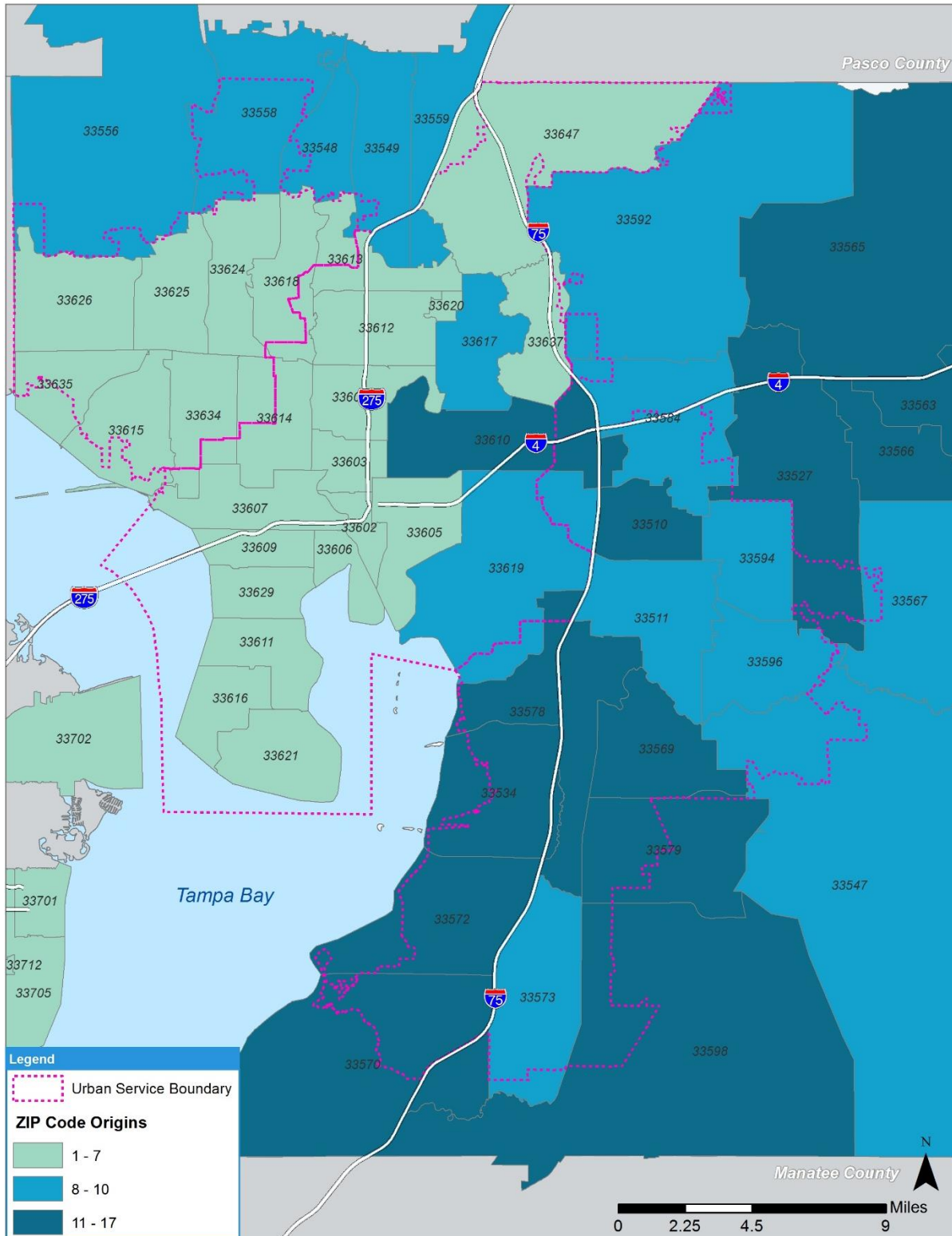


Figure 1-3: Transportation Disadvantaged Origins by Zip Code



### 1.3.3 Needs Assessment

The TD population in Hillsborough County is estimated to be 33 percent of the total county population based on the CTD Methodology. 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 is reported at 2.8 percent in May 2019 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: One in five, or 30 percent of children in Hillsborough County are living in poverty at a greater rate than the national average of 23.6 percent (2018).

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 sidewalk 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 TDCB continues to request support for door-to-door service by the Sunshine Line for employment trips.

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, at that time, the 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 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 regard 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. In 2016/17 Sunshine Line provided an estimated 125,170 grocery trips, or 26 percent of all trips provided.

The 2016 TDSP public involvement effort estimated that approximately 50 percent of clients were unable to access basic groceries. Limited access to basic groceries are labeled “food deserts”. Further research shows that with limited access to supermarkets that provide fresh produce and other healthy foods, these populations are more likely to suffer from high rates of diabetes, cardiovascular disease, and obesity.

#### Access to Recreation

Recreation is a vital part of an individual’s health and well-being. 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

represent 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.

#### Aging Population

The Department of Elder Affairs, State of Florida, 2018 Summary of Programs and Services reports that Hillsborough County is the fifth largest concentration of elders in the state. The percentage of the population aged 65 and over is increasing and will continue to do so through 2030. While not all within the elder population will require services of the TD Program, awareness of how older adults' transportation needs are served is an increasing need.



### Regional Needs

The following needs were identified through the Regional Mobility Needs Assessment:

- 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 service, 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, truncated dome 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 to provide 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 2017-2018, it operated a fleet of 60 vehicles and has the following responsibilities:

- Provide pre-scheduled transportation services to the TD community through door-to-door services.
- Distribute bus passes purchased from HART, the County's local transit service provider, for those who are financially disadvantaged but physically able to use HART services.
- Act as an informational clearinghouse for the public and refer members of the public to transportation programs for which they may be eligible.
- Ensure that transportation services funded through federal, state, and local sources for the TD community are coordinated with each other in Hillsborough County.

Based on the Annual Operating Report for 2017/2018, Sunshine Line provided a total of 151,450 door-to-door trips and 79,699 bus pass trips; Coordination Contractors provided 503,171 trips for a total of 734,320 trips.



### 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 40 local fixed- and flex-routes with varying service spans. Figures 1-5 and 1-6 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 1-5: Low-Income Population Served by Transit

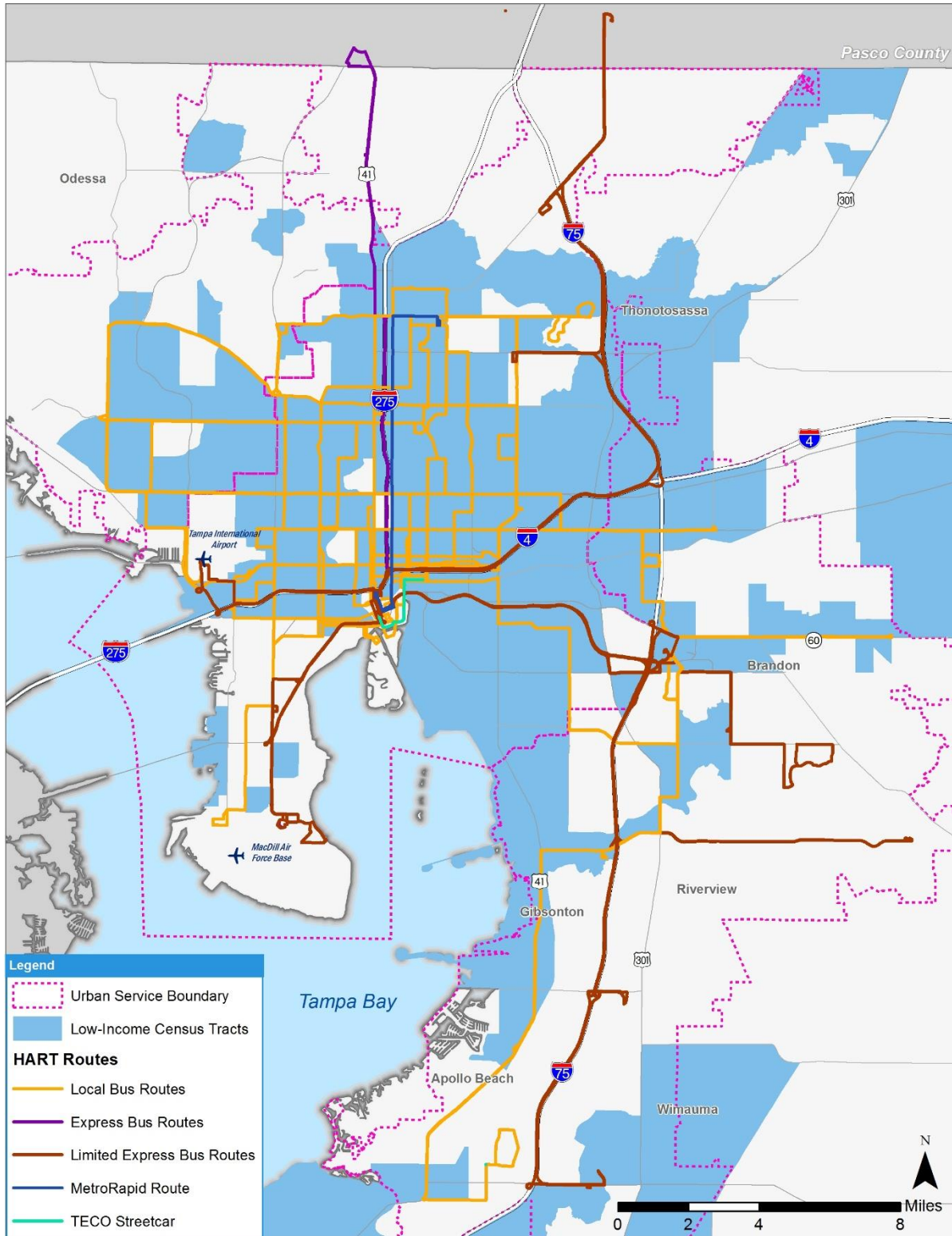
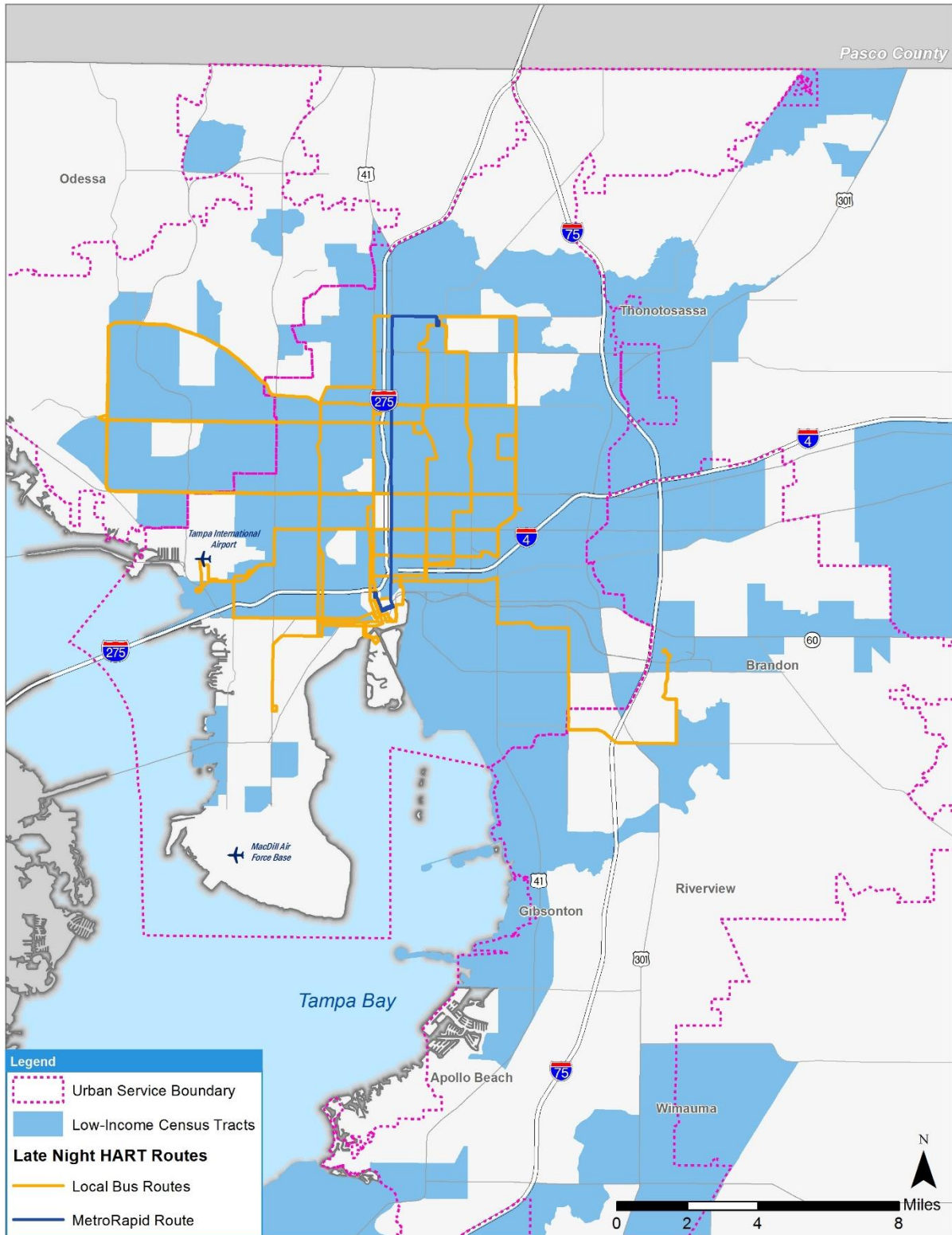


Figure 1-6: Low-Income Population Served by Late Night Transit



### 1.4.3 Other Transportation Providers

As a partial brokerage CTC, the Sunshine Line provides some services directly and contracts out other services. Florida Statute requires that the CTC enter into a coordination contract with agencies that receive TD funds serving the general public and are able to provide their own transportation more effectively and more efficiently than the CTC. The coordination contract covers reporting, insurance, safety, and other requirements. The contractor is approved by the TDCB before the contract is executed.

The coordination agreement between the contracted providers and the CTC allows for coordination of services and the sharing of that information with the general public. The current coordinated contracted providers for this evaluation period in Hillsborough County are listed in Table 1-5.

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

**Table 1-5: 2017 Coordination contractors**

Coordination Contractors	Transportation Services Provided
<b>Agency for Community Treatment Services (ACTS)</b>	Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.
<b>Angels Unaware, Inc.</b>	Transportation provided for eight group homes operated by the 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.
<b>Brandon Sports &amp; Aquatics Center</b>	Transportation to the Center's after school, summer camp, and special needs sports and swim programs.
<b>Drug Abuse Comprehensive Coordinating Office (DACCO)</b>	Transportation to treatment services and for residential treatment programs.
<b>Gracepoint Wellness (Mental Health Care Inc)</b>	Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.
<b>HART ADA Complementary Paratransit (Interlocal Agreement)</b>	ADA paratransit to persons within $\frac{3}{4}$ miles of a bus route .
<b>Human Development Center</b>	Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.
<b>MacDonald Training Center, Inc.</b>	Transportation to/from training centers.
<b>Metropolitan Ministries.</b>	Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments and any other necessary service to provide help.
<b>McClain, Inc.</b>	Transportation for grocery trips, employment, medical, and educational needs.
<b>Northside Mental Health Hospital</b>	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. Transportation for clients to medication clinics, recreational activities, scheduled appointments, etc.
<b>Quality of Life Community Services, Inc.</b>	Quality of life trips where or when not otherwise available.
<b>Quest, Inc.</b>	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.
<b>Sunrise Community</b>	Coordination contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process

## 1.5 Service Limitations and Barriers to Coordination

One significant barrier to coordination is communication between coordination contractors. The traditional communication structure for coordination contractors is to communicate individually with the CTC and the FDOT. There is a need for some form of collaboration among the coordination contractors to share resources and expand the available transportation network.

