

HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN



June 2021



Hillsborough TPO
Transportation
Planning Organization

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Executive Summary

ES.1 2021 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 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 TDSP ensures 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.

This update continues to affirm that providing trips for the Transportation Disadvantaged (TD) in Hillsborough County is important to the health and security of this community. Access to medical, social, education and employment activities allow people to maintain contact with friends and the larger community. Access to cross county trips continues to be a clearly defined need and interest of the TDCB board. Expanding access through peer-to-peer training is an enhancement that will ensure the TD population is safe while promoting independence.

Coordination Contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process. The Contractors continue to identify many needs of the transportation disadvantaged. Highlighted first is a need for safe and affordable housing with access to public transportation. Other needs include the need for lower cost transportation, 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 is apparent that the greatest needs are in suburban and rural areas of the county, which indicate a significant need to coordinate land use, human services, and transportation services. The need for access to transportation services that can provide group trips for special needs clients continues to be highlighted.

ES.2 Roll Call Voting Sheet

The Hillsborough County TDCB and the Hillsborough County Transportation Planning Organization (TPO) 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 TPO further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved and that the Hillsborough County TDSP 2021 Update was reviewed in its entirety.

The Hillsborough County TDSP 2021 Update was approved by the TDCB on June 26, 2021. **Table 1** is a roll call sheet detailing the results of this vote.

Table 1: TDCB Roll Call Vote for 2021 TDSP

Member Name	Member Affiliation	Voted
Commissioner Mariella Smith, Chair	Elected Official	Y
Gloria Mills, Vice Chair	Representing Persons with Disabilities	Y
Craig Forsell	Representing the Elderly	Y
VACANT	Representing users of the TD system	
Artie Fryer	Citizen Advocate	Y
Cassandra Blaylock	Representing the Economically Disadvantaged	Y
Glenn Brown	Representing the Children-at-Risk	Y
Nancy Castellano	Representing the Local For-Profit Transportation Industry	Y
VACANT	Hillsborough County Public Schools	
Leslene Gordon, Ph.D.	Florida Department of Health	Y
John E. Pelkey	Representing the Local Veterans Administration	A
Councilmember Luis Viera	Local Mass Transit System's Board, HART	A
Dave Newell	Florida Department of Transportation, District Seven	Y
Beth Pasek	Department of Children and Families	Y
Mark Harsbarger	Department of Education/Division of the Blind	Y
Kristina Melling	Florida Department of Elder Affairs	Y
Emily Hughart	Agency of Health Care Administration	A
Jody Toner	Tampa Bay WorkForce Alliance	A
Debra Noel	Agency for Persons with Disabilities	Y

Transportation Disadvantaged Coordinating Board

X

Mariella Smith
Hillsborough County Commissioner

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

X

David Darm
Executive Director of the Commission for the ...

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, 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. Table 2 lists the current membership of the Hillsborough County TDCB.

Figure 1: Hillsborough County Transportation Disadvantaged Program Organization

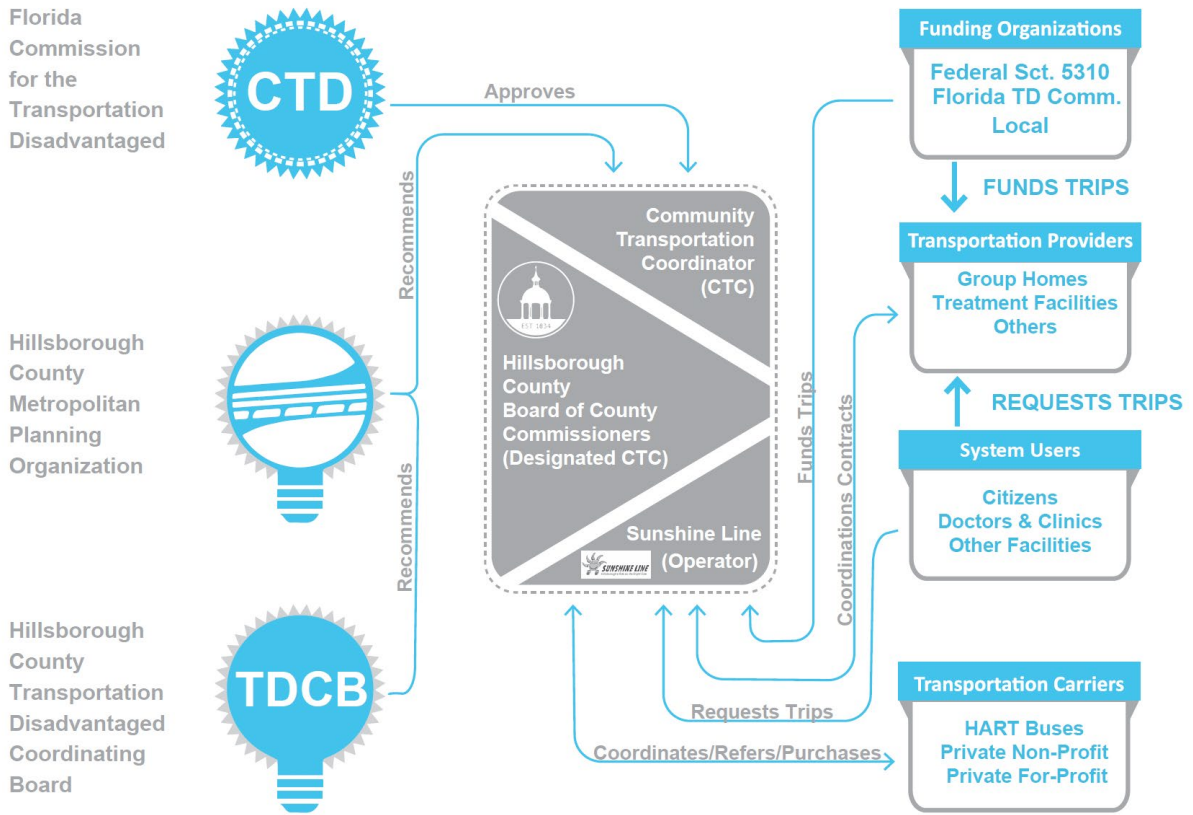


Table 2: Hillsborough County TDCB Members

Member Name	Member Affiliation
Commissioner Mariella Smith	Elected Member of Hillsborough County TPO
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
Cassandra Blaylock	Representing the Economically Disadvantaged
Glenn Brown	Representing the Children-at-Risk
Nancy Castellano	Representing the Local For-Profit Transportation Industry
VACANT	Hillsborough County Public Schools
Leslene Gordon, Ph.D.	Florida Department of Health
John E. Pelkey	Representing the Local Veterans Administration
Councilmember Luis Viera	Local Mass Transit System's Board, HART
Dave Newell	Florida Department of Transportation, District Seven
Beth Pasek	Department of Children and Families
Mark Harsbarger	Department of Education/Division of the Blind
Kristina Melling	Florida Department of Elder Affairs
Emily Hughart	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.

DocuSigned by:

 430BCECE4A448C...

Executive Director, Hillsborough County

Transportation 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.

Hillsborough County Comprehensive Plan:

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.

Objective 2.3: Improve transit services and existing programs to meet the specialized needs of the transit dependent and TD populations.

Policy 2.3.1: Continue to work with the designated CTC to assist in the provision of transportation services to the TD.

Policy 2.3.2 Comply with Chapter 427, F.S. by coordinating services to the transportation disadvantaged among County agencies and non-profit organizations in Hillsborough County.

Policy 2.3.4 Continue to comply with the Americans with Disabilities Act (ADA) in the construction of sidewalks, crosswalks, wheelchair ramps, and improved access to bus stops on all county-maintained facilities.

Imagine 2040: Tampa Comprehensive

The *Imagine 2040: Tampa Comprehensive Plan* for 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.