### 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. In November 2018 an additional one cent sales tax referendum was approved to improve public transportation and roads. The new revenue will help grow an improved transit system in Hillsborough County.

### 1.5.2 Limited Fixed-Route Bus Service

Approximately 52 percent of the population in Hillsborough County has access to fixed-route transit. Also, 33 percent of the existing population is considered TD. Figures 1-5 and 1-6 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.

In addition, many potential TD riders do not know how to use the fixed-route system. HART has a travel training program. HART also continues to work 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 on 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 volume,
  - Large number of turning movements at an intersection
  - Lack of pedestrian signalization

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 that 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. Figures 1-7 and 1-8 show where sidewalk gaps occur in relation to the origin and destination zones previously discussed in Section 1.3.2.

Additionally, Figure 1-9 shows the pedestrian crash hotspots in relationship to the TD destinations.

Figure 1-7: Sidewalk Coverage – Origin ZIP Codes

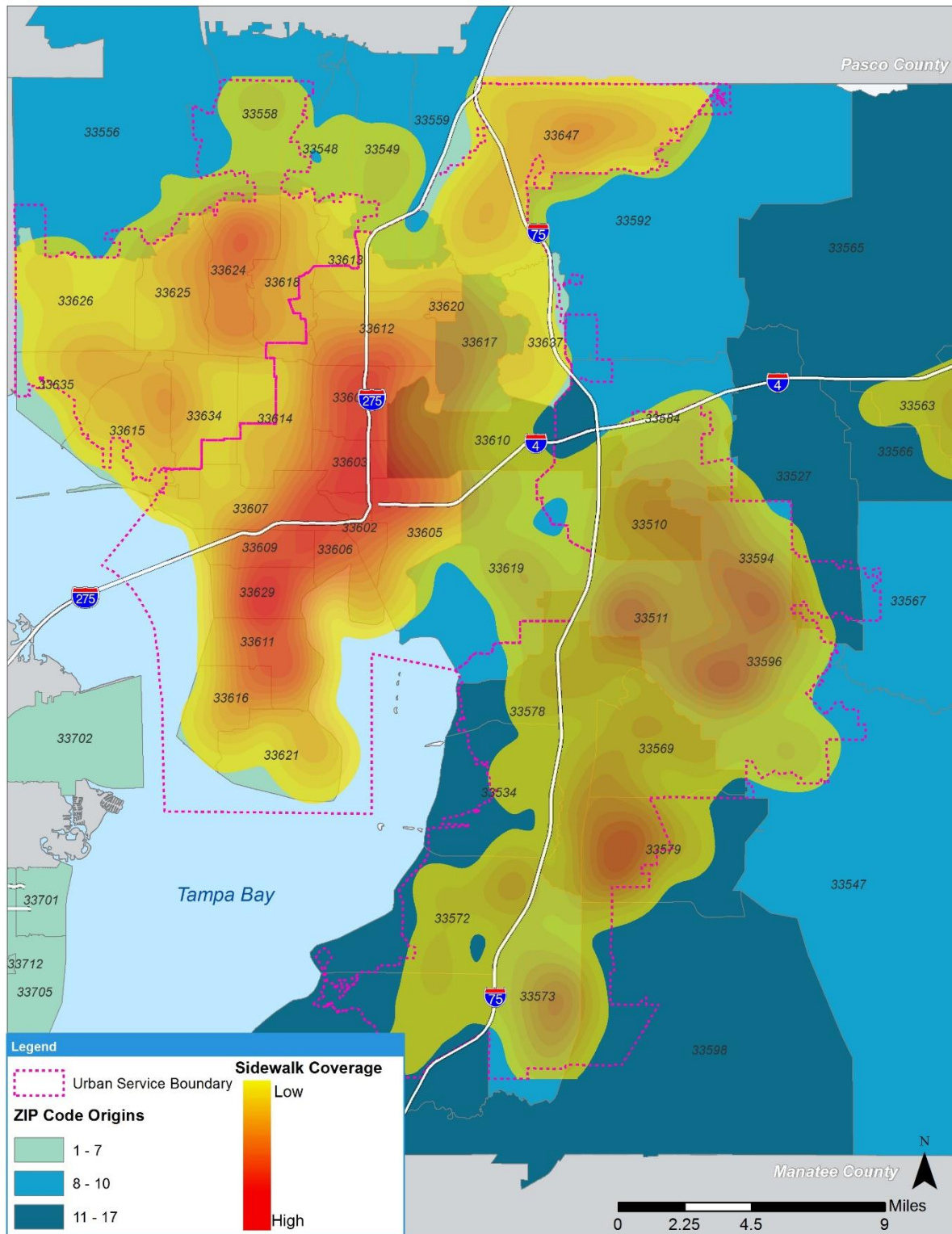


Figure 1-8: Sidewalk Coverage – Destination ZIP Codes

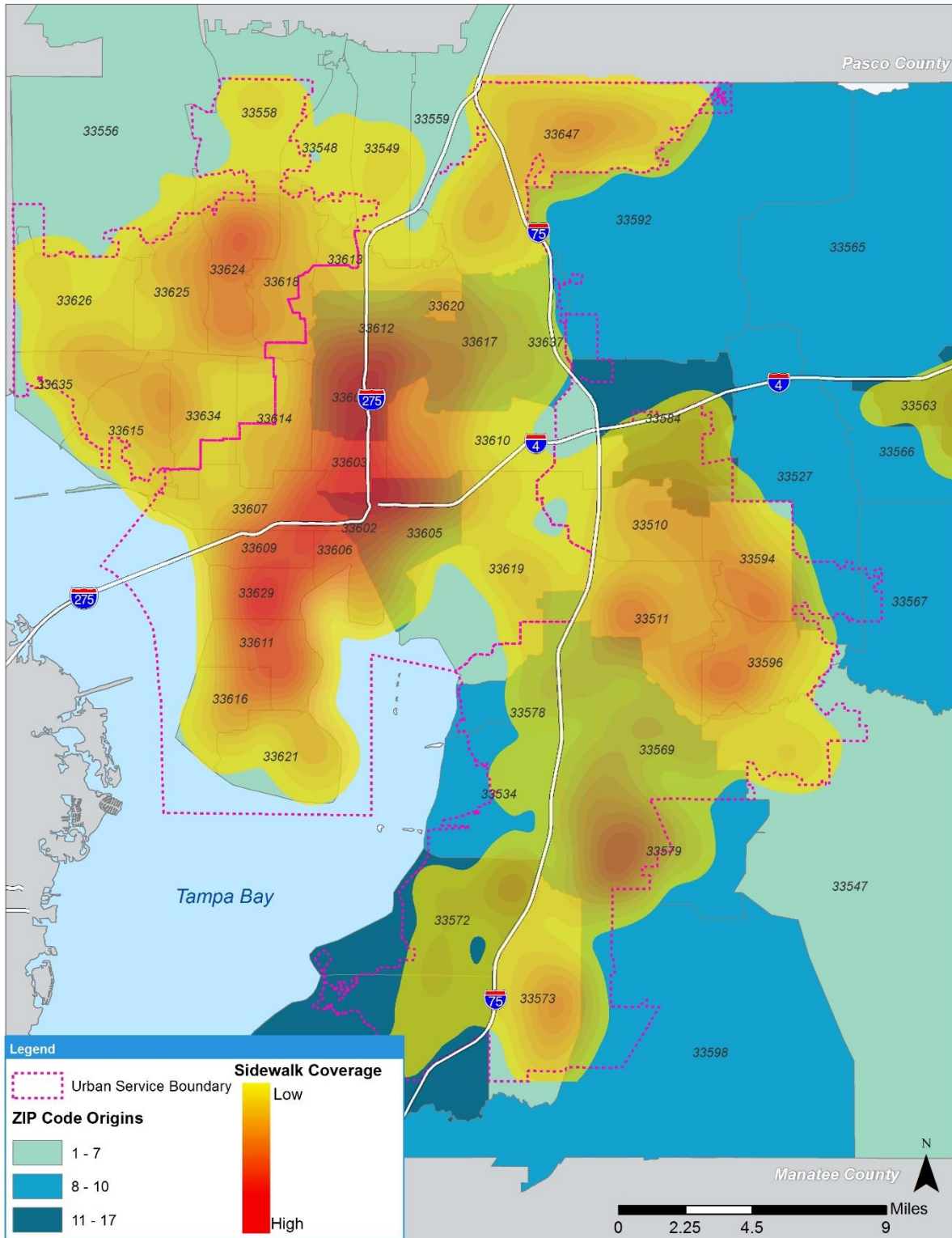
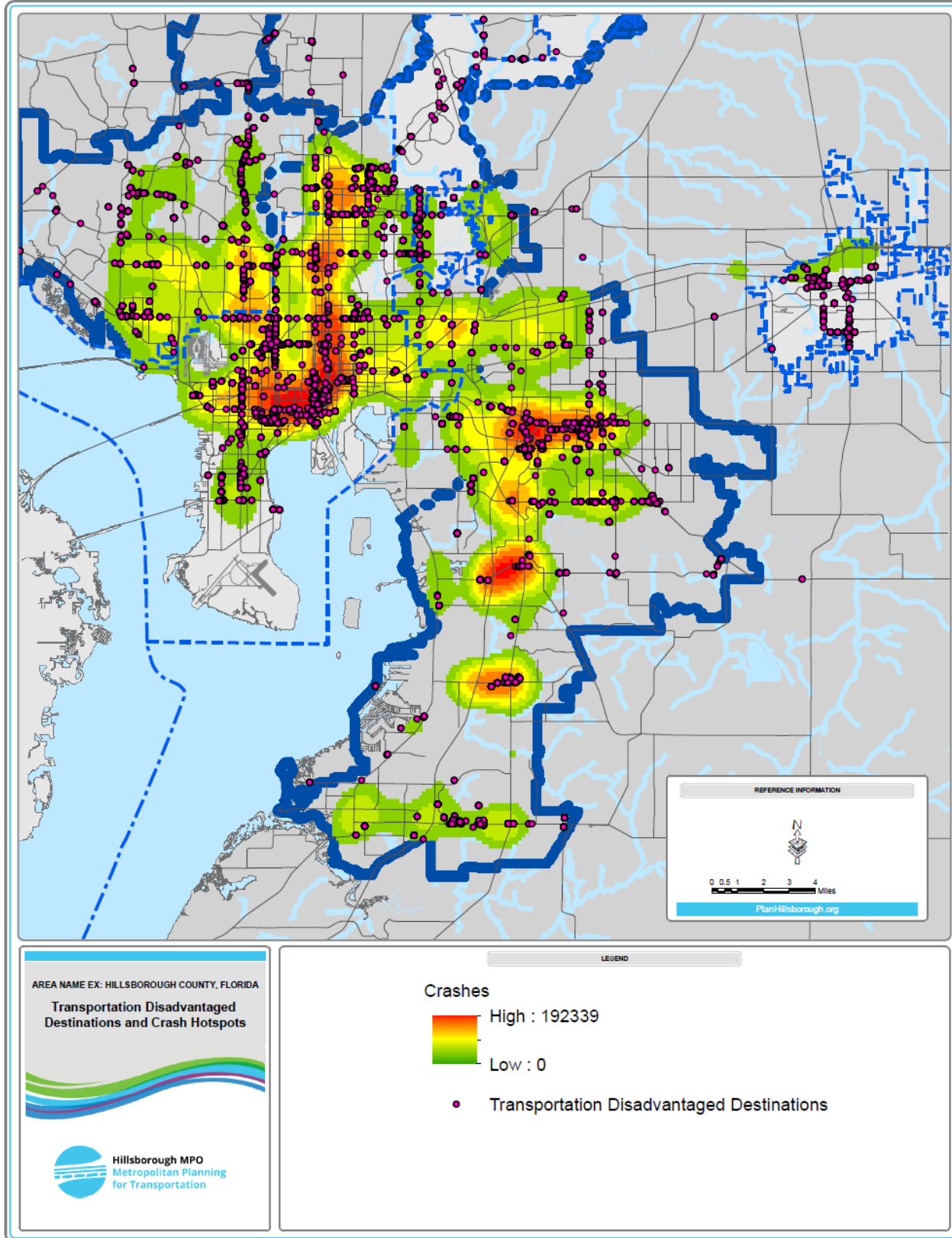


Figure 1-9: Transportation Disadvantaged Destinations and Pedestrian Crash Hotspots



#### 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 must rely on 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.

The public involvement effort in the 2016 TDSP process confirmed that the greatest transportation need for the TD community is in the suburban 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, were left with fewer employment 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 impacts the TD community.

## 1.6 Calculating Bus Pass Trips

According to the CTD, CTCs have the option of reporting the actual number of bus trips per pass if an automated accounting system is in place. However, if the actual number of trips cannot be tracked by an automated accounting system, as is the case in Hillsborough, the following methodology must be used:

Single Ride or Daily Pass: Counted as one (1) one-way passenger trip per pass.

30-Day or Monthly Pass: Counted as twelve (12) one-way passenger trips per pass.

This methodology was put into place to prevent larger agencies from counting a disproportionate amount of fixed-route trips in their Annual Operating Report and, thereby, drawing down more funds through the funding formula.

For CTCs who must use this methodology, it is presumed that the number of actual trips are being underreported. The method is not seen as fair when PSTA, Pinellas County's CTC, uses electronic registering farebox data to report trips.

Although it is agreed that this method undercounts the bus pass trips, the CTC should continue using the standard calculation until they are able to count actual trips.

## Section 2: Goals, Objectives, and Strategies

### 2.1 Goals, Objectives, and Strategies

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

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

**Strategy 1.2:** Continue to 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:** Continue to 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.

**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:** Continue to 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.

**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 2045 Long Range Transportation Plan (LRTP), where the need for additional paratransit vans is identified. The 2045 LRTP is scheduled to be adopted in November 2019.

The 2018 TDSP update identified a need to better facilitate the communication between FDOT, the CTC and the coordination contractors. Discussion facilitated at the TDCB Workshop revealed that there is a need for some form of collaboration among the agencies to share resources and expand the available transportation network. Figure 2-2 illustrates a new communication process to better help meet the growing trip demand by better communicating and coordinating available capacity and demand needs.

**Figure 2-1: Coordination Contractors Communication Model**



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 12 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**

Description	# of Units	Unit Cost	Total Cost
Major Capital Requests for 2018/2019 Vehicle Replacement (vans with wheelchair lift)	8	\$80,000	\$640,000
Major Capital Requests for 2019/2020 Vehicle Replacement (vans with wheelchair lift)	4	\$80,000	\$320,000
Total Cost			\$960,000

## Section 3: 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 (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 ADA paratransit service provided by 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 via telephone 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 and 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 select 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 size and 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 and selecting 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 wait for only 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 6 months of having their service reinstated after the suspension, will be suspended for 60 days for the subsequent no-show policy violation.

### Eligibility

Until 2017, client eligibility for transportation funded by the Transportation Disadvantaged Trust Fund (TDTF), various grant-related programs, or County funds was determined over the phone by reservations staff. Currently, a signed and approved written application with supporting documentation is needed to determine eligibility. However, reservations staff are able to pre-screen door to door clients over the phone and provide temporary service for 90 days while the paperwork is processed. 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, 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/ADA 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 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 that 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, as well.