The Future of the Region, A Strategic Regional Policy Plan

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.

State of Florida 5-year and 20-Year Transportation Disadvantaged Plan

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.

Hillsborough Area Regional Transit, Transit Development Plan (TDP)

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.

It's TIME Hillsborough 2045 Long Range Transportation Plan (LRTP)

Specific to the TD population, the 2045 LRTP identifies the need for real choices when not drive; the need for people to access work, school, health services, and food when they cannot drive or own a car was identified as a major overriding need for the county. The plan specifically states that this is especially a need for our most vulnerable and transportation disadvantaged

populations, who often lack convenient access to these essential destinations. According to the Plan, 7.1% of the County's residents do not have access to a car, only 14% of residents have access to a good bus service, 20% live near a low-stress place to walk, and only 21% of grocery stores are accessible via good bus service. The plan identifies additional and new demand-response services for the transportation disadvantaged, on top of trails and greenways, and enhanced local, express, and regional transit services as major needs.

In addition to these needs, the 2045 Plan considers Environmental Justice and Title VI concerns throughout their programming. The 2045 Plan analysis shows that due to development patterns, future travel demand and road projects proposed in the 2045 Plan, the potential for health and environmental impacts associated with traffic falls more heavily on EJ communities, which include low-income communities. Impact-offset strategies were identifying with local communities impacted by these projects and include urban design to reduce air pollutants, enhanced pedestrian, bicycle, and transit infrastructure and connectivity, and safety improvements.

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 over 1.4 million residents (US Census 2019 QuickFacts).

The County is served by Hillsborough Area Regional Transit (HART), who provides public transportation services. 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.

1.2.2 Demographics

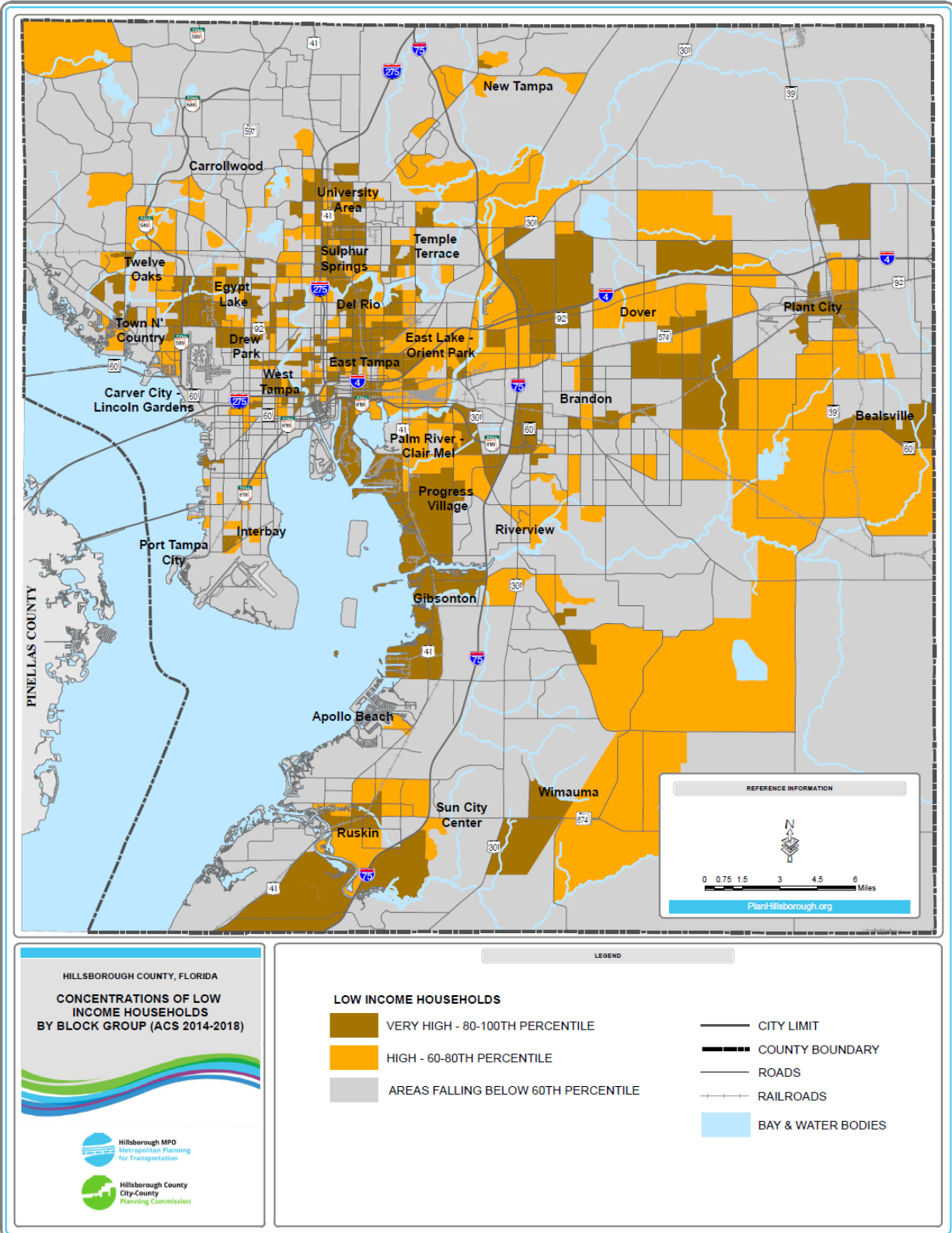
As the Baby Boom generation moves into its golden years, the TD population in Hillsborough County is expected to increase from approximately 452,567 in 2019 to an estimated 544,072 by 2029.

Table 3: Demographic Statistics for Hillsborough County

Demographic	Statistic
Total Population*	1,471,968
Total Population with a Disability (under age 65)*	116,285 (7.9%)
Total Population Age 65 and Older*	213,435 (14.5%)
Median Household Income*	\$58,884
Total Population in Poverty*	198,716 (13.5%)

*Census QuickFacts 2019

Table 3 highlights key demographic statistics for Hillsborough County. Figures in Appendix A also depict the demographic base that demonstrates potential TD populations in Hillsborough County based on the 2019 Census. In addition, the maps below provide insight into concentrations and overall distribution of low-income households (those at or below poverty), disabled persons for whom poverty status is determined, and adults aged 65 or older.



Author: barberj

Date: 3/8/2021

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Figure 2: High Concentrations of Low-Income Households