### 3.2.3 Coordination Contractors

Currently, most coordination contractors are agencies providing trips for their own TD and receive a vehicle through the U.S.C. Section 5310 grant process. The 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 LCB for endorsement and then submitted to the Hillsborough County 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 allow 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.

Any client who believes 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 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 2019 is included in Appendix F.

### 3.2.7 System Safety Program Plan Certification

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

**Figure 3-1: CTC System Safety Program Plan Certification**



**BOARD OF COUNTY COMMISSIONERS**  
Ken Hagan  
Pat Kemp  
Lesley "Les" Miller, Jr.  
Sandra L. Murman  
Kimberly Overman  
Mariella Smith  
Stacy R. White  
**COUNTY ADMINISTRATOR**  
Michael S. Merrill  
**COUNTY ATTORNEY**  
Christine M. Beck  
**INTERNAL AUDITOR**  
Peggy Caskey


**SAFETY CERTIFICATION**

**DATE:** June 5, 2019  
**NAME:** Hillsborough County Sunshine Line  
**ADDRESS:** 2709 E Hanna Ave, Tampa FL 33610

**CHIEF HUMAN SERVICES ADMINISTRATOR**  
Carl S. Harness

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 can provide limited inter-county trips on a case by case basis. In addition, HART, PSTA, and 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* (CEMP) and is assigned to special needs evacuation. In addition, upon activation of the Emergency Operation Center, Sunshine Line School Board transportation, HART, and other partners work collectively to evacuate residents according to the CEMP.

### 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 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 E 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."

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.

## Section 4: Quality Assurance

### 4.1 Performance Standards

Performance standards are integral to the continued operation of a high quality TD Coordinated System. The following standards were developed by the TDCB and the CTC. These standards are divided into five categories: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety. Annually, these standards are used in the CTC Evaluation to evaluate the performance of the CTC. The CTC Evaluation is performed for the review of the TDCB and posted on the Hillsborough Metropolitan Planning Organization's website.

#### 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, social/recreation trips, or trips purchased by another funding agency that allows a longer travel time.

#### 4.1.3 Road Calls

This evaluates the reliability of the fleet with the standard stating that the coordinator should have no more than 7 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 CTD in its *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

The coordinator will provide no fewer than two 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 system-wide.

#### 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 that 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 2 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.

### 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 ADA. All children are required to use a child restraint device in accordance with Section 316.613, F.S. The client must provide and properly secure 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 Advanced 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 may be provided on a case by case basis and 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 not provided when comparable services are available in Hillsborough County. Currently, out-of-county trips can be provided on a case by case basis.

#### 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 that 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 Escort 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 service to ensure trips are being performed reliably and within the requirements of the System Safety Program Plan and other safety standards.

#### 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 6 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 6 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)

Fixed-route/ADA 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.

#### 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 Policy 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 in 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.
  - 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 its Ombudsman Program.

**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

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

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. The report is also posted here- <http://www.planhillsborough.org/community-transportation-coordinator-evaluation/>.

### 4.4.2 CTC Monitoring Procedures of Operators

In the future, service provided by contracted service operators will be monitored as necessary to ensure quality of service.

### 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.

## Section 5: Cost/Revenue Allocation and Fare Structure Justification

In Hillsborough County, the CTC works with several organizations that provide funding for transportation to the TD. The following Annual Operations Report outlines the level of funding that 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 VI: Revenue Sources

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2017 - June 30, 2018</b>	
Status: <b>Submitted to FLCTD</b>			
Section VI: <b>Financial Data</b>			
<b>1. Detailed Revenue and Trips Provided by Funding Source</b>			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
<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	\$0.00	\$0.00
<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	\$849,851.00	\$849,851.00
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	\$2,331,636.00	\$0.00	\$2,331,636.00
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	\$293,902.00	\$293,902.00
Family Safety & Preservation	\$24,371.00	\$0.00	\$24,371.00
Other (specify)Comm Care for Disabled Adults	\$0.00	\$274,143.00	\$274,143.00
<b>Department of Community Affairs</b>			
Community Services	\$0.00	\$0.00	\$0.00
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	\$578,411.00	\$0.00	\$578,411.00
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)not specified	\$24,371.00	\$0.00	\$24,371.00
<b>Department of Transportation</b>			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$178,792.00	\$178,792.00
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)	\$0.00	\$0.00	\$0.00
<b>Local Government</b>			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$5,859,702.00	\$5,859,702.00
County Cash	\$2,672,027.00	\$433,413.00	\$3,105,440.00
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	\$52,534.00	\$979,495.00	\$1,032,029.00
Donations, Contributions	\$0.00	\$24,579.00	\$24,579.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$135.00	\$84,135.00	\$84,270.00

<b>Other Federal or State Programs</b>			
(specify)various	\$0.00	\$2,410,817.00	\$2,410,817.00
(specify)	\$0.00	\$0.00	\$0.00
(specify)	\$0.00	\$0.00	\$0.00
<b>GRAND TOTAL:</b>			
	\$5,683,485.00	\$11,388,829.00	\$17,072,314.00



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

County: <b>Hillsborough</b>		Fiscal Year: <b>July 1, 2017 - June 30, 2018</b>	
Status: <b>Submitted to FLCTD</b>			
Section VII: <b>Financial Data</b>			
<b>2. Expense Sources</b>			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$2,723,942.00	\$7,177,810.00	\$9,901,752.00
Fringe Benefits (502):	\$1,139,731.00	\$1,601,278.00	\$2,741,009.00
Services (503):	\$530,122.00	\$349,826.00	\$879,948.00
Materials and Supplies Cons. (504):	\$343,179.00	\$884,499.00	\$1,227,678.00
Utilities (505):	\$49,469.00	\$185,177.00	\$234,646.00
Casualty and Liability (506):	\$85,138.00	\$785,724.00	\$870,862.00
Taxes (507):	\$0.00	\$15,733.00	\$15,733.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$752,233.00	\$40,168.00	\$792,401.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$2,456.00	\$0.00	\$2,456.00
Miscellaneous (509):	\$15,813.00	\$5,161.00	\$20,974.00
Interest (511):	\$0.00	\$1,501.00	\$1,501.00
Leases and Rentals (512):	\$0.00	\$10,819.00	\$10,819.00
Annual Depreciation (513):	\$0.00	\$340,487.00	\$340,487.00
Contributed Services (530):	\$0.00	\$0.00	\$0.00
Allocated Indirect Expenses:	\$41,404.00	\$81,168.00	\$122,572.00
<b>GRAND TOTAL:</b>	<b>\$5,683,487.00</b>	<b>\$11,479,351.00</b>	<b>\$17,162,838.00</b>

The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2019/2020 Trip/Equipment Grant year. 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 2017/2018.

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, 2019**

<u>DOOR-TO-DOOR SERVICE</u>	<u>RATE PER ONE-WAY TRIP</u>
AMBULATORY TRIP	\$36.50
WHEELCHAIR TRIP	\$62.57
(Requiring the use of a vehicle lift)	
GROUP TRIP* PER PASSENGER	\$17.79

\*5 or more passengers transported in one vehicle at the same time and being picked up at multiple origins and travelling to one single destination or being picked up from one single origin and travelling to multiple destinations.

GROUP TRIP* PER GROUP	\$68.25
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\* 5 or more passengers in one vehicle being picked up from a single origin and travelling to a single destination at the same time.

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

The per-trip co-payment is on a sliding scale, depending on the client’s household income as follows. Co-payments will not be charged for group trips.

<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



## Preliminary Information Worksheet

Version 1.4

<b>CTC Name:</b>	Hillsborough County
<b>County (Service Area):</b>	Hillsborough
<b>Contact Person:</b>	Karen Smith
<b>Phone #</b>	813-276-8126

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

#### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***



Comprehensive Budget Worksheet		Version 1.4		CTC: Hillsborough County		
				County: Hillsborough		
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7						
1	2	3	4	5	6	7
Prior Year's ACTUALS from Oct 1st of 2017 to Sept 30th of 2018	Current Year's APPROVED Budget, as amended from Oct 1st of 2018 to Sept 30th of 2019	Upcoming Year's PROPOSED Budget from Oct 1st of 2019 to Sept 30th of 2020	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000	
<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox	\$ 42,772	\$ 53,698	\$ 53,698	25.5%	0.0%	
Medical Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						
<b>Local Government</b>						
District School Board						increased county cash to cover more door to door trips as TD program bus passes increase, and increased expenses (explained below)
Compl. ADA Services						
County Cash	\$ 3,252,243	\$ 3,323,544	\$ 4,159,535	2.2%	25.2%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>	\$ 38,526	\$ 53,403	\$ 82,364	38.6%	54.3%	
<b>CTD</b>						
Non-Spons. Trip Program	\$ 1,603,360	\$ 1,622,984	\$ 1,361,067	1.2%	-16.1%	Projects increased distribution of bus passes, and low levels in FY18 immediately after implementation of paper applications; remaining door to door trips would then be county funded
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 726,276	\$ 870,160	\$ 1,132,057	19.5%	30.1%	
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AHCA</b>						
Medicare						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCF</b>						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOH</b>						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOE (state)</b>						
Care Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AWI</b>						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOEA</b>						
Older Americans Act	\$ 544,442	\$ 500,000	\$ 500,000	-8.2%	0.0%	
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

<b>Comprehensive Budget Worksheet</b>						
			Version 1.4	CTC: Hillsborough County County: Hillsborough County		
1. Complete applicable <b>GREEN</b> cells in columns 2, 3, 4, and 7						
1	2	3	4	5	6	7
	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ±10% and Also > ±\$50,000
<b>APD</b>						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DJ</b>						
(specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>Other Fed or State</b>						
xxxx						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						
<b>Other Revenues</b>						
Interest Earnings						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
<b>Balancing Revenue is Short By =</b>						
	None	None	None			
<b>Total Revenues =</b>	<b>\$6,357,573</b>	<b>\$6,711,525</b>	<b>\$6,923,698</b>	<b>5.6%</b>	<b>3.2%</b>	
<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 1,685,875	\$ 2,034,946	\$ 2,223,182	20.7%	9.3%	Bus Pass Exp. projected increase in passes issued after substantial decrease in FY17/18
Fringe Benefits	\$ 1,673,841	\$ 1,721,326	\$ 1,841,048	2.8%	7.0%	
Services	\$ 449,871	\$ 618,158	\$ 611,949	37.4%	-1.0%	
Materials and Supplies	\$ 341,922	\$ 432,420	\$ 428,076	26.2%	-1.0%	
Utilities	\$ 44,423	\$ 49,665	\$ 49,166	11.8%	-1.0%	
Casualty and Liability	\$ 99,665	\$ 69,368	\$ 71,166	-30.4%	2.6%	
Taxes	\$ -	\$ -	\$ -			
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses	\$ 1,021,346	\$ 676,546	\$ 749,859	-33.8%	10.8%	
School Bus Utilization Expenses	\$ -	\$ -	\$ -			
Contracted Transportation Services	\$ -	\$ -	\$ -			
Other	\$ 18,567	\$ 33,235	\$ 24,413	79.1%	-26.5%	
Miscellaneous	\$ 21,231	\$ 37,213	\$ 36,839	75.3%	-1.0%	
Operating Debt Service - Principal & Interest	\$ -	\$ -	\$ -			
Leases and Rentals	\$ -	\$ -	\$ -			
Contrib. to Capital Equip. Replacement Fund	\$ 1,000,242	\$ 1,038,648	\$ 888,000	3.8%	-14.5%	
In-kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ -	\$ -	\$ -			
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
<b>Total Expenditures =</b>	<b>\$6,357,573</b>	<b>\$6,711,525</b>	<b>\$6,923,698</b>	<b>5.6%</b>	<b>3.2%</b>	
Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"						





**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Hillsborough County

County: Hillsborough

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue, in col. 2 will be generated at the rate per unit determined by this spreadsheet OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from Oct 1st of 2019 to Sept 30th of 2020				
1	2	3	4	5
<b>APD</b>				
Office of Disability Determination	\$ -	\$ -	\$ -	\$ -
Developmental Services	\$ -	\$ -	\$ -	\$ -
Other APD	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
<b>DUJ</b>				
DUJ	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
<b>Other Fed or State</b>				
xxx	\$ -	\$ -	\$ -	\$ -
xxx	\$ -	\$ -	\$ -	\$ -
xxx	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
<b>Other Revenues</b>				
Interest Earnings	\$ -	\$ -	\$ -	\$ -
xxxx	\$ -	\$ -	\$ -	\$ -
xxxx	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -
<b>Balancing Revenue to Prevent Deficit</b>				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	\$ -
<b>Total Revenues =</b>	<b>\$ 7,288,761</b>	<b>\$ 4,903,438</b>	<b>\$ 2,385,325</b>	<b>\$ -</b>

<b>EXPENDITURES (CTC/Operators ONLY)</b>	
<b>Operating Expenditures</b>	
Labor	\$ 2,429,434
Fringe Benefits	\$ 1,341,738
Services	\$ 857,514
Materials and Supplies	\$ 424,349
Utilities	\$ 54,659
Casualty and Liability	\$ 79,385
Taxes	\$ -
<b>Purchased Transportation:</b>	
Purchased Bus Pass Expenses	\$ 1,214,441
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 50,000
Other	\$ -
Miscellaneous	\$ 48,485
Operation Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ 914,520
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ 75,538
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 7,288,761</b>
minus EXCLUDED Subsidy Revenue =	\$ 2,385,325
<b>Budgeted Total Expenditures INCLUDED in Rate Base =</b>	<b>\$ 4,903,438</b>
Rate Base Adjustment <sup>1</sup> =	\$ -
<b>Adjusted Expenditures Included in Rate Base =</b>	<b>\$ 4,903,438</b>

**\$ 2,385,325**  
Amount of Budgeted Operating Rate Subsidy Revenue

**<sup>1</sup> Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

<sup>1</sup> The Difference between Expenses and Revenue for Fiscal Year: 2017 - 2018

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"



### Worksheet for Program-wide Rates

CTC: Hillsborough Counl Version 1.4  
County: Hillsborough

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,749,726
<b>Rate Per Passenger Mile = \$</b>	<b>2.80</b>
Total <u>Projected</u> Passenger Trips =	169,525
<b>Rate Per Passenger Trip = \$</b>	<b>28.92</b>

Fiscal Year

2019 - 2020

**Avg. Passenger Trip Length = 10.3 Miles**

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>3.47</b>
<b>Rate Per Passenger Trip = \$</b>	<b>35.83</b>

*Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"*

**Vehicle Miles**

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

**Vehicle Revenue Miles (VRM)**

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

**Passenger Miles (PM)**

The cumulative sum of the distances ridden by each passenger.





**Worksheet for Multiple Service Rates**

CTC: Hillsborough Co 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 Section II 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 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
Skip # 2, 3 & 4 and Go to Section II for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Skip # 2, 3 & 4 and Go to Section II 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
		Do NOT Complete Section II for Stretcher Service	

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	Leave Blank	Leave Blank

Effective Rate for Contracted Services:	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile				
per Passenger Trip				
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to Section II 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 =

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



**Worksheet for Multiple Service Rates**

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

CTC: Hillsborough Co Vision 1.4  
County: Hillsborough

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**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?  Yes  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?  Pass. Trip  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**

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**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 2.34 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: 2019 - 2020			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section I) =	1,749,726	723,072	161,230	Leave Blank	865,425
Rate per Passenger Mile =		\$3.45	\$5.91	\$0.00	\$1.88 \$6.45
					per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section I) =	159,525	57,737	15,000	Leave Blank	86,787
Rate per Passenger Trip =		\$96.00	\$62.57	\$0.00	\$17.79 \$68.25
					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 <u>less</u> than per trip rate above) =				Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$3.45	\$5.91	\$0.00	\$1.88 \$6.45
					per passenger per group

---

**Rates if No Revenue Funds Were Identified As Subsidy Funds**

		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$4.37	\$7.35	\$0.00	\$2.08 \$7.89
					per passenger per group
Rate per Passenger Trip =		\$68.25	\$77.51	\$0.00	\$23.04 \$84.55
					per passenger per group

**Program These Rates Into Your Medicaid Encounter Data**

## Section 6: 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 that 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 that 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 CTD 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.

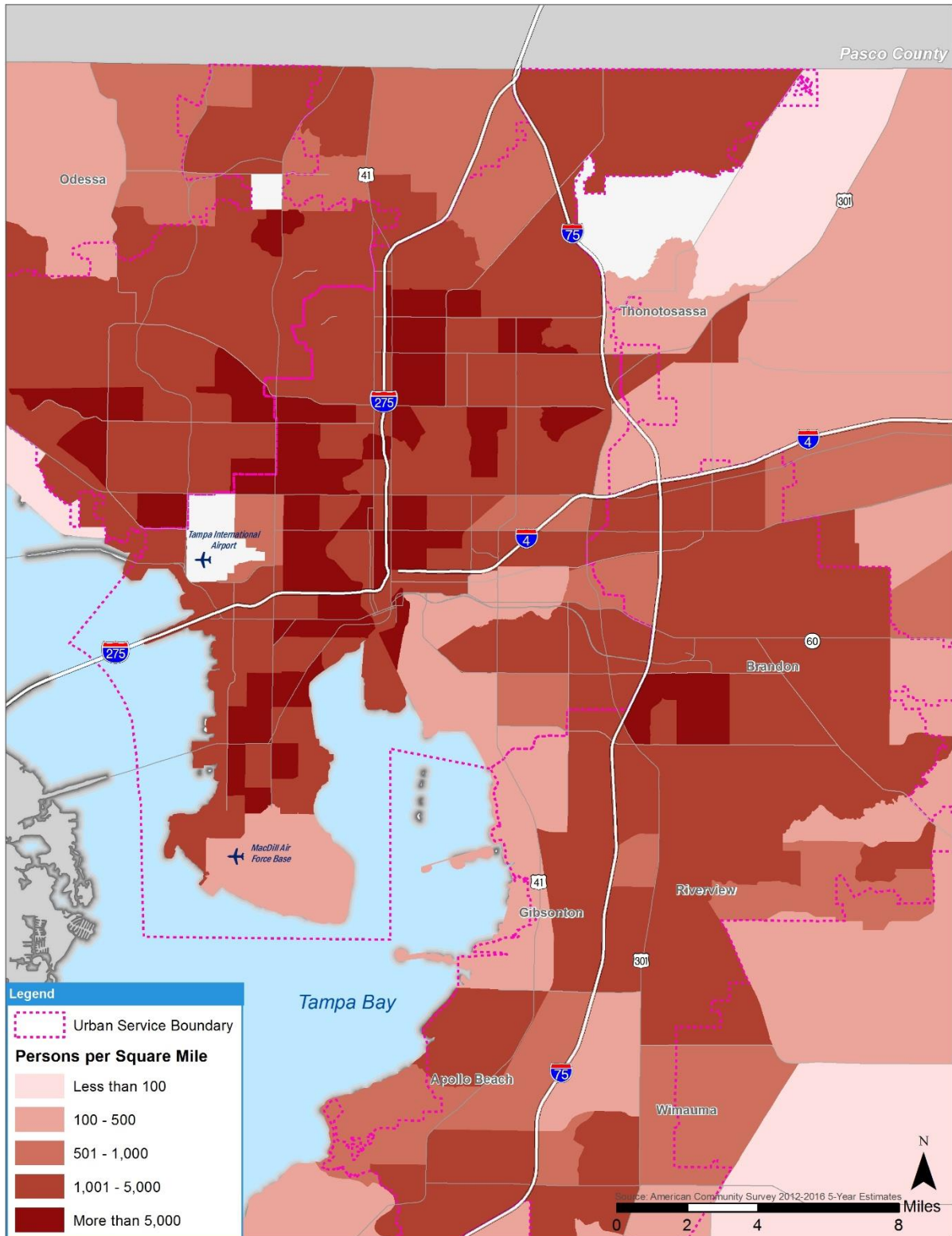
**Urban Trip:** A passenger trip whose origin and destination are located within Hillsborough County's designated urban area, which is west of US 301 and/or north of the Palm River.

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

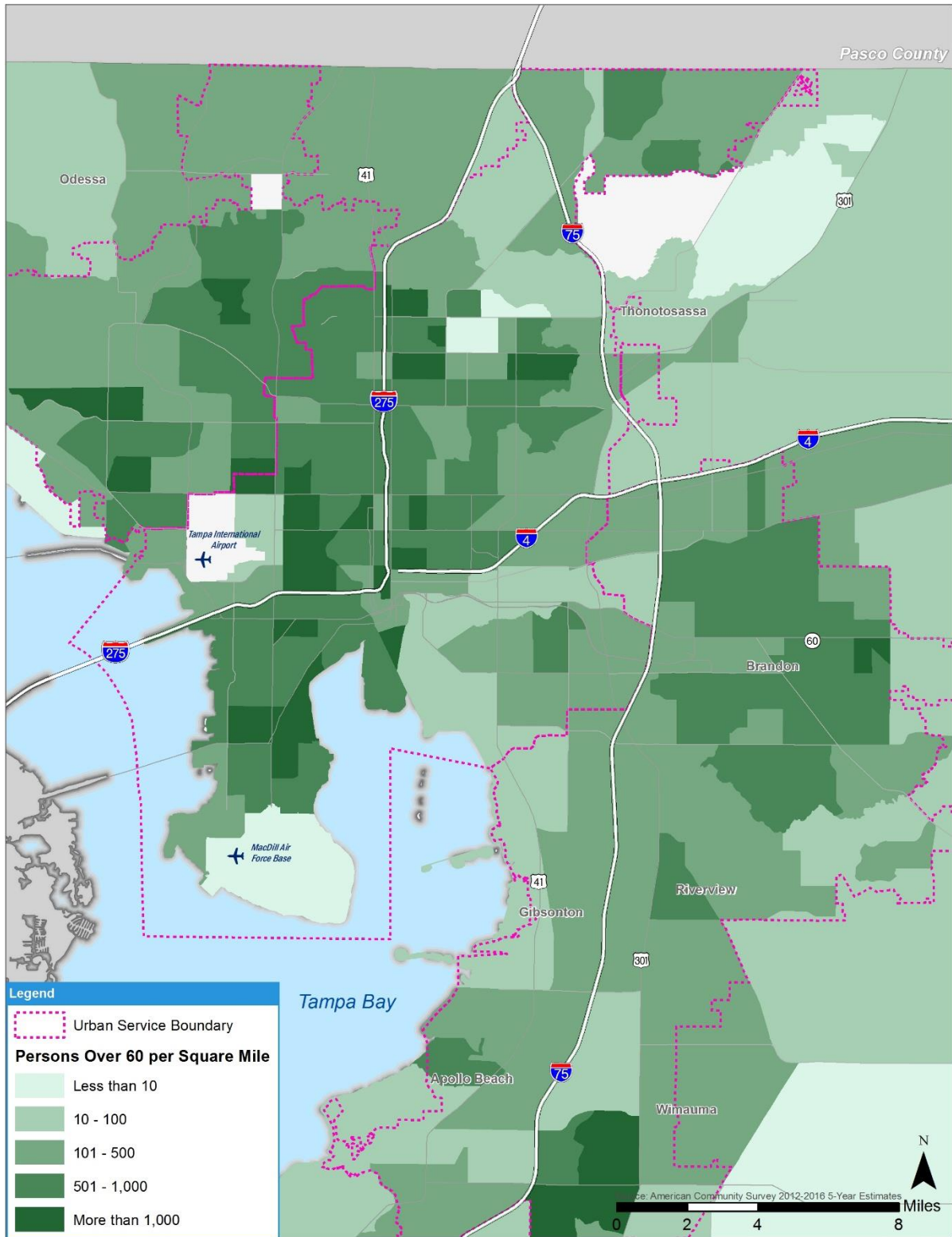
**Volunteers:** Individuals who do selected tasks for the CTC or its contracted operator, for little or no compensation.