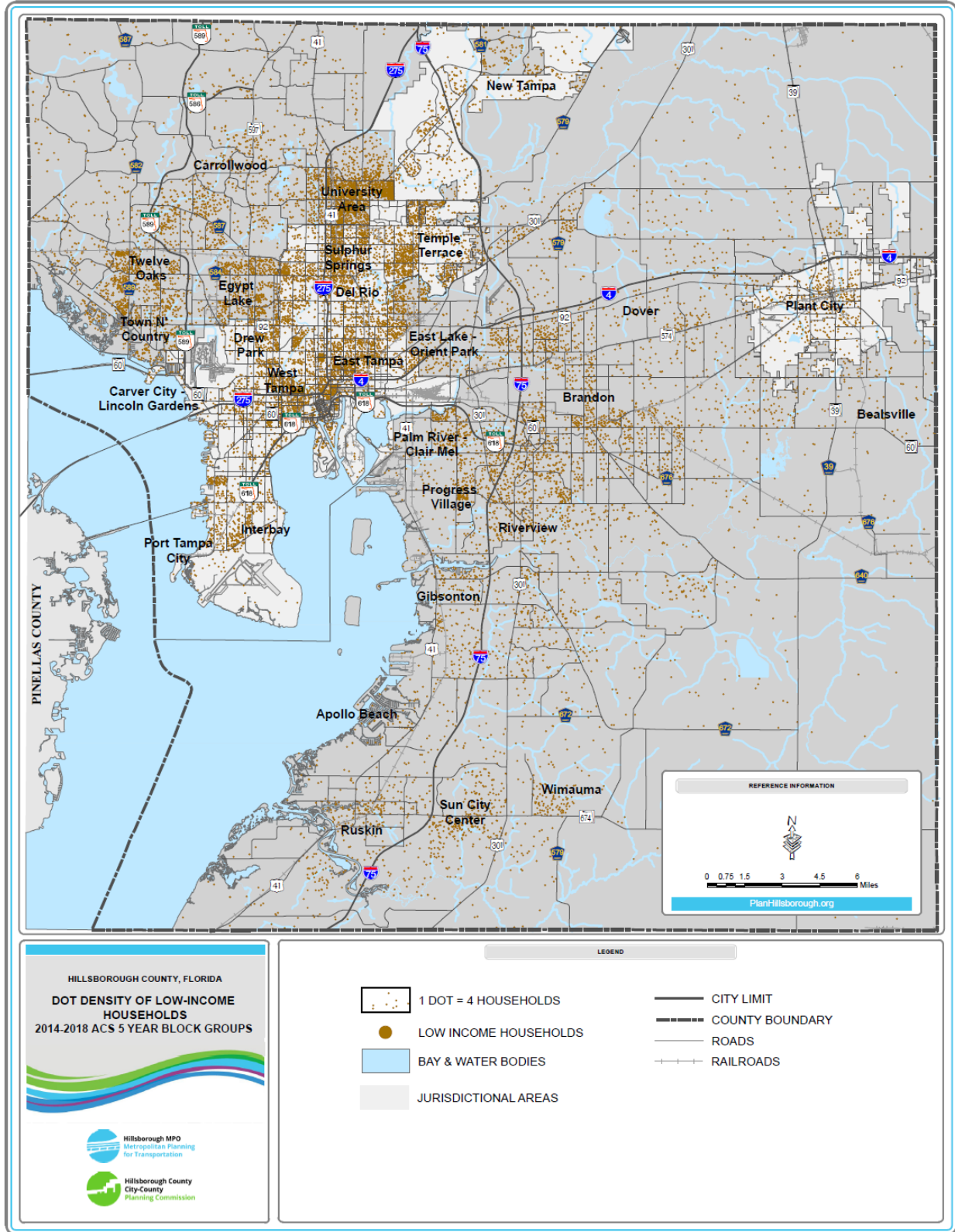
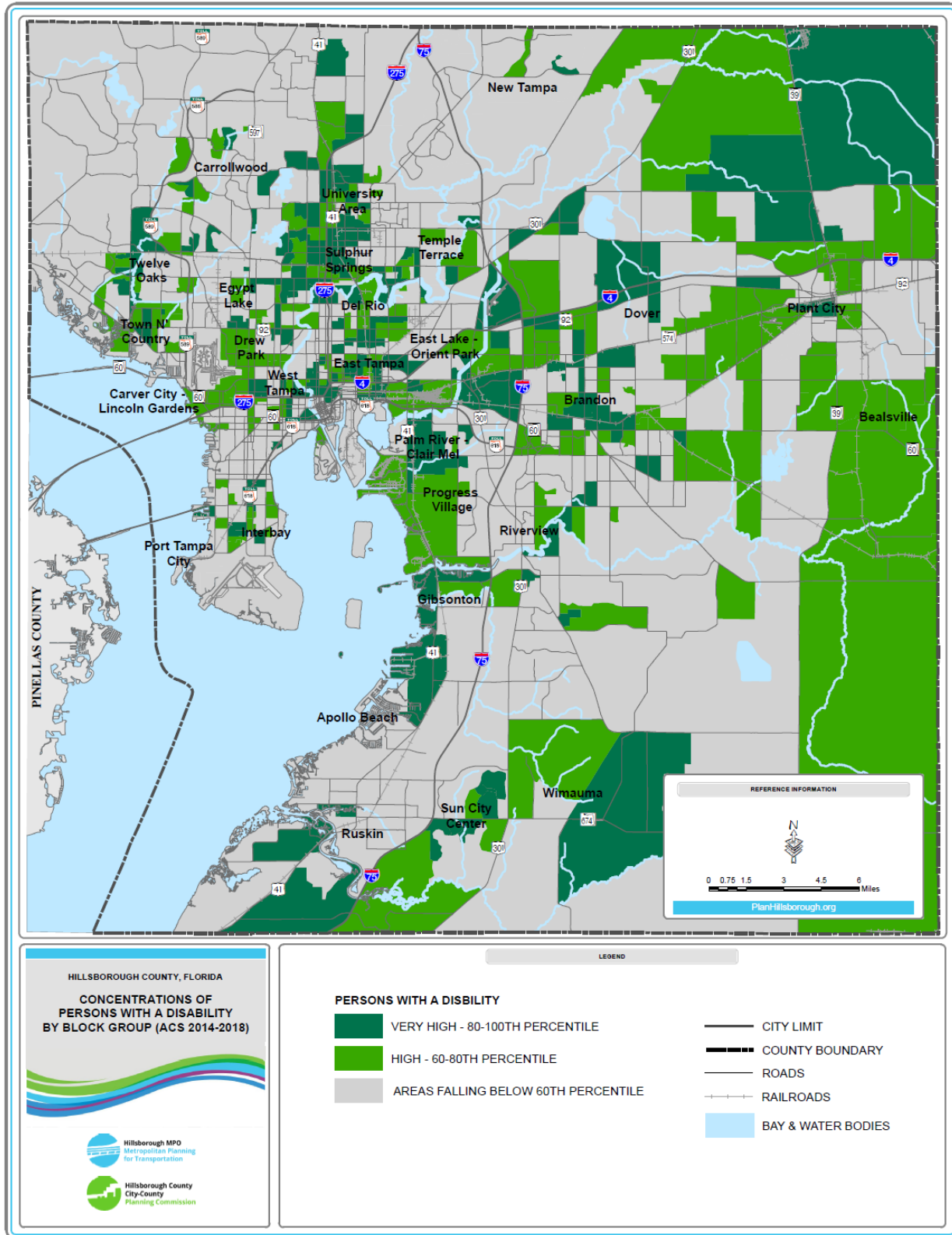


Figure 3: Dot Density of Low-Income Households



Author: barberj

Date: 3/8/2021

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Figure 4: High Concentrations of Disabled People (For Whom Poverty Status is Determined)