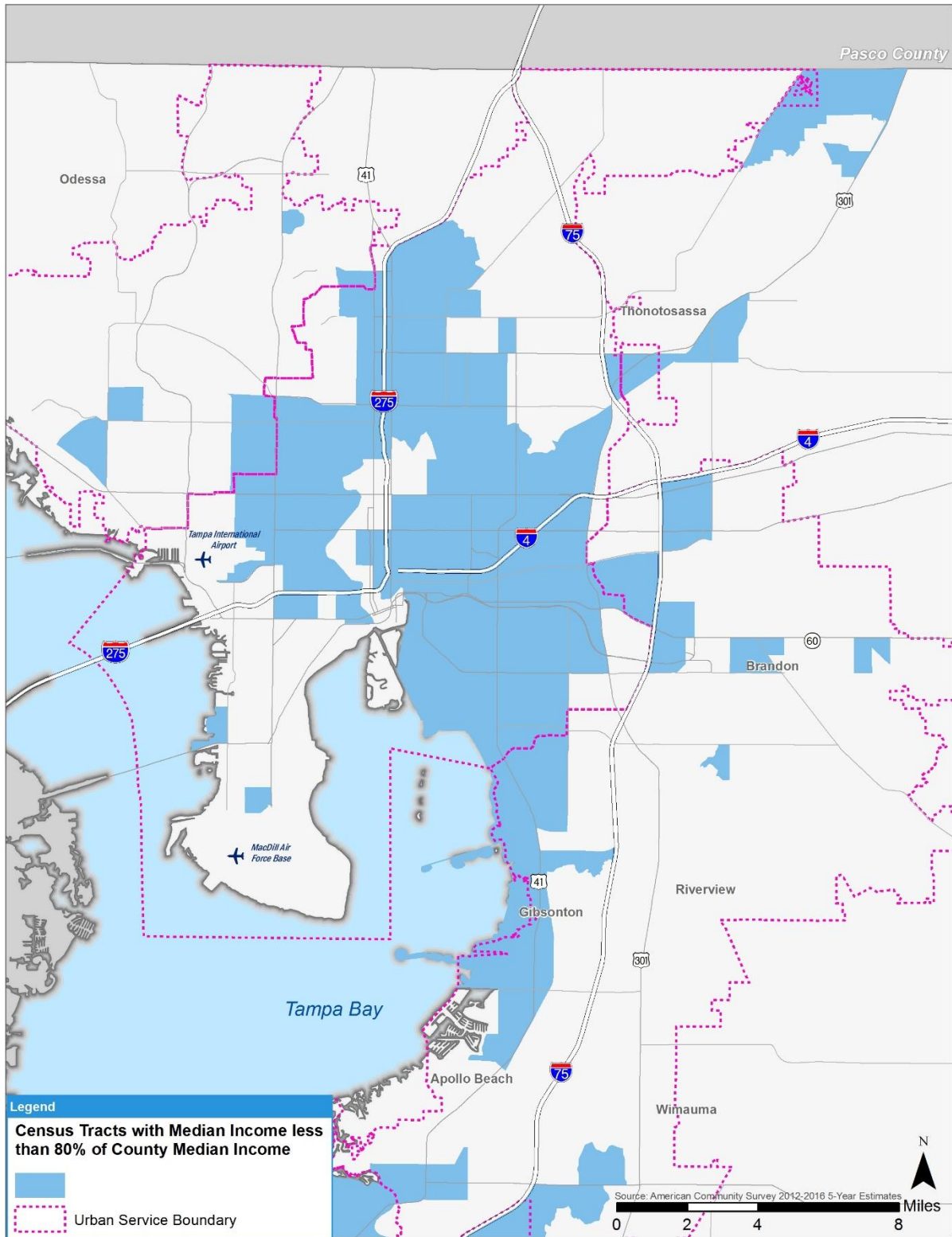


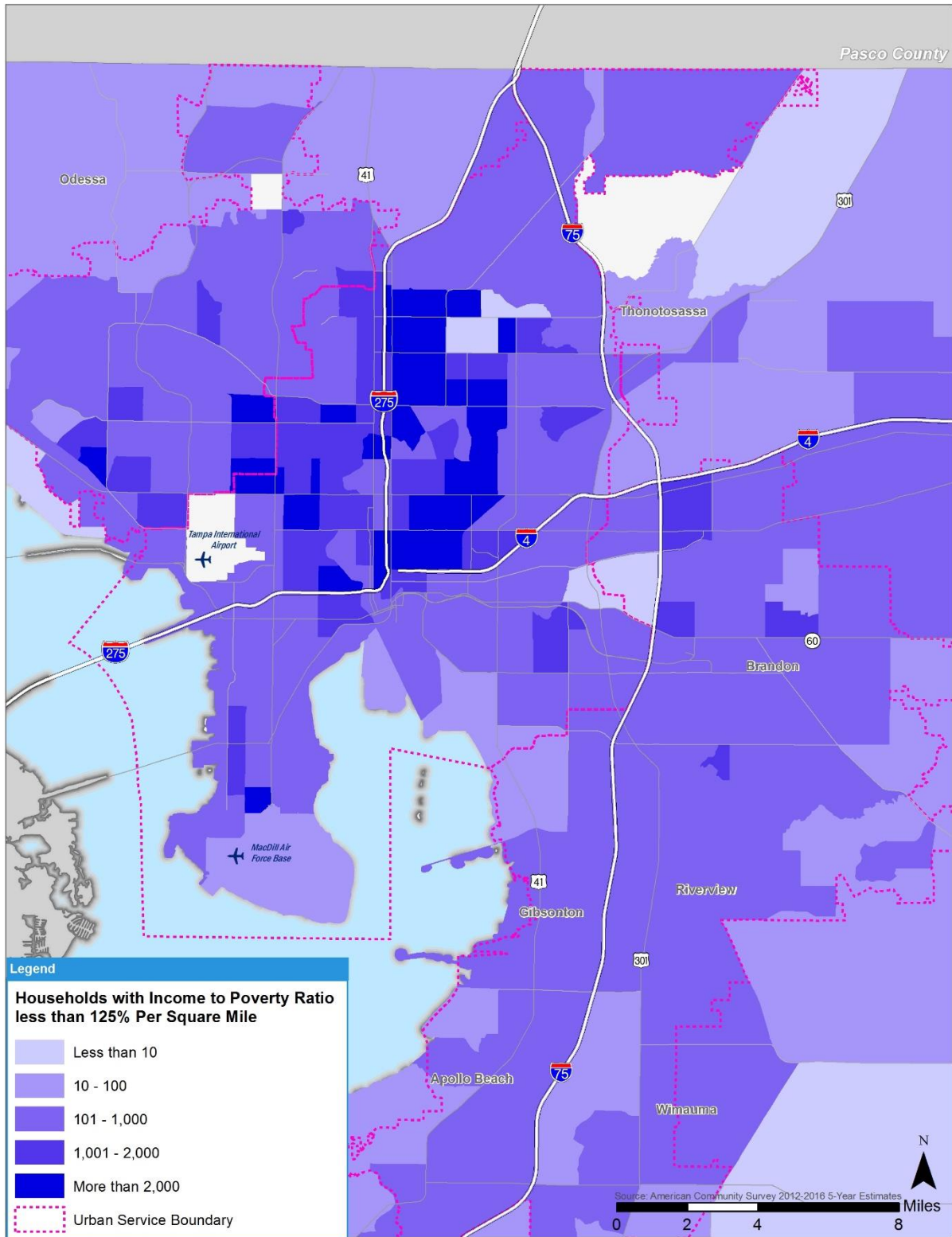
## Appendix A: Demographic Maps

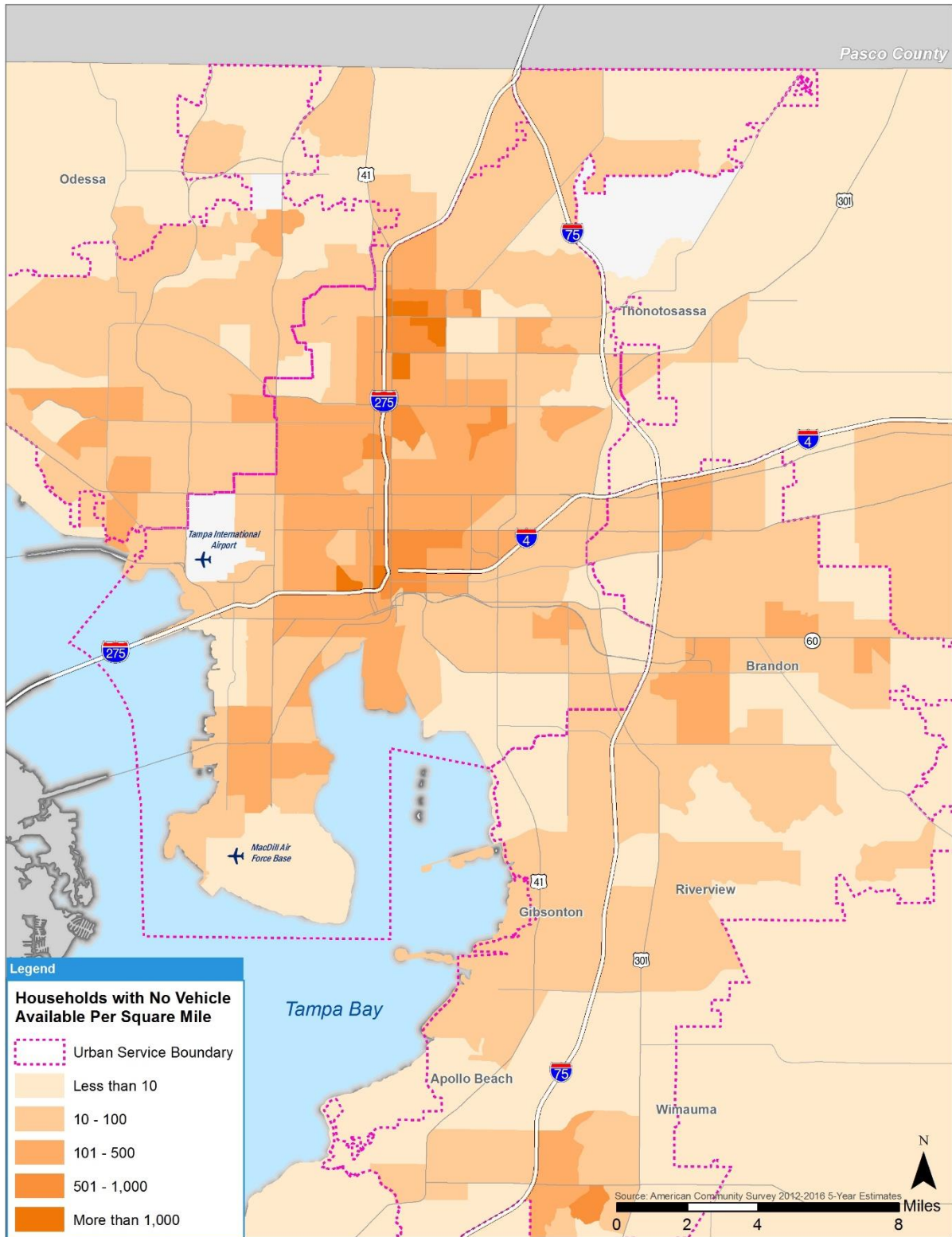


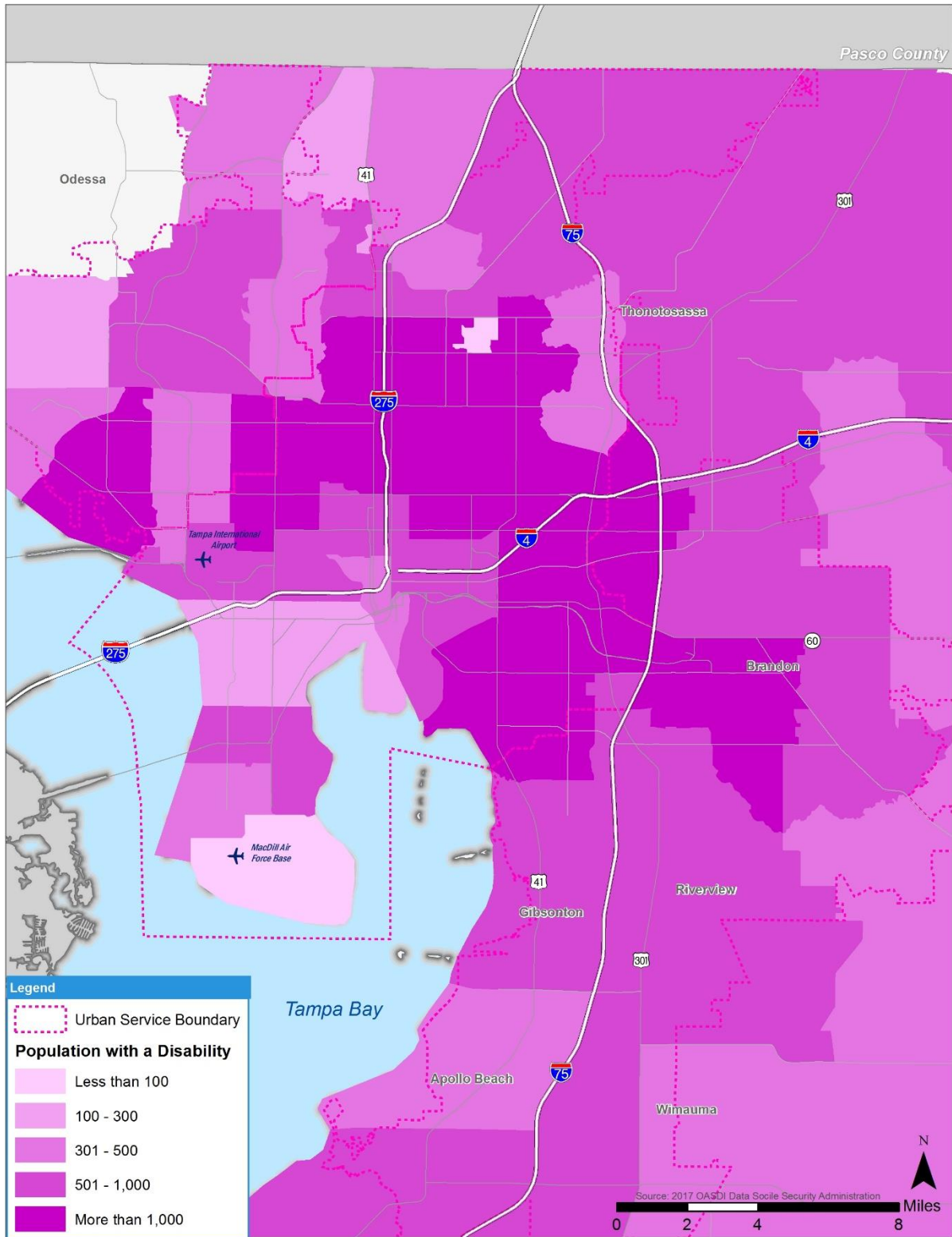


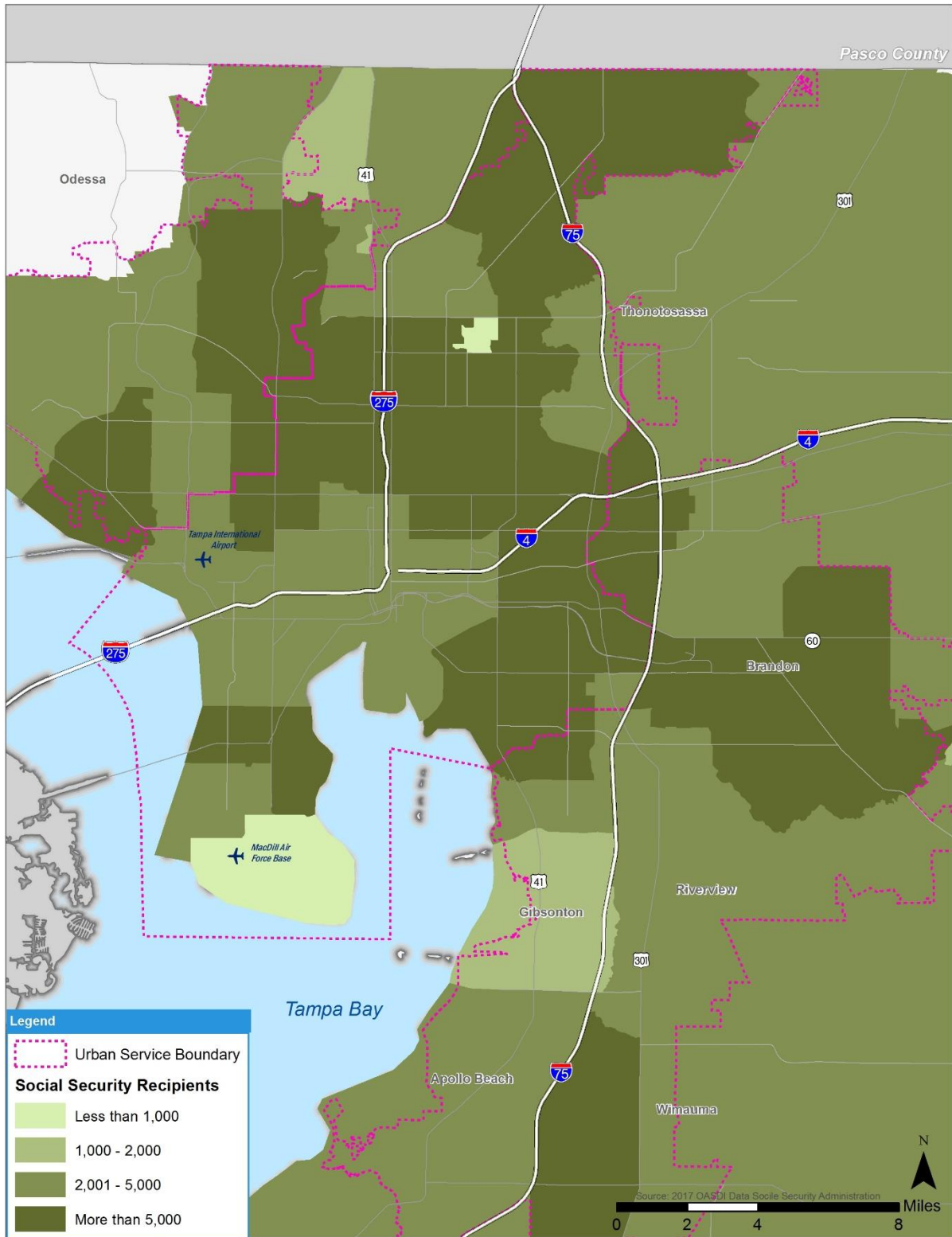












## Appendix B: TD Population Forecasting Methodology

### Transportation Disadvantaged Services

Persons who may be considered transportation disadvantaged include the elderly, disabled, low-income, or children considered “high risk” or “at-risk.” A fraction of each of these demographic groups is unable to transport themselves or to purchase transportation and may be eligible for transportation provided by social service agencies.

As the Baby Boom generation moves into its golden years, the TD population in Hillsborough County is expected to increase from approximately 468,111 in 2019 to an estimated 644,665 by 2045.

Currently, Hillsborough County’s Sunshine Line provides door-to-door transportation and bus passes for elderly, low-income, and disabled persons without their own transportation. Transportation is provided primarily to medical appointments and Hillsborough County’s Aging Services day care and nutrition sites, but non-medical trips are provided on a space-available basis.

#### Data Collection and Review

Door-to-door transportation services are primarily provided to persons who are unable to use HART’s transit or paratransit services. To estimate the future population without access to HART, transit population coverage was calculated using GIS and placing a  $\frac{3}{4}$ -mile buffer, as required by the American Disabilities Act, around local bus routes. Data on future population came from the 2045 Socioeconomic Data Forecasts of the Planning Commission and MPO. Data on local bus routes came from HART. The  $\frac{3}{4}$ -mile buffers that were calculated around the routes were intersected with the Traffic Analysis Zones to determine how much of the population was covered by the route service areas, and the analysis assumed an even distribution of population within the zones. For HART Flex routes, the Flex zone was used instead of the buffer.

#### Forecast of Transportation Disadvantaged Population

The Florida Commission for the Transportation Disadvantaged (CTD) commissioned the 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 the CTD in 2013, and all counties were directed to use this methodology when forecasting TD populations and demand. The 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 five-year estimate from 2013-2017 was used for this analysis. Other data sources included the 2009 National Household Transportation Survey (NHTS) and the 2010 Survey of Income and Program Participation (SIPP).

CUTR developed a spreadsheet model to forecast TD populations and 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 five-year dataset for 2013-2017, the following basic population characteristics were input into the model:

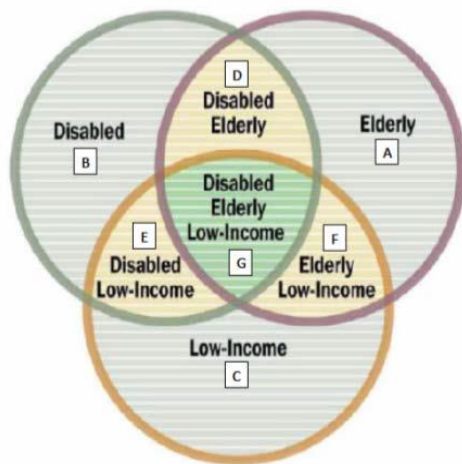
- Total population by age
- Population below poverty level by age
- Total population with a disability by age
  
- Total population with a disability and below poverty level by age

Additional information entered into the model included the MPO population projections for 2020, 2025, 2030, 2035, 2040 and 2045, as well as the percent of transit coverage, based on the population within the HART service area divided by the total population of the county.

As shown in **Figure 1**, overlaps in the population characteristics make it necessary to eliminate duplications. Utilizing the inputs, the CUTR model eliminated duplicate populations. Using CUTR’s method, the estimated TD population for 2019 was 468,111 or 33 percent of the population. The TD population in 2045 is forecast to grow to 644,665, as shown in **Table 1**. See **Appendix B** for more detail.

Of these, a portion do not have access to HART bus service and are particularly in need of paratransit for transportation to medical and other life-sustaining activities. To estimate the number of trips these residents are likely to need in the future, the number of trips currently being provided per TD resident living outside the HART service area was calculated, and the resulting trip rate applied to the estimate of future TD population and bus system coverage.

*Figure 1: Overlap of Transportation Disadvantaged Population Characteristics*



**Overlapping Circle Component  
Description**

- A -Elderly / non-disabled / not low income
- B - Non-elderly / disabled / not low income
- C - Low income / not elderly / not disabled
- D- Elderly / disabled / not low income
- E - Non-elderly /disabled / low income
- F – Elderly / non-disabled / low income
- G – Elderly / disabled / low income



Table 1: Projected TD Population

Population	2019	2020	2025	2030	2035	2040	2045
<i>Overlapping Circle Component</i>							
A	116,766	118,230	129,461	139,092	146,880	154,065	160,806
B	71,588	72,485	79,371	85,275	90,050	94,455	98,588
C	169,775	171,903	188,233	202,236	213,560	224,007	233,808
D	58,726	59,461	65,110	69,954	73,871	77,484	80,875
E	27,726	28,073	30,740	33,027	34,876	36,583	38,183
F	14,364	14,544	15,926	17,111	18,069	18,953	19,782
G	9,165	9,280	10,162	10,918	11,529	12,093	12,622
General TD Population	468,111	473,977	519,004	557,612	588,835	617,640	644,665
Total Population	1,417,808	1,435,575	1,571,953	1,688,889	1,783,456	1,870,699	1,952,553

### Investments Levels Methodology

Therefore, as the bus system expands, the percent of the population lacking access to transit declines, as does the need for last-resort transportation services like Sunshine Line.

The population with access to bus service was defined as those living within ¼-mile of any non-express bus route. Cost estimates for these future paratransit trip needs were calculated using today's costs per trip and trips per vehicle. Table 2 summarizes the costs. **Appendix C** includes a detailed cost breakdown.

Table 2: Transportation Disadvantaged Services Needed Based on Bus Service Investment Levels

Investment Level	TD Population Unserved by Transit in 2045	Annual Paratransit Trips Needed in 2045	Annual Operating Cost in 2045	Fleet Needed in 2045	Total Capital + Operating Cost, 2024-2045
Low Investment	263,604	1,087,026	\$25,403,793	401	\$504,329,707
High Investment	174,833	720,962	\$16,848,884	266	\$390,181,094

**Table B-1: CUTR Model Data Inputs**

DATA INPUT PAGE

*Yellow cells indicate required data input*

Area Name: **Hillsborough County**

Last Year of Census Data Used: **2017**

Percent Transit Coverage: **61%**

Number of Annual Service Days: **365**

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	87,124	21,783	220	0
5-17	228,732	47,089	12,572	4,343
18-34	326,633	58,902	17,982	4,907
35-64	546,317	64,869	66,097	17,794
Total Non Elderly	1,188,806	192,643	96,871	27,044
65-74	117,693	13,378	29,628	4,286
75+	76,433	9,573	36,593	4,654
Total Elderly	194,126	22,951	66,221	8,940
Total	1,382,932	215,594	163,092	35,984

County Population Projections		3-year growth	Annual % Growth
2017	1,382,932	86,648	1.25%
2020	1,469,580		
2025	1,604,167	134,587	1.83%
2030	1,720,099	115,932	1.45%
2035	1,814,326	94,227	1.10%
2040	1,901,392	87,066	0.96%
2045	1,983,170	81,778	0.86%

**Table B-2: 2016 General TD Population  
Calculation of General Transportation Disadvantaged Population**

**Hillsborough County**

Census Data from: 2011

County Pop. by Age	Total Pop by Age	% of Total Pop (136,400)	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	79,830	6.6%	21,097	1.7%	530	0.4%	280	0.84%
5-17	209,673	17.3%	45,845	3.8%	10,872	0.9%	3,806	0.31%
18-34	292,938	24.1%	58,321	4.8%	16,563	1.4%	4,611	0.38%
35-64	488,152	40.2%	61,570	5.1%	60,579	5.0%	17,174	1.41%
<b>Total Non-Elderly</b>	<b>1,070,593</b>	<b>88.2%</b>	<b>186,833</b>	<b>15.4%</b>	<b>88,544</b>	<b>7.3%</b>	<b>25,871</b>	<b>2.13%</b>
65-74	79,002	6.5%	7,822	0.6%	20,295	1.7%	2,958	0.24%
75+	64,900	5.3%	7,368	0.6%	32,957	2.7%	4,400	0.36%
<b>Total Elderly</b>	<b>143,902</b>	<b>11.8%</b>	<b>15,190</b>	<b>1.3%</b>	<b>53,252</b>	<b>4.4%</b>	<b>7,358</b>	<b>0.61%</b>
<b>Total</b>	<b>1,214,495</b>	<b>100%</b>	<b>202,023</b>	<b>16.6%</b>	<b>141,796</b>	<b>11.7%</b>	<b>33,229</b>	<b>2.74%</b>
<b>Double Counts Calculations</b>								
E - Estimate non-elderly/disabled/low-income					From Base Data (I11)		25,871	
B - Estimate non-elderly/disabled/not low-income					Subtract I11 from G11		62,673	
G - Estimate elderly/disabled/low-income					From Base Data (I14)		7,358	
D- Estimate elderly/disabled/not low-income					Subtract I14 from G14		45,894	
F - Estimate elderly/non-disabled/low-income					Subtract I14 from E14		7,832	
A - Estimate elderly/non-disabled/not low-income					Subtract sum of J17, J18 and J19 from C14		82,818	
C - Estimate low-income/non-elderly/non-disabled					Subtract I11 from E11		160,962	
<b>Total - Non-Duplicated</b>							<b>393,408</b>	
<b>General TD Population</b>					<b>% of Total</b>			
Non-Duplicated General TD Population Estimate			<b>393,408</b>	<b>32.4%</b>				

**Table B-3 2016 Critical Need TD Population**  
**Calculation of Critical Need Transportation Disadvantaged Population**

<b>Hillsborough County</b>					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>
<i>Non-Elderly</i>	7,073	2,833	9,906
<i>Elderly</i>	18,407	2,439	20,845
<b>TOTAL</b>	<b>25,480</b>	<b>5,272</b>	<b>30,752</b>

Table B-3: Critical Need TD Population (Continued)

TRIP RATES USED	
<b>Low-income, Non-Disabled Trip Rate</b>	
Total	2.400
<b>Less</b>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
		<b>Low-income &amp; Not Disabled = C + F</b>	
<b>Assumes</b>		168,794	
6.9%	xx % without auto access		
Previously assumed		11,647	
27.2%			
48.0%	xx % without transit access	5,590	
		<b>Calculation of Daily Trips</b>	
		<b>Daily Trip Rates Per Person</b>	<b>Total Daily Trips</b>
<b>Total Actual Critical TD Population</b>			
<b>Severely Disabled</b>	30,752	0.049	1,507
<b>Low-income ND</b>	5,590	1.899	10,616
<b>Totals</b>	36,342		12,123

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

General TD Population Forecast	2011	2014	2015	2020	2025	2030	2035	2040
<b>Overlapping Circle Component</b>								
E - Estimate non-elderly/disabled/low-income	25,871	27,296	27,789	30,387	32,806	34,997	37,016	38,909
B - Estimate non-elderly/disabled/not low-income	62,673	66,126	67,318	73,612	79,474	84,781	89,672	94,257
G - Estimate elderly/disabled/low-income	7,358	7,763	7,903	8,642	9,330	9,954	10,528	11,066
D - Estimate elderly/disabled/not low-income	45,894	48,422	49,296	53,905	58,197	62,083	65,665	69,022
F - Estimate elderly/non-disabled/low-income	7,832	8,263	8,413	9,199	9,932	10,595	11,206	11,779
A - Estimate elderly/non-disabled/not low-income	82,818	87,381	88,957	97,274	105,019	112,033	118,496	124,554
C - 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>	498,871	532,185	562,887	591,664
<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>	1,540,071	1,642,915	1,737,697	1,826,535
<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>							



<b>2030-2035 percent growth</b>	<b>1.13%</b>
<b>2035-2040 percent growth</b>	<b>1.00%</b>

## Appendix D: 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 E: Available Transportation Services





### Helping People Connect

Transportation  
Disadvantaged Helpline:  
**1-800-983-2435**  
TTY: 800-648-6084  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

The Florida Legislature established the Florida Commission for the Transportation Disadvantaged (CTD) in 1989 to help to ensure the availability of efficient, cost-effective and quality transportation services for persons who, due to a physical or mental disability, age, or income, are transportation disadvantaged.



The MPOs representing Hillsborough, Pasco, and Pinellas Counties do not discriminate in any of their programs or services. Public participation is solicited without regard to race, color, national origin, sex, age, disability, family, or religious status.

Funding for this guide was obtained in part through grants from the Federal Transit Administration.



Services & prices listed, verified at publication, are subject to change. Please contact service provider.

The information in this brochure is available in accessible formats on request.

# Ride



# Guide

## Your Guide to Getting a Ride in the Tampa Bay Region

Hillsborough, Pasco,  
& Pinellas Counties

2017 Edition  
Published by:



Hillsborough MPO  
Metropolitan Planning  
for Transportation

PASC  
COUNTY FLORIDA  
One Voice. Many Paths.



FORWARD  
PINELLAS



## Pinellas County

## Table of Contents

### Taxis / Sedans for Hire

#### Clearwater Yellow Cab

727-799-2222

Available 7 days a week / 24 hours a day. Wheelchair accessible vans are available for individuals making any type of trip.

Cost: \$2.25 for drop off, \$2.00 per mile plus \$1.00 gas surcharge.

#### Independent Taxi Services

727-327-3444



Available 7 days a week / 24 hours a day. Call for rates and reservations.

#### United Taxi

727-777-7777



Available 7 days a week / 24 hours a day. Cost: \$1.75 for drop, \$2.00 per mile plus \$1.00 gas surcharge; \$.30 per minute or \$17 per hour for waiting time.

PSTA, United Taxi to provide free rides for the transportation disadvantaged.

#### BATS Taxi and Towncar

727-367-3702

Available 7 days a week / 24 hours a day. Call for rates and reservations.



16

Introduction.....2

Statewide Services.....3  
Inter-City & Longer Trips  
Accessible Vehicle Rentals

Regional Services.....5  
Rides on Demand  
Other Helpful Services

Hillsborough County Services.....6  
Bus Service  
Rides on Demand  
Accessible Vehicles for Hire  
Other Helpful Services

Pasco County Services.....11  
Bus Service  
Accessible Vehicles for Hire

Pinellas County Services.....13  
Bus Service  
Rides on Demand  
Taxi / Sedans for Hire  
Accessible Vehicles for Hire



## Transportation for All of Us

The local coordinating boards (LCB) operating in Hillsborough, Pasco, and Pinellas Counties guide and coordinate transportation services with the goal of improving quality of life for those who are transportation disadvantaged, including the following:

- ☒ children of high risk
- ☒ the elderly
- ☒ those who have a physical or mental disabilities
- ☒ the economically disadvantaged

In addition, the Americans with Disabilities Act (ADA), passed in 1990, has greatly increased transportation options for people with disabilities. The law called for transportation service improvements, including the availability of paratransit service. ADA does not require a transit agency to meet all of the transportation needs of individuals; however, the law does require that people with disabilities receive the same mass transportation service opportunities everyone else receives.

This brochure contains information about some of the services offered under the ADA and through each county's transportation disadvantaged program, as well as other options available to people who are transportation disadvantaged throughout the region.



## Pinellas County

### Rides On Demand (cont'd)

#### Agency for Health Care Administration

850-412-4000

[fdhc.state.fl.us/medicaid/](http://fdhc.state.fl.us/medicaid/)

For Medicaid patients. Bus passes or door-to-door transportation service for medical appointments covered by Medicaid.



AGENCY FOR HEALTH CARE ADMINISTRATION

### Pinellas County Transportation Disadvantaged Program

727-540-1900 (Voice/Relay)

[psta.net/tdprogram.php](http://psta.net/tdprogram.php)

Bus passes or door-to-door transportation service for low-income persons to medical appointments, grocery stores, various other destinations for life sustaining services, and employment. Bus passes are provided at a reduced fare and door-to-door transportation is \$3.00 per one-way trip.



### DART

727-540-1800

[psta.net](http://psta.net)

Pinellas Suncoast Transit Authority offers this specialized transportation for qualified disabled passengers who are unable to use regular bus service.

Call the information number to request an application.

Cost: \$4.50 each way for round trip transportation.



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## Pinellas County

### Bus Service (cont'd)

#### St. Petersburg Looper Trolley

727-821-5166  
[looperrolley.com](http://looperrolley.com)



Trolley service in the downtown St. Petersburg area via the Downtown Looper and the Central Avenue Shuttle. Hours: Looper route: 10:00am-5:00pm Sun-Thurs and 10:00am-midnight Fri. and Sat. Central Ave Shuttle Route: 6:20 am-9:20pm Sun-Thurs. and 6:20am-midnight Fri. and Sat. Cost is 25¢ per person and 10¢ for seniors, disabled persons, and Medicare cardholders.

### Rides on Demand

#### Neighborhood Care Network

727- 573-9444  
[neighborly.org](http://neighborly.org)

#### EZ-Ride:

Membership transportation service for people who are 65 and older and to people 55 and older who are disabled. Provides door-to-door transportation services Monday through Saturday from 8:00am-5:00pm for a \$25.00 annual membership fee and a cost of \$3.00 pick-up fee plus \$1.50 per mile for each one-way trip. 72-hour advance trip notice required.

#### Other Transportation:

Neighborhood Care Network also offers door-to-door transportation service to those who qualify to doctors' appointments, shopping, group activities, senior dining facilities, and adult daycare facilities. Call for qualification information and rates.

## Statewide Services

### Inter - City & Longer Trips

#### Amtrak

[amtrak.com](http://amtrak.com)

Accessibility info:

1-800-872-7245

(Nationwide passenger rail service)



#### Angel Flight Southeast

352-326-0761

[angelflightse.org](http://angelflightse.org)

Angel Flight Southeast is a non-profit volunteer pilot organization involved in "public benefit flying." It provides a variety of services to the community, but mostly is involved in arranging free air transportation by private aircraft to distant medical facilities when commercial service is not available, impractical, or simply not affordable.



#### Greyhound

800-846-0754

[greyhound.com](http://greyhound.com)

Nationwide passenger service. Fares are dependent on trip distance. A 5% reduced fare is available for seniors.

#### Hillsborough Service:

Tampa: 813-229-2174

Monday-Sunday: 24 hours

#### Pinellas Service:

St. Petersburg: 727-898-1496

Daily hours:

8:15am - 10:00am

2:30pm - 6:30pm





## Statewide Services

### Inter - City & Longer Trips (cont'd)

#### Megabus

1-877-462-6342  
[us.megabus.com](http://us.megabus.com)



Offers three daily round trips between Tampa and Miami and three daily round trips between Tampa and Orlando.

#### RedCoach

1-877-733-0724  
[redcoachusa.com](http://redcoachusa.com)



Offers trips to Tallahassee, Gainesville, Ocala, Naples and Miami route, stops at Tampa International Airport and the University of South Florida.

### Accessible Car & Van Rentals

#### Rainbow Wheels

1-800-910-8267  
[rainbowwheels.com](http://rainbowwheels.com)



Accessible van rentals. Price quotes available online or by calling.

#### Wheelchair Getaways

National: 1-800-242-4990  
Local: 1-407-281-8369  
[wheelchair-getaways.com](http://wheelchair-getaways.com)



Accessible van rentals, in area.  
3-day minimum rental requirement.

#### Wheelers Accessible Van Rentals

National: 1-800-456-1371  
Price quotes: 1-800-795-5939  
[wheelersvanrentals.com](http://wheelersvanrentals.com)



Accessible van rentals.

## Pinellas County

### Bus Service

#### Pinellas Suncoast Transit Authority (PSTA)

727-540-1900  
(Voice/Relay)  
[psta.net](http://psta.net)



40 Bus routes including Express and Connector services to Tampa. Trolley services (Suncoast Beach, Central Avenue, Clearwater and North Coastal). On-Demand (Direct Connect), DART ADA Paratransit and more to Tampa and the popular Suncoast Beach.