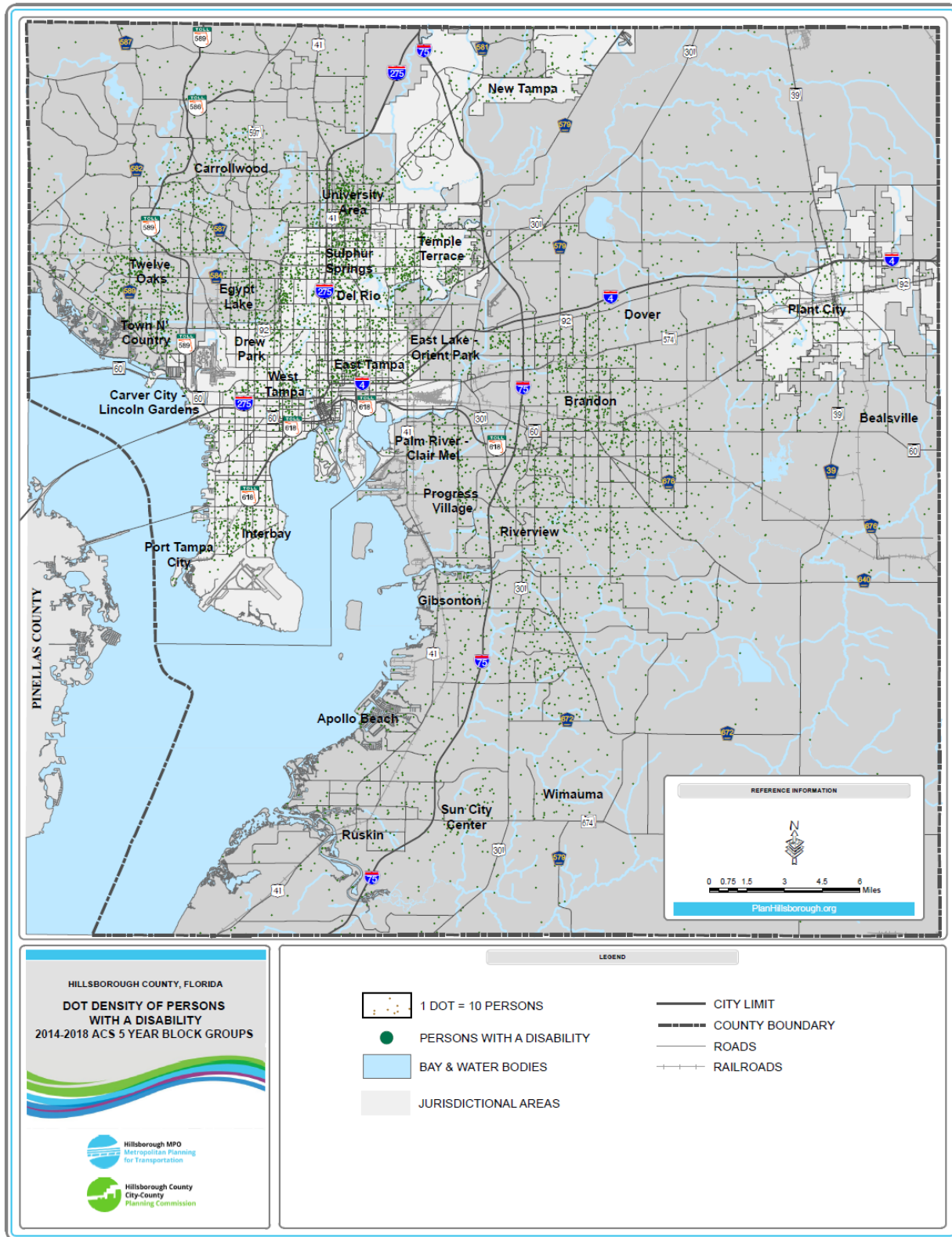


Figure 5: Dot Density of Disabled People (For Whom Poverty Status is Determined)

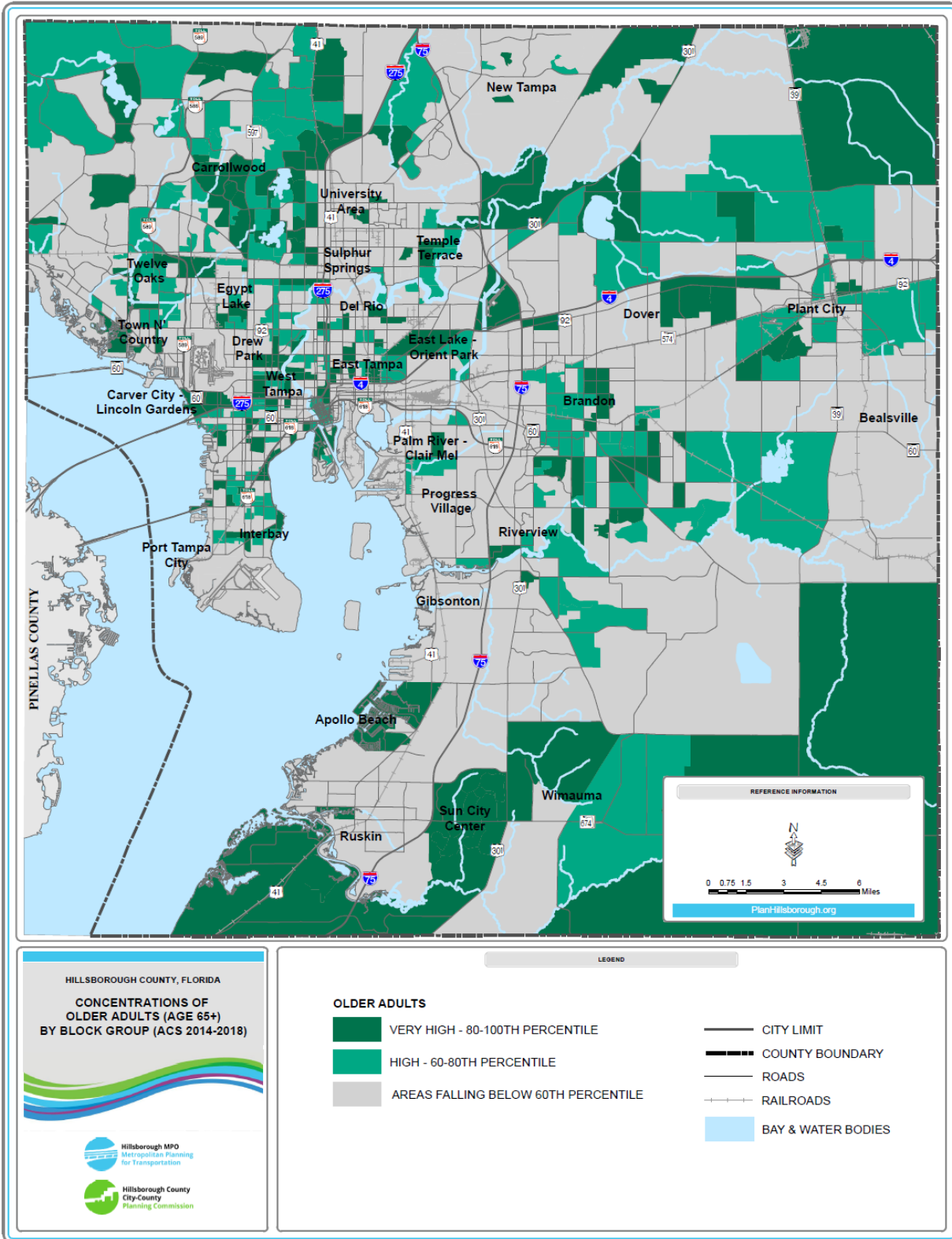


Figure 6: High Concentrations of Older Adults

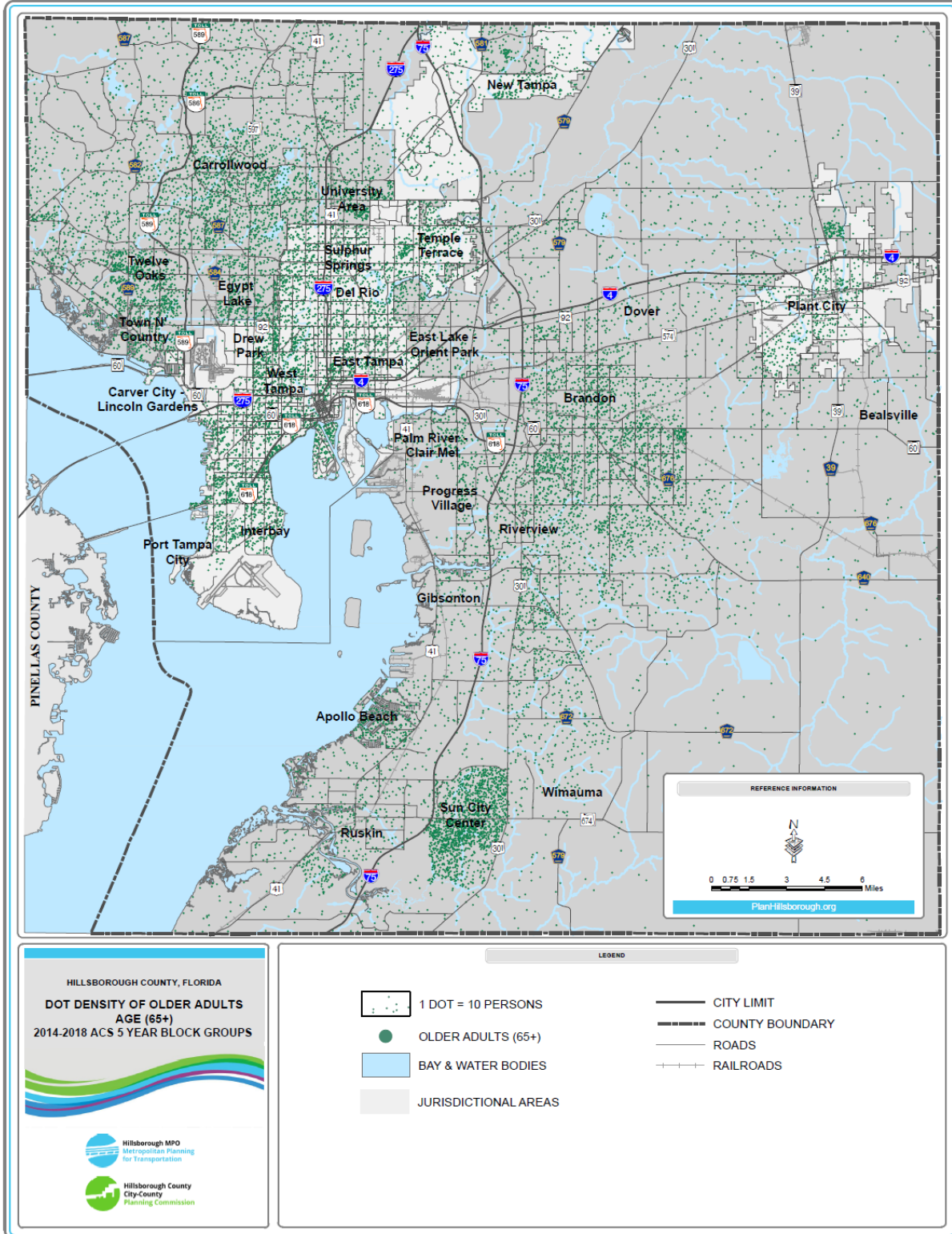


Figure 7: Dot Density of Older Adults

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 A.

Table 4 and Table 5 present the forecasted TD population and the projected severely disabled and trip demand, respectively, in 5-year increments between 2019 and 2029.

Table 4: Projected TD Population

General TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	25,676	26,153	26,639	27,134	27,639	28,152	28,676	29,208	29,751	30,304	30,867
B - Estimate non-elderly/ disabled/not low income	71,637	72,968	74,325	75,706	77,113	78,546	80,006	81,493	83,007	84,550	86,121
G - Estimate elderly/disabled/low income	13,637	13,890	14,149	14,412	14,679	14,952	15,230	15,513	15,801	16,095	16,394
D - Estimate elderly/ disabled/not low income	58,605	59,694	60,804	61,934	63,085	64,257	65,451	66,668	67,907	69,169	70,454
F - Estimate elderly/non-disabled/low income	13,902	14,160	14,424	14,692	14,965	15,243	15,526	15,815	16,109	16,408	16,713
A - Estimate elderly/non-disabled/not low income	125,476	127,808	130,183	132,603	135,067	137,577	140,134	142,739	145,392	148,094	150,846
C - Estimate low income/not elderly/not disabled	143,634	146,303	149,023	151,792	154,613	157,487	160,414	163,395	166,432	169,525	172,675
TOTAL GENERAL TD POPULATION	452,567	460,978	469,545	478,272	487,161	496,215	505,437	514,830	524,398	534,144	544,072
TOTAL POPULATION	1,448,176	1,475,090	1,502,505	1,530,429	1,558,873	1,587,844	1,617,355	1,647,413	1,678,031	1,709,217	1,740,983

1.3.2 Public Involvement

Public involvement is encouraged at the beginning of every meeting held by the TDCB, and 3 minutes are provided per speaker. There were no public comments made at a TDCB meeting in 2020.

Other public involvement in this CTC designation period has included a workshop in 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 a caregiver.
- 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

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.
- Children-at-Risk:

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 2019 Census QuickFacts reports that 22.3% 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 efforts, the TD population is often unable to access basic life services due to limited existing transportation services and service times, as well as supporting infrastructure.

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

Access to Employment

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 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. Generally, a lack of service in rural areas of the county makes it almost impossible for low-income individuals, who live in rural sections of the county, to get jobs at new employment centers.

Access to Employment Education

In addition to providing trips to employment, the Sunshine Line and its coordination contractors provide transportation for employment education programs including adult GED courses, adult day training Programs, and limited-duration vocational training. These are essential programs that support the overall quality of life for the TD population. Similar challenges exist to this access across the county, with a lack of quality bus service and other economic and physical barriers significantly impacting the access to these programs for TD individuals.

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 generally not available. 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 2019/20 Sunshine Line provided an estimated 158,689 nutrition trips, or 49 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.
- 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 2019-2020, it operated a fleet of 68 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 2019/2020, Sunshine Line provided a total of 140,427 door-to-door trips and 182,213 bus pass trips; Coordination Contractors provided 329,598 trips for a total of 653,736 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 fixed- and flex-routes with varying service spans. Figure 8 highlights the low-income population served by the HART system; its important to note that this map shows only existing fixed-route service, and does not depict actual service availability such as late night hours or route frequency.