Regular Fare: \$2.50, \$5.00 daily Go Card, \$70.00 31-day Go Card.  
Reduced Fare for seniors, disabled and youth: \$1.10, \$2.25 daily Go Card, \$35.00 31-day Go Card.

All PSTA Buses have front loading bike racks and are wheelchair accessible.

#### Clearwater Jolley Trolley

727-445-1200  
[clearwaterjolleytrolley.com](http://clearwaterjolleytrolley.com)



Trolley service in the Clearwater Beach area. Passes are interchangeable with the regular PSTA bus system and fares are the same as PSTA fares. Hours: 10:00am-10:00pm. Sunday-Thursday, 10:00am-11:00pm. Friday & Saturday.

#### Suncoast Beach Trolley

727-540-1900  
[psta.net](http://psta.net)



Trolley service connecting Clearwater to St. Pete Beach. Same fares and pass prices as PSTA.





## Pasco County

### Accessible Vehicles for Hire

#### Signature Car Service - Cab Co. 727-845-1834

Available 7 days a week / 24 hours a day, and call as soon as possible, at least 24 hours ahead.

Cost: Individual deposit accounts from which you can withdraw from are set up for each use. Application is required.

#### Yellow Cab

East Pasco 727-567-7777  
West Pasco 727-043-0000



Available 7 days a week / 24 hours a day.

Cost: \$2.25 for 1st 1/4-mile, \$2.00 per mile after, and 50¢ per 66 seconds of waiting time.

#### Wheelchair Stretcher Limo, Inc. 727-845-4454

Available Monday through Friday from 5:00am-6:30pm

Offers wheelchair and ambulatory service. Provides trips for medical, grocery, and pharmaceutical purposes. Cost ranges from \$29.75 to \$42.75 per trip.

## Regional Services

### Rides on Demand

#### American Cancer Society Lifeline Transportation Service

1-800-227-2345



Door-to-door transportation service for cancer patients to and from cancer treatment appointments. 8:00 a.m. to 6:00 p.m. Monday through Friday. Offers financial assistance to cancer patients to help pay for door-to-door transportation, cab rides, or to cover the cost of gas.

#### Tampa Bay Area Regional Transportation Authority Commuter Assistance Program

1-800-998-RIDE (7433)  
[tampabayrideshare.org](http://tampabayrideshare.org)  
[TBARTA.com](http://TBARTA.com)



FREE and low cost programs and services include online telecommute programs, carpool matching, vanpooling, and the Emergency Ride Home Program.

### Other Helpful Services

#### Area Agency on Aging & West Central Florida Area Agency

Elder Helpline (Pasco & Pinellas)  
1-800-963-5337

Elder Helpline (Hillsborough)  
1-800-963-5337  
[agingcarefl.org](http://agingcarefl.org)

The Area Agency on Aging and West Central Florida Area Agency is here to help you or your loved ones find needed services. Please call the Elder Helpline for information on available Aging Services programs.



## Regional Services

### Other Helpful Services

**Deaf & Hearing Connection for Tampa Bay**  
727-399-9983  
TTY: 727-399-9422  
[dhctb.org](http://dhctb.org)

**2-1-1 Tampa Bay**  
[211tampabay.org](http://211tampabay.org)



Information on a variety of social services is available.

MyRide - TBARTA 1 Call, 1 Click  
[tbarta.com/en/myride](http://tbarta.com/en/myride)

## Hillsborough County

### Rides on Demand

**Hillsborough County Sunshine Line**  
813-272-7272  
TDD: 813-801-6822  
[HCFLGov.net](http://HCFLGov.net)



Door-to-door paratransit and HART bus passes for elderly, low income and persons who are disabled or Hillsborough Healthcare clients. Available Monday through Friday from 6:00 a.m. to 5:00 p.m.

Cost: Free up to \$5.00 per one-way trip. One source for trips to non-Medicaid medical appointments and Hillsborough County Aging Services programs. Other trips are provided on a space-available basis. Reservations are required at least 2 business days in advance. Call for an application to qualify for service.

## Pasco County

### Bus Services

**PCPT Pasco County Public Transportation**  
Transit / Paratransit (PCPT)  
727-834-3322

Transit: Bus schedules and routes vary.

Cost: \$1.50 per one-way fare  
75¢ for reduced fare

### PCPT Paratransit

West Pasco: 727-834-3322  
Central Pasco: 813-235-6073  
East Pasco: 352-521-4587

Monday-Friday: 5:00am-8:30pm  
Cost: \$4.00 each way, \$2.00 for reduced fares. Call a day in advance and must be a registered client.

### Affinity Health Service

727-815-9991

Monday through Friday 8:00am-6:00pm can accommodate other hours with a more advanced notice.

Cost: Escorted, \$14 per hour (3 hour min). Non-Escorted, \$20 round trip plus 37¢ per mile if trip is over 10 miles

### MedFleet Medical Transportation

727-849-6849



Available 7 days a week / 24 hours a day.  
Cost: Varies based on mode of transport and distance traveled. Please call for a quote and available discounts.



## Hillsborough County

### Accessible Vehicles for Hire (cont'd)

**United Cab Company**  
813-777-7777



Taxi cab service picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans available with 24-hour notice. Call for details. Special discounts may be available upon request.

Cost: \$2.00 base rate + \$2.25 per mile

**Yellow Cab Checker Cab**  
813-253-0121  
813-229-1888



Taxicab services picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans.

Cost: \$2.50 first 1/8 mile, \$.30 each additional 1/8 mile, \$.30 for every 60 seconds of waiting time.

\* No additional charge for handling groceries.

### Other Helpful Services

**Wheels of Success**  
813-498-0102  
[wheelsofsuccess.org](http://wheelsofsuccess.org)



Wheels of Success helps families get to work by providing reliable transportation through a program of car repairs, vehicle replacement, and car-care classes in Hillsborough and Pinellas counties. Available Monday through Friday from 8:00 a.m. to 5:00 p.m.

## Hillsborough County

### Rides on Demand



**HARTPlus**  
813-254-4278  
[gohart.org](http://gohart.org)

ADA services including HART link trips and door-to-door paratransit. Reservations are required at least one day in advance. Persons with physical, cognitive, emotional, visual, or other disabilities not qualified for HART's standard services may call to apply for an application and interview.

### Quality of Life Community Services



727-505-7232  
[qolcs.org](http://qolcs.org)

The New Freedom Riders program was developed to reduce barriers to transportation service and expand the transportation options available to seniors and people living with disabilities in Hillsborough County. The program provides door to door services, with a \$2 co-pay, throughout the day, evening and weekends; as well as the priority need for medically stranded and dialysis trips.



**TransCare Medical Transportation Services**  
813-964-1594 press 1

Provides countywide psychiatric transports to and from all area hospitals, transportation to state psychiatric facilities, non-emergency stretcher services, stand-by service for special events, primary 9-1-1 basic life support services in the City of Tampa and services in Hillsborough County. Available 24 hours a day.



## Hillsborough County

### Rides on Demand (cont'd)

#### American Medical Response Services



813-885-7722

Door-to-door van service for medical or other appointments in Hillsborough and Pasco Counties for persons who use a wheelchair or who are confined to a bed. Available Monday through Friday from 9:00 a.m. to 5:00 p.m.

Cost: Wheelchair trip (One-way) - \$65  
Stretcher roundtrip - \$125 + \$4.25 / mile



#### Temple Terrace Demand Transportation

813-506-6635

Free Temple Terrace area door-to-door service for city residents aged 55+ on Mondays, Wednesdays and Thursdays from 8:00 a.m. to 3:00 p.m. Serving medical trips as a priority, non-medical trips are provided if space is available. Reservations are required 48 hours ahead.

#### Hillsborough County Accessible Taxi Cab Central Line



813 - 514 - 9858

Companies welcome service animals and offer some flat rate services. For information on all county taxi services contact the **Public Transportation Commission 813-272-5814**

## Hillsborough County

### Rides on Demand (cont'd)

#### Hillsborough Area Regional Transit



813-254-4278

TDD: 813-626-9158

[gohart.org](http://gohart.org)

Hillsborough County bus service, Bikes on Buses, In-Town Trolleys, Flex routes, and the Historic Streetcar. HART fares vary depending on type of service and pass type purchased. Visit the website or call for details. Discounts are available for youth, seniors, or persons who are disabled or covered by Medicare. HART vehicles comply with ADA's accessibility standards for wheelchairs and motorized scooters. Buses have public address systems to announce stops and lighted stop request signs.

HART offers a free **Travel Training Program** that gives step-by-step instructions on how to read a bus schedule and use the bus system independently. For more info, call **813-384-6307**

### Accessible Vehicles For Hire

#### Bay and Beach Transportation, LLC , Bay and Beach Taxi Services

813-425-4900

Available 7 days a week / 24 hours a day. Cost: \$2.00 base and \$2.25 per mile unless pre negotiated. Preferred 24 hours advanced notice, otherwise call a few hours before.



## Local Coordinating Boards



Hillsborough MPO  
Metropolitan Planning  
for Transportation

### Hillsborough MPO 813-272-5940

601 E Kennedy Blvd, 18th Fl  
Tampa, FL 33602  
[mpo@plancom.org](mailto:mpo@plancom.org)  
[PlanHillsborough.org](http://PlanHillsborough.org)



### Pasco County MPO 727-847-8140

8731 Citizens Dr, Suite 320  
New Port Richey, FL 34654  
[mpocomments@pascocountyfl.net](mailto:mpocomments@pascocountyfl.net)  
[PascoMPO.net](http://PascoMPO.net)



### Pinellas County MPO 727-464-8250

310 Court St.  
Clearwater, FL 33756  
[info@forwardpinellas.org](mailto:info@forwardpinellas.org)  
[ForwardPinellas.org](http://ForwardPinellas.org)

## Pinellas County

### Accessible Vehicles for Hire

#### Wheelchair Transport Service 727-586-2811

Available 7 days a week / 24 hours a day.  
On demand wheelchair and ambulatory service for individuals making medical, grocery, and other types of trips.  
Cost: \$21.00 for base fare and \$1.90 per mile each way.

#### Care Ride, LLC. Wheelchair Transportation Service 727-866-1193 or 727-536-7433

Monday-Sunday 5:00am-12:00am  
Offers a 24 hour on call service for the disabled and elderly who need to make medical trips.  
Cost: \$21.00, \$1.90 per mile.



#### Express Medical Transporters 727-446-0930



Available 7 days a week / 24 hours a day;  
Cost for Wheelchair van is \$20.00 to load and \$2.00 per mile; 24 hours notice is preferred, but not required.

#### MedFleet Medical Transportation 727-586-3129



Available 7 days a week / 24 hours a day.  
Provides emergency and non-emergency ambulance, stretcher, and wheelchair transport. Call for prices.



## Appendix F: 2019 Vehicle Inventory

Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Agency for Community Treatment Services, Inc. (ACTS)	1999	DODGE	VAN 50	215,116	ACTS Purchase
Agency for Community Treatment Services, Inc. (ACTS)	2001	FORD	E350 SUPER DUTY 18	69,708	FDOT
Agency for Community Treatment Services, Inc. (ACTS)	2001	FORD	E350 SUPER DUTY 37	143,220	VA
Agency for Community Treatment Services, Inc. (ACTS)	2001	FORD	E350 SUPER DUTY 38	49,230	VA
Agency for Community Treatment Services, Inc. (ACTS)	2006	FORD	E150 46	86,004	FDOT
Agency for Community Treatment Services, Inc. (ACTS)	2006	FORD	E150 48	80,289	FDOT
Agency for Community Treatment Services, Inc. (ACTS)	2007	HYUNDAI	TUCSON 58	175,918	ACTS Purchase
Agency for Community Treatment Services, Inc. (ACTS)	2011	FORD	E150 55	95,358	FDOT 99790
Agency for Community Treatment Services, Inc. (ACTS)	2011	FORD	E150 56	71,073	FDOT99790
Agency for Community Treatment Services, Inc. (ACTS)	2011	FORD	E150 57	72,276	FDOT
Agency for Community Treatment Services, Inc. (ACTS)	2011	TOYOTA	COROLLA 66	40,010	ACTS Purchase
Agency for Community Treatment Services, Inc. (ACTS)	2012	FORD	FUSION AB 60	97,361	FDOT 98758
Agency for Community Treatment Services, Inc. (ACTS)	2012	FORD	FUSION AB 61	86,600	FDOT 98759
Agency for Community Treatment Services, Inc. (ACTS)	2012	DODGE	MV 62	87,955	FDOT 98760
Agency for Community Treatment Services, Inc. (ACTS)	2014	TOYOTA	SIENNA 63	37,607	FDOT 99701
Agency for Community Treatment Services, Inc. (ACTS)	2014	TOYOTA	SIENNA 64	86,607	FDOT 99703
Agency for Community Treatment Services, Inc. (ACTS)	2014	TOYOTA	SIENNA 65	74,934	FDOT 99702
Agency for Community Treatment Services, Inc. (ACTS)	2015	TOYOTA	SIENNA 67	24,716	FDOT 99752
Agency for Community Treatment Services, Inc. (ACTS)	2015	KIA	SEDONA 69	26,954	HUD
Agency for Community Treatment Services, Inc. (ACTS)	2016	FORD	FUSION 68	28,902	FDOT 99754
Agency for Community Treatment Services, Inc. (ACTS)	2016	KIA	SOUL 70	28,785	HUD
Agency for Community Treatment Services, Inc. (ACTS)	2016	KIA	SOUL 71	25,813	HUD
Agency for Community Treatment Services, Inc. (ACTS)	2016	DODGE	GRAND CARAVAN 72	15,989	HUD
Agency for Community Treatment Services, Inc. (ACTS)	2018	Kia	Soul 75	3,468	HUD
Agency for Community Treatment Services, Inc. (ACTS)	2019	FORD	FUSION 76	New In service 4/1/19	FDOT 700019
Agency for Community Treatment Services, Inc. (ACTS)	2019	FORD	FUSION 77	New In service 4/1/19	FDOT 700021
Agency for Community Treatment Services, Inc. (ACTS)	2019	FORD	FUSION 78	New In service 4/1/19	FDOT 700020
Agency for Community Treatment Services, Inc. (ACTS)	2019	FORD	TRANSIT 79	New In service 4/1/19	FDOT 700022
Angels Unaware, Inc	2009	Chevrolet		77,518	5310 Grant
Angels Unaware, Inc	2011	Ford		120,571	5310 Grant
Angels Unaware, Inc	2011	Ford		72,519	5310 Grant
Angels Unaware, Inc	2012	Ford		81,606	5310 Grant
Angels Unaware, Inc	2016	Ford		49,223	5310 Grant
Angels Unaware, Inc	2017	Ford		15,527	5310 Grant



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Angels Unaware Inc	2017	Ford		14,102	5310 Grant
Brandon Sports and Aquatic Center	2009	Ford	E350	24,588	DOT
Brandon Sports and Aquatic Center	2013	Ford	E350	82,019	DOT
DACCO	2010	Ford	E-350	166,776	DOT
DACCO	2010	Ford	E-350	62,379	DOT
DACCO	2011	Ford	E-350	71,589	DOT
DACCO	2012	Ford	E-350	86,334	DOT
DACCO	2012	Ford	E-350	109,443	DOT
DACCO	2013	Ford	E-350	84,848	DOT
DACCO	2014	Ford	E-350	106,759	DOT
DACCO	2015	Toyota	Sienna	23,157	DOT
DACCO	2016	Ford	Fusion	28,286	DOT
DACCO	2017	Toyota	Sienna	37,145	DOT
DACCO	2017	Chevy	Express Cargo Van	9,737	DOT
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	187,179	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	209,652	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	174,728	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	195,327	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	209,443	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	211,341	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	194,140	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	190,327	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	181,627	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	204,422	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	187,938	FL-95-X031
HART (Paratransit)	2012	MV-1	VHPG- MV-1 SEDAN	183,023	Insurance Proceeds - FTA Interest - 88.25%; HART Interest - 11.75%
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	123,659	Rebate CNG 2015 - 35.90% ADVAL FY2014-02 - 64.10%
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	101,150	Rebate CNG 2015 - 35.00% ADVAL FY2014-02 - 29.00% 34-0040M - 36.00% FL-
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	106,901	REBATE CNG 2015
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	98,341	REBATE CNG 2015
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	98,952	REBATE CNG 2015

Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	102,424	ADVAL FY2014-02
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	85,495	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	76,509	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	89,105	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	88,815	FL-34-0040 - 25% FL-34-004-002 - 75%
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	64,308	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	84,231	FL-34-0040-02
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	83,373	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	85,354	FL-34-0040
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	88,337	FL-34-0040-02
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	83,897	FL-34-0040-02
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	87,580	FL-34-0040-02
HART (Paratransit)	2014	MV-1	VPG-MV-1 CNG SEDAN	74,797	FL-34-0040-02
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	178,333	FL-34-0005
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	187,818	FL-34-0005
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	180,972	FL-34-0005
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	164,360	FL-95-X070 - 94.90% FL-34-0005 - 5.10%
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	167,191	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	159,382	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	182,622	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	191,170	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	168,076	FL-34-0005
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	189,479	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	177,447	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	185,711	FL-95-X070



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	160,136	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	146,263	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	172,231	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	184,008	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	163,537	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	148,196	FL-95-X070
HART (Paratransit)	2014	CHALLENGER	23 FT. CMC FORD E-450 CNG VAN	162,882	FL-95-X070
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	53,295	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	49,230	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	50,470	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	41,701	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	51,240	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	55,774	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	56,001	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	54,179	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	38,904	FL-34-0017
HART (Paratransit)	2017	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	42,855	REBATE CNG 2015
HART (Paratransit)	2019	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	6,758	Rebate CNG 2015 - 34.73% Insurance Proceeds - 13.63% FTA Interest (FL-5707S-2017P) - 42.90% FL-5307S-2017P - 8.74%
HART (Paratransit)	2019	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	6,901	FL-5307S-2017STP - 80.66% Insurance Proceeds - 12.17% FTA Interest (FL-5307S-2017STP) - 7.17%
HART (Paratransit)	2019	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	4,667	FL-5307S-2017-STP





Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
HART (Paratransit)	2019	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	5,252	FL-53079-2017-STP
HART (Paratransit)	2019	EXPRESS	23FT CHEVROLET EXPRESS CHAMPION	1,694	FL-53079-2017-STP
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	96,670	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	119,406	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	111,200	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	115,487	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	80,678	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	92,578	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	82,360	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	109,695	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	124,038	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	105,942	County
Hillsborough County Sunshine Line	2014	Chevrolet	4500 Champion	154,004	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	85,800	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	71,722	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	92,058	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	68,445	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	63,434	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	91,396	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	79,791	County
Hillsborough County Sunshine Line	2015	Ford	Champlon	85,594	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	7,074	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	12,657	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	6,997	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	10,944	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	7,804	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	9,537	County
Hillsborough County Sunshine Line	2016	Ford	Champlon	45,498	County
Hillsborough County Sunshine Line	2016	Ford	Champlon	45,170	County
Hillsborough County Sunshine Line	2016	Ford	Champlon	52,616	County
Hillsborough County Sunshine Line	2016	Ford	Champlon	45,093	County
Hillsborough County Sunshine Line	2016	Ford	Champlon	41,466	County



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	7,707	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	8,674	County
Hillsborough County Sunshine Line	2016	Ford	Champion	58,546	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	11,270	County
Hillsborough County Sunshine Line	2016	MV1	MV1-GD	6,729	County
Hillsborough County Sunshine Line	2016	Ford	Champion	54,970	County
Hillsborough County Sunshine Line	2017	Ford	Champion	25,766	County
Hillsborough County Sunshine Line	2017	Ford	Champion	29,587	County
Hillsborough County Sunshine Line	2017	Ford	Champion	31,287	County
Hillsborough County Sunshine Line	2017	Ford	Champion	23,520	County
Hillsborough County Sunshine Line	2017	Ford	Champion	34,798	County
Hillsborough County Sunshine Line	2017	Ford	Champion	33,682	County
Hillsborough County Sunshine Line	2017	Ford	Champion	26,047	County
Hillsborough County Sunshine Line	2018	Ford	Champion	9,145	County
Hillsborough County Sunshine Line	2018	Ford	Champion	16,541	County
Hillsborough County Sunshine Line	2018	Ford	Champion	16,778	County
Hillsborough County Sunshine Line	2018	Ford	Champion	11,092	County
Hillsborough County Sunshine Line	2018	Ford	Champion	9,797	County
Hillsborough County Sunshine Line	2018	Ford	Champion	7,549	County
Hillsborough County Sunshine Line	2018	Ford	Champion	15,238	County
Hillsborough County Sunshine Line	2018	Ford	Champion	14,554	County
Hillsborough County Sunshine Line	2018	Ford	Champion	13,260	County
Hillsborough County Sunshine Line	2018	Ford	Champion	11,868	County
Hillsborough County Sunshine Line	2018	Ford	Champion	81,163	County
Hillsborough County Sunshine Line	2018	Ford	Champion	18,118	County
Hillsborough County Sunshine Line	2018	Ford	Champion	8,556	County
Hillsborough County Sunshine Line	2018	Ford	Champion	13,660	County
Hillsborough County Sunshine Line	2018	Ford	Champion	22,067	County
Hillsborough County Sunshine Line	2019	Ford	Champion	82,636	County
Human Development Center	2011	Ford	E350	128,386	2010 FDOT Grant
Human Development Center	2012	Ford	E350	131,485	2011 FDOT Grant
Human Development Center	2014	Ford	E350	97,570	2014 FDOT Grant
Human Development Center	2014	Ford	E350	98,450	2014 FDOT Grant
Human Development Center	2016	Chevrolet	EV	62,428	2015 FDOT Grant



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Human Development Center	2016	Chevrolet	EV	62,841	2016 FDOT Grant
Human Development Center	2017	Chevrolet	EV	40,801	2017 FDOT Grant
Human Development Center	2018	Ford	Transit 350 Wagon	6,775	2018 FDOT Grant
MacDonald Training Center, Inc.	2006	FORD	E350 Van	198,604	FDOT GRANT
MacDonald Training Center, Inc.	2008	FORD	E150 Van	130,863	FDOT GRANT
MacDonald Training Center, Inc.	2010	FORD	E250 Van	91,727	FDOT GRANT
MacDonald Training Center, Inc.	2010	FORD	E250 Van	125,706	FDOT GRANT
MacDonald Training Center, Inc.	2010	FORD	E250 Van	139,308	FDOT GRANT
MacDonald Training Center, Inc.	2010	FORD	E250 Van	113,327	FDOT GRANT
MacDonald Training Center, Inc.	2011	FORD	E350 Van	62,346	FDOT GRANT
MacDonald Training Center, Inc.	2012	FORD	E250 Van	93,799	FDOT GRANT
MacDonald Training Center, Inc.	2014	FORD	E250 Van	63,965	FDOT GRANT
MacDonald Training Center, Inc.	2014	FORD	E250 Van	82,051	FDOT GRANT
MacDonald Training Center, Inc.	2014	MP1LIFT	E250 Van	60,834	FDOT GRANT
MacDonald Training Center, Inc.	2015	CHEVY	C250 Van	63,787	FDOT GRANT
MacDonald Training Center, Inc.	2015	CHEVY	C250 Van	60,582	FDOT GRANT
MacDonald Training Center, Inc.	2016	CHEVY	C250 Van	43,995	FDOT GRANT
MacDonald Training Center, Inc.	2017	CHEVY	C250 Van	23,083	FDOT GRANT
MacDonald Training Center, Inc.	2017	CHEVY	C250 Van	36,946	FDOT GRANT
MacDonald Training Center, Inc.	2018	FORD	E250 Van	1,543	FDOT GRANT
MacDonald Training Center, Inc.	2018	FORD	E250 Van	983	FDOT GRANT
McClain, Inc.	2008	Ford	Focus	77,600	DOT Grant
McClain, Inc.	2011	Ford	E-350	161,872	DOT Grant
McClain, Inc.	2012	Ford	E-350	72,576	DOT Grant
McClain, Inc.	2014	Ford	E-350	87,347	DOT Grant
Mental Health Care / Gracepoint	1996	Ford	Club Van	54,010	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2000	Ford	14 Pass Van	63,780	FDOT 93835
Mental Health Care / Gracepoint	2002	Ford	Focus	86,174	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2005	Chevrolet	Cobalt	119,453	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2005	Dodge	Caravan	118,778	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2005	Toyota	Sienna	65,222	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2005	Toyota	Sienna	55,395	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2007	Kia	Sedona	41,188	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2008	Ford	E-350 Van - 8-Pass	57,568	FDOT 96773



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Mental Health Care / Gracepoint	2008	Ford	E Series Van - 8-Pass	63,016	FDOT 96774
Mental Health Care / Gracepoint	2010	Dodge	Avenger	45,793	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	2011	Ford	E Series Van - 8-Pass	28,710	FDOT 98713
Mental Health Care / Gracepoint	2012	Ford	E-350 Van - 12-Pass	20,725	FDOT 98736
Mental Health Care / Gracepoint	2015	Toyota	Sienna	29,477	FDOT 99730
Mental Health Care / Gracepoint	2015	Toyota	Sienna	32,619	FDOT 99729
Mental Health Care / Gracepoint	2015	Toyota	Sienna	34,858	FDOT 99731
Mental Health Care / Gracepoint	2015	Ford	Fusion	23,916	FDOT 99745
Mental Health Care / Gracepoint	2015	Ford	Fusion	14,873	FDOT 99744
Metropolitan Ministries Inc	2015	Ford	Turtle Top Odyssey	2,215	FDOT 5310 Grant
Metropolitan Ministries Inc	2017	Ford	Turtle Top Odyssey	5,323	FDOT 5310 Grant
Metropolitan Ministries Inc	2019	Ford	Transit Van	554	FDOT 5310 Grant
Metropolitan Ministries Inc	2019	Ford	Transit Van	550	FDOT 5310 Grant
Northside Mental Health Center, Inc.	2005	Ford	E-350 Van	51,838	5310 Grant
Northside Mental Health Center, Inc.	2005	Ford	E-350 11 Pass Van	59,669	NMHC
Northside Mental Health Center, Inc.	2006	Ford	E-350 Van	65,863	5310 Grant
Northside Mental Health Center, Inc.	2008	Ford	Fusion 4Dr Auto	51,378	5310 Grant
Northside Mental Health Center, Inc.	2008	Ford	Fusion 4Dr Auto	102,730	NMHC
Northside Mental Health Center, Inc.	2010	Ford	Fusion 4Dr Auto	79,152	5310 Grant
Northside Mental Health Center, Inc.	2010	Ford	Fusion 4Dr Auto	80,029	5310 Grant
Northside Mental Health Center, Inc.	2010	Ford	Fusion 4Dr Auto	92,879	5310 Grant
Northside Mental Health Center, Inc.	2010	Ford	Fusion 4Dr Auto	126,213	5310 Grant
Northside Mental Health Center, Inc.	2010	Ford	Fusion 4Dr Auto	67,224	NMHC
Northside Mental Health Center, Inc.	2012	Ford	Fusion 4Dr Auto	49,586	5310 Grant
Northside Mental Health Center, Inc.	2016	Ford	Fusion 4Dr Auto	29,731	5310 Grant
Northside Mental Health Center, Inc.	2016	Ford	Fusion 4Dr Auto	17,842	5310 Grant
Quality of Life Community Services, Inc.	2011	VHPG	MV1	61,704	FDOT
Quality of Life Community Services, Inc.	2011	VHPG	MV1	102,160	FDOT
Quality of Life Community Services, Inc.	2012	VHPG	MV1	108,764	FDOT
Quality of Life Community Services, Inc.	2014	VHPG	MV1	69,189	FDOT
Quality of Life Community Services, Inc.	2015	Chevrolet	Express Van	43,374	FDOT
Quality of Life Community Services, Inc.	2016	Dodge	Caravan	65,541	FDOT
Quality of Life Community Services, Inc.	2017	Ford	Goshen- Bus	2,152	FDOT
Quest Inc.	2003	Ford	Turtle Top	126,500	FDOT



Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Quest Inc.	2003	Ford	E-350 Van	170,833	Quest Inc
Quest Inc.	2005	Ford	E-350 Van	182,599	Quest Inc
Quest Inc.	2008	Chevrolet	Bus	60,300	FDOT
Quest Inc.	2008	Chevrolet	Cutaway Bus	98,177	FDOT
Quest Inc.	2008	Chevrolet	Van	108,059	FDOT
Quest Inc.	2009	Ford	E-350 Van	147,194	FDOT
Quest Inc.	2009	Ford	E-350 Van	139,420	FDOT
Quest Inc.	2010	Chevrolet	3500Turtle Top Bus	93,001	FDOT
Quest Inc.	2010	Chevrolet	Express 4200	54,107	FDOT
Quest Inc.	2011	Chevrolet	3500 Turtle Top Van	102,949	FDOT
Quest Inc.	2013	Ford	E-350 Van	92,802	FDOT
Quest Inc.	2013	Ford	E-450 Glaval Bus	43,189	FDOT
Quest Inc.	2014	Chevrolet	4500 Titan	36,593	FDOT
Quest Inc.	2015	Ford	Turtle Top Van Terra XL	32,167	FDOT
Quest Inc.	2015	Ford	Turtle Top Odyssey	16,805	FDOT
Quest Inc.	2015	Ford	Turtle Top Odyssey	13,395	FDOT
Quest Inc.	2017	Ford	Turtle Top Odyssey	6,402	FDOT
Quest Inc.	2017	Ford	Turtle Top Odyssey	12,116	
Quest Inc.	2019	Ford	Transit Wagon	New	FDOT
Sunrise Community, Inc.	2011	Ford	Champion	86,355	5310
Sunrise Community, Inc.	2008	Ford	Champion	117,081	5310
Sunrise Community, Inc.	2011	Ford	Champion	61,036	5310
Sunrise Community, Inc.	2015	Chevy	Express	60,363	5310
Sunrise Community, Inc.	2015	Chevy	Express	20,847	5310
Sunrise Community, Inc.	2011	Ford	Champion	111,447	5310
Sunrise Community, Inc.	2015	Chevy	Express	34,444	5310
Sunrise Community, Inc.	2016	Ford	E-350	27,333	5310
Sunrise Community, Inc.	2010	GMC	E-350	129,890	5310
Sunrise Community, Inc.	2006	Ford	E-150	111,275	5310
Sunrise Community, Inc.	2008	Ford	E-350	98,249	5310
Sunrise Community, Inc.	2010	GMC	Champion	157,542	5310
Sunrise Community, Inc.	2010	GMC	Savana	79,260	5310
Sunrise Community, Inc.	2008	Ford	E-350	90,679	5310
Sunrise Community, Inc.	2008	Ford	E-350	101,583	5310

Vehicle Inventory 2019

Agency	Year	Make	Model	Mileage March 2019	Funding source
Sunrise Community, Inc.	2015	GMC	Savana	41,710	5310
Sunrise Community, Inc.	2016	Dodge	Ram 2500	12,806	5310
Sunrise Community, Inc.	2012	Ford	E-150	105,043	5310