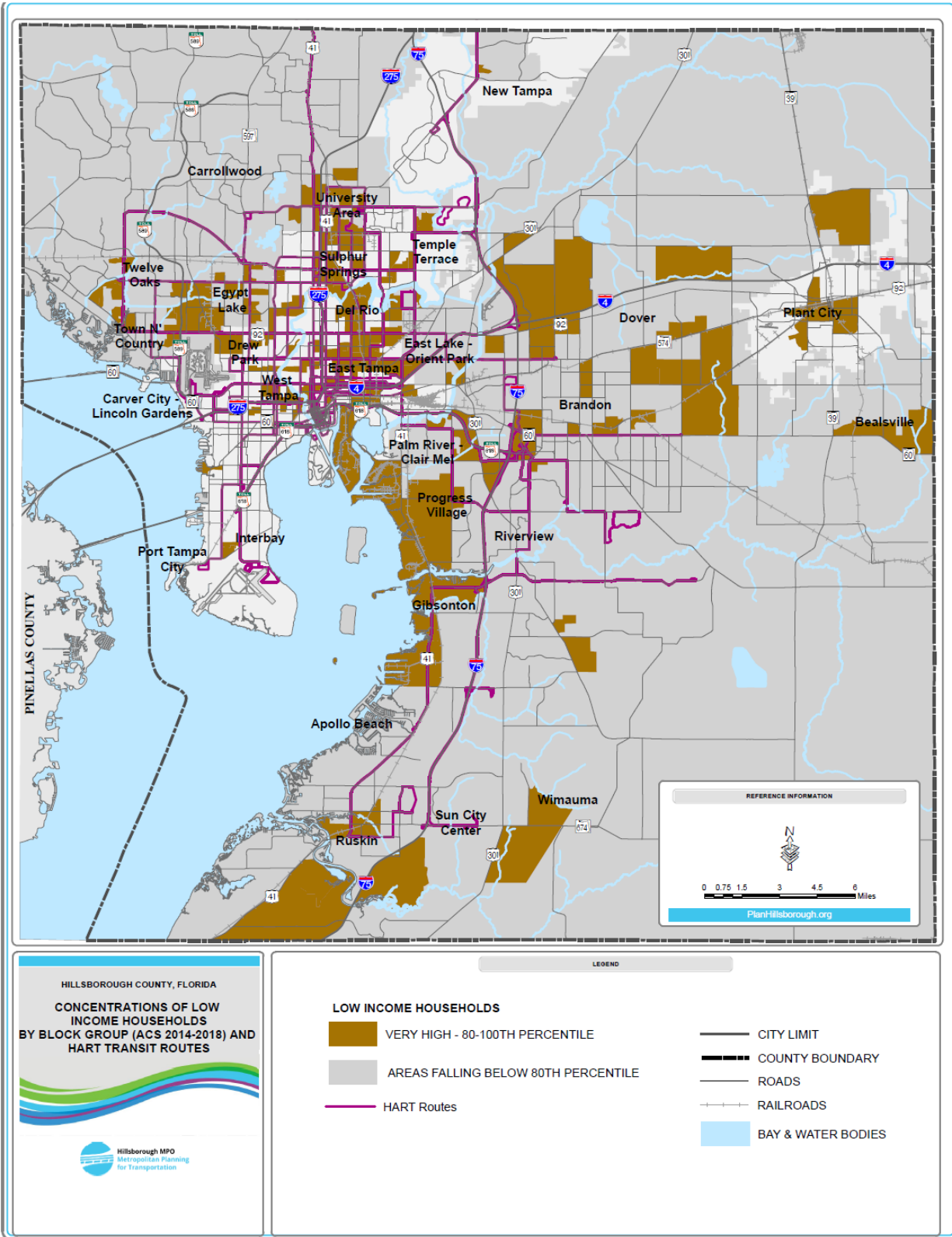


Figure 8: Low Income Households and Transit Coverage

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 6.

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 6: 2021 Coordination Contractors

Coordination Contractors	Transportation Services Provided
Agency for Community Treatment Services (ACTS)	Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.
Angels Unaware, Inc.	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.
Brandon Sports & Aquatics Center	Transportation to the Center's after school, summer camp, and special needs sports and swim programs.
Drug Abuse Comprehensive Coordinating Office (DACCO)	Transportation to treatment services and for residential treatment programs.
Gracepoint Wellness (Mental Health Care Inc)	Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.
HART ADA Complementary Paratransit (Interlocal Agreement)	ADA paratransit to persons within ¾ miles of a bus route.
Human Development Center	Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.
MacDonald Training Center, Inc.	Transportation to/from group homes.
Metropolitan Ministries.	Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments and any other necessary service to provide help.
McClain, Inc.	Transportation for grocery trips, employment, medical, and educational needs.
Northside Mental Health Hospital	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.
Quality of Life Community Services, Inc.	Quality of life trips where or when not otherwise available.
Quest, Inc.	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.
Sunrise Community	Provides transportation for persons with intellectual and physical challenges who live in their Community Living Arrangements (group homes).

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, but was ultimately overturned by the Florida Supreme Court in 2021. With this decision, lack of transportation funding continues to be the major barrier to improved access for the TD population.

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. 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. Seven (7.1) % of the County's residents do not have access to a car, only 14% of residents have access to a good bus service, 20% live near a low-stress place to walk, and only 21% of grocery stores are accessible via good bus service.

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.

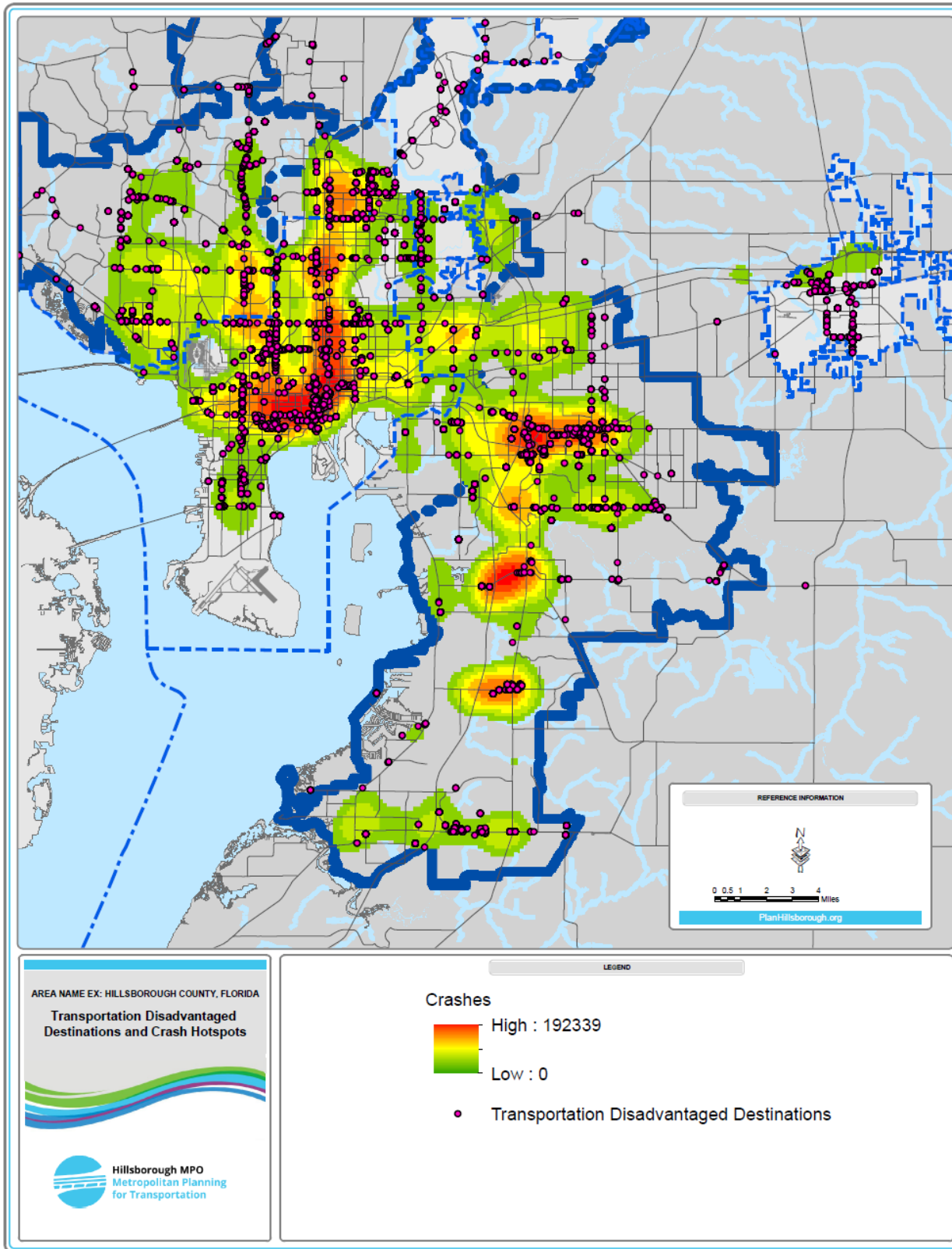
1.5.3 Gaps in Bicycle and Pedestrian Facilities

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. Figure 9 shows the pedestrian crash hotspots in relationship to the TD destinations.

Figure 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 only when required by the CTD until they are able to count actual trips.

Section 2: Goals, Objectives, and Strategies

2.1 Goal, Objectives, and Strategies

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

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 and operating 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.

Strategy 1.6: Continue to work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to advocate for the development, funding, and operation of Tri-County cross county trip services for the TD.

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.

Strategy 2.10: Support and advocate for funding of programming that provides TD peer to peer training that makes the use of different modes of transportation like Uber, Lyft, community bus, water transit and fixed routes safe and easy to understand thus promoting individual independence.

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 2045 Long Range Transportation Plan (LRTP) continues to identify the need for additional paratransit vans in the future.

There is 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.

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 14 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 7

Table 7: Anticipated Capital Purchase Schedule

Description	# of Units	Unit Cost	Total Cost
Major Capital Requests for 2021/22			
Vehicle Replacement (vans with wheelchair lift)	8	\$83,000	\$664,000
Major Capital Requests for 2022/2023			
Vehicle Replacement (vans with wheelchair lift)	6	\$83,000	\$498,000
Total Cost			\$1,162,000

Section 3: Service Plan

3.1 Community Transportation Coordinator Priorities

The Sunshine Line is providing trips for its clients within the declared service hours. When resources are limited, Sunshine Line will use the following priorities to determine the level of service provided. The list below details the trips that are considered Priority I through Priority V. All other trips are scheduled as resources are available.

- **Priority I:**
 - Life Sustaining Medical (dialysis, chemotherapy, radiation, etc.)
 - Other Medical Appointments and Treatments
 - Mental Health
 - Dental
 - Drug Treatment/Therapy
 - Pharmacy
 - Physical Therapy/Rehabilitation
- **Priority II:**
 - Grocery
 - Human and Social Services
 - Shopping
 - Medical Records
 - Hospital Discharge
- **Priority III:**
 - Personal Business (Government office, bank, post office, legal, hair appointments, etc.)
 - Employment for Persons with Disabilities
- **Priority IV:**
 - Employment
 - Education**
 - Recreation
 - Social
- **Priority V:**
 - Other

**Education refers to employment training, Adult GED Training, and Special Needs Employment and Vocational Programs

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. Limited Saturday service is provided within local communities from 8:00 a.m. through 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 processed. Same-day door-to-door 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.
- Eligibility for bus passes must include inability to purchase transportation by meeting the income eligibility above. The CTC may consider a supplemental application to

consider living expenses for bus pass applicants who are not “low-income” based on the above income criteria, but have a financial hardship paying transit fares.

- Must use the fixed-route/ADA transit system, if available, and they have the ability.

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 6.

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 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 is included in Appendix B.

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 10.

Figure 10: System Safety Certification



Hillsborough
County Florida

SUNSHINE LINE

PO Box 1110, Tampa, FL 33601-1110
(813) 272-7272

SAFETY CERTIFICATION

DATE: May 27, 2021

NAME: Hillsborough County Sunshine Line

ADDRESS: 2709 E Hanna Ave, Tampa FL 33610

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: _____

Scott Clark 6/8/2021

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

BOARD OF COUNTY
COMMISSIONERS
Harry Cohen
Ken Hagan
Pat Kemp
Gwendolyn "Gwen" Myers
Kimberly Overman
Mariella Smith
Stacy R. White
COUNTY ADMINISTRATOR
Bonnie M. Wise
COUNTY ATTORNEY
Christine M. Beck
INTERNAL AUDITOR
Peggy Caskey

CHIEF HUMAN SERVICES
ADMINISTRATOR
Carl S. Harness

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, Public Schools 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 <https://www.hillsboroughcounty.org/en/residents/social-services/transportation>. 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)

Smoking is not 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 may be provided when authorized and funded by a purchasing agency based on resource availability. 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.

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 Workplace Policy. The coordinator will comply with the 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 they are 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

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.



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)
Attn: TD Planner

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 every 5 years.

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 distributes 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 TPO staff members tabulate this information and draft a report for the review of the TDCB Evaluation Committee. Hillsborough County TPO 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 TPO for their information. 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 TPO 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 TPO. 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 TPO.

Section 5: Fare Structure

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.

The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2020/2021 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 2019/2020.

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, 2021**

<u>DOOR-TO-DOOR SERVICE</u>	<u>RATE PER ONE-WAY TRIP</u>
AMBULATORY TRIP	\$40.60
WHEELCHAIR TRIP	\$69.60
(Requiring the use of a vehicle lift)	
GROUP TRIP* PER PASSENGER	\$19.88

*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	\$75.02
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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.

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

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: 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.

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 2014-2019 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 2014-2019, the following basic population characteristics were input into the model:

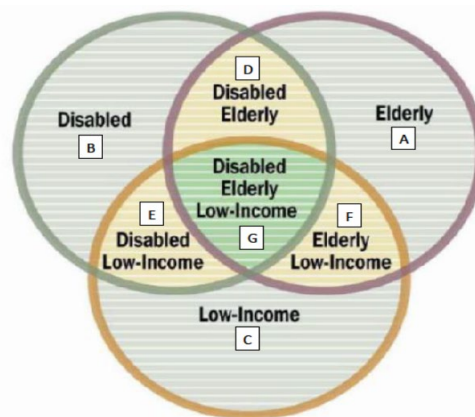
- Total population by age
- Population below poverty level by age
- Total population with a disability by age
- Total population with a disability and below poverty level by age

Additional information entered into the model included the 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. 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.

Figure 11: 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 8: Projected TD Population

General TD Population Forecast	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	25,676	26,153	26,639	27,134	27,639	28,152	28,676	29,208	29,751	30,304	30,867
B - Estimate non-elderly/ disabled/not low income	71,637	72,968	74,325	75,706	77,113	78,546	80,006	81,493	83,007	84,550	86,121
G - Estimate elderly/disabled/low income	13,637	13,890	14,149	14,412	14,679	14,952	15,230	15,513	15,801	16,095	16,394
D - Estimate elderly/ disabled/not low income	58,605	59,694	60,804	61,934	63,085	64,257	65,451	66,668	67,907	69,169	70,454
F - Estimate elderly/non-disabled/low income	13,902	14,160	14,424	14,692	14,965	15,243	15,526	15,815	16,109	16,408	16,713
A - Estimate elderly/non-disabled/not low income	125,476	127,808	130,183	132,603	135,067	137,577	140,134	142,739	145,392	148,094	150,846
C - Estimate low income/not elderly/not disabled	143,634	146,303	149,023	151,792	154,613	157,487	160,414	163,395	166,432	169,525	172,675
TOTAL GENERAL TD POPULATION	452,567	460,978	469,545	478,272	487,161	496,215	505,437	514,830	524,398	534,144	544,072
TOTAL POPULATION	1,448,176	1,475,090	1,502,505	1,530,429	1,558,873	1,587,844	1,617,355	1,647,413	1,678,031	1,709,217	1,740,983

Table 9: Calculation of Critical Need Transportation Disadvantaged Population

CALCULATION OF CRITICAL NEED TRANSPORTATION DISADVANTAGED POPULATION

Hillsborough County

Census Data from: 2019

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
< 5 Years of Age	744	4.20%	31	0
5-17	11,778	4.20%	495	0.21%
18-34	20,646	6.30%	1,301	0.38%
35-64	64,145	13.84%	8,878	1.55%
Total Non Elderly	97,313		10,704	0.87%
65-74	33,243	27.12%	9,016	7.09%
75+	38,999	46.55%	18,154	21.50%
Total Elderly	72,242		27,170	12.84%
Total	169,555		37,874	2.62%

% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
28.60%	3,061
11.70%	3,179
	6,240

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	7,643	3,061	10,704
Elderly	23,991	3,179	27,170
TOTAL	31,634	6,240	37,874

TRIP RATES USED	
Low Income Non Disabled Trip Rate	
Total	2.400
<u>Less</u>	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
Severely Disabled Trip Rate	
Special Transit	0.049

Low Income & Not Disabled = C + F			
<u>Assumes</u>			
27.2%	xx % without auto access	157,536	
6.5%	xx % without transit access	10,240	
32.0%		3,277	
Total Actual Critical TD Population			
Severely Disabled		37,874	
Low Income ND		3,277	
Totals		41,151	

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION		
Calculation of Daily Trips		
Total Actual Critical TD Population	Daily Trip Rates Per Person	Total Daily Trips
Severely Disabled	0.049	1,856
Low Income ND	1.899	6,223
Totals		8,078

Table 10: Calculation of General Transportation Disadvantaged Population

CALCULATION OF GENERAL TRANSPORTATION DISADVANTAGED POPULATION

Hillsborough County

Census Data from 2019

County Pop. By Age	Total Pop by Age	% of Total Pop	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	88,422	6.1%	16,195	1.1%	744	0.4%	0	0.00%
5-17	233,982	16.2%	43,057	3.0%	11,778	0.8%	2,880	0.20%
18-34	341,134	23.6%	49,221	3.4%	20,646	1.4%	4,199	0.29%
35-64	573,018	39.6%	60,837	4.2%	64,145	4.4%	18,597	1.28%
Total Non Elderly	#####	85.4%	169,310	11.7%	97,313	6.7%	25,676	1.77%
65-74	127,166	8.8%	15,782	1.1%	33,243	2.3%	6,613	0.46%
75+	84,454	5.8%	11,757	0.8%	38,999	2.7%	7,024	0.49%
Total Elderly	211,620	14.6%	27,539	1.9%	72,242	5.0%	13,637	0.94%
Total	#####	100%	196,849	13.6%	169,555	11.7%	39,313	2.71%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	25,676
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	71,637
G - Estimate elderly/disabled/low income	From Base Data (I14)	13,637
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	58,605
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	13,902
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	125,476
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	143,634
Total - Non-Duplicated		452,567

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	452,567	31.3%



Investments Levels Methodology

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 12 summarizes the costs.

Table 11: 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



Appendix B: 2020 Vehicle Inventory

Appendix C: Annual Operating Report and Fare Structure Justification

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CTC Organization

County: Hillsborough

CTC Status: Submitted

Fiscal Year: 7/1/2019 - 6/30/2020

CTD Status: Under Review

Date Initiated: 9/4/2020

CTC Organization Name: Hillsborough County Board of County Commissioners
Address: 2709 E Hanna Ave
City: Tampa
State: FL
Zip Code: 33610
Organization Type: County
Network Type: Partial Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 1
Coordination Contractors: Yes
Number of Coordination Contractors: 14
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Commissioner Mariella Smith
CTC Contact: Karen Smith
CTC Contact Title: Business & Compliance Coordinator, Sunshine Line
CTC Contact Email: smithk@hillsboroughcounty.org
Phone: (813) 276-8126

CTC Certification

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

CTC Representative (signature):  _____

LCB Certification

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

LCB Chairperson (signature):  _____

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Florida Commission for the



CTC Trips

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County
Board of County
Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	1,937	N/A	1,937	6,299	N/A	6,299
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	180,276	N/A	180,276	136,704	N/A	136,704
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	129,764	278,733	408,497	170,697	395,188	565,885
Non-Ambulatory	10,663	50,865	61,528	11,464	87,167	98,631
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	1,498	N/A	1,498	2,524	N/A	2,524
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	324,138	329,598	653,736	327,688	482,355	810,043
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	1,498	N/A	1,498	2,524	N/A	2,524
Total - Contracted Transportation Operator Trips	1,498	0	1,498	2,524	0	2,524
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	30,272	30,272	0	27,174	27,174
Agency for Persons with Disabilities (APD)	0	96,070	96,070	0	105,865	105,865
Comm for the Transportation Disadvantaged (CTD)	195,495	N/A	195,495	182,643	N/A	182,643
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	2,470	6,353	8,823	6,427	11,923	18,350
Dept of Education (DOE)	0	192	192	0	13	13
Dept of Elder Affairs (DOEA)	29,546	0	29,546	28,167	0	28,167
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	3,070	0	3,070	260	0	260
Dept of Transportation (DOT)	0	87,289	87,289	0	171,815	171,815
Local Government	93,557	75,189	168,746	110,191	101,282	211,473
Local Non-Government	0	16,050	16,050	0	18,475	18,475
Other Federal & State Programs	0	18,183	18,183	0	45,808	45,808
Total - Revenue Source	324,138	329,598	653,736	327,688	482,355	810,043

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CTC Trips (cont'd)

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County
Board of County
Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	7,342	1,775	9,117	10,701	1,054	11,755
Children At Risk	0	2,345	2,345	0	954	954
Persons With Disabilities	257,168	310,658	567,826	69,425	463,334	532,759
Low Income	57,706	12,039	69,745	244,305	14,184	258,489
Other	1,922	2,781	4,703	3,257	2,829	6,086
Total - Passenger Type	324,138	329,598	653,736	327,688	482,355	810,043
Trip Purpose - One Way						
Medical	64,875	83,071	147,946	72,315	128,269	200,584
Employment	13,413	41,919	55,332	12,689	63,379	76,068
Education/Training/Daycare	15,362	121,147	136,509	21,324	157,900	179,224
Nutritional	158,689	5,274	163,963	139,082	7,986	147,068
Life-Sustaining/Other	71,799	78,187	149,986	82,278	124,821	207,099
Total - Trip Purpose	324,138	329,598	653,736	327,688	482,355	810,043
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	9,139	19,769	28,908	11,524	14,891	26,415
Total - UDPHC	9,139	19,769	28,908	11,524	14,891	26,415
Unmet & No Shows						
Unmet Trip Requests	70	N/A	70	403	N/A	403
No Shows	4,467	N/A	4,467	5,405	N/A	5,405
Customer Feedback						
Complaints	40	N/A	40	58	N/A	58
Commendations	211	N/A	211	299	N/A	299

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CTC Vehicles & Drivers

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County
Board of County
Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	1,244,971	2,730,744	3,975,715	1,274,751	2,952,397	4,227,148
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	14,071	N/A	14,071	14,462	N/A	14,462
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	1,259,042	2,730,744	3,989,786	1,289,213	2,952,397	4,241,610
Roadcalls & Accidents						
Roadcalls	55	69	124	76	351	427
Chargeable Accidents	5	81	86	5	23	28
Vehicle Inventory						
Total Number of Vehicles	83	224	307	76	233	309
Number of Wheelchair Accessible Vehicles	72	94	166	65	109	174
Drivers						
Number of Full Time & Part Time Drivers	84	747	831	77	723	800
Number of Volunteer Drivers	0	0	0	0	0	0

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CTC Revenue Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County
Board of County
Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 2,320,797	\$ 2,320,797	\$ 0	\$ 1,570,352	\$ 1,570,352
Agency for Persons with Disabilities (APD)	\$ 0	\$ 739,570	\$ 739,570	\$ 0	\$ 760,148	\$ 760,148
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 39,532	\$ 187,673	\$ 227,205	\$ 26,763	\$ 294,126	\$ 320,889
Dept of Education (DOE)	\$ 0	\$ 10,132	\$ 10,132	\$ 0	\$ 1,788	\$ 1,788
Dept of Elder Affairs (DOEA)	\$ 414,197	\$ 0	\$ 414,197	\$ 548,860	\$ 0	\$ 548,860
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 39,533	\$ 0	\$ 39,533	\$ 26,763	\$ 0	\$ 26,763
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 2,186,582	N/A	\$ 2,186,582	\$ 2,243,830	N/A	\$ 2,243,830
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 3,989,580	\$ 3,989,580	\$ 0	\$ 4,646,149	\$ 4,646,149
49 USC 5310	\$ 0	\$ 183,468	\$ 183,468	\$ 0	\$ 333,168	\$ 333,168
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,873	\$ 3,873
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 5,409,091	\$ 3,347,703	\$ 8,756,794	\$ 3,986,241	\$ 2,642,503	\$ 6,628,744
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 4,671	\$ 4,671	\$ 0	\$ 4,132	\$ 4,132
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 49,538	\$ 876,016	\$ 925,554	\$ 65,567	\$ 841,314	\$ 906,881
Donations/Contributions	\$ 0	\$ 33,524	\$ 33,524	\$ 0	\$ 32,478	\$ 32,478
In-Kind Services	\$ 0	\$ 20,655	\$ 20,655	\$ 0	\$ 32,454	\$ 32,454
Other Non-Government	\$ 0	\$ 589,026	\$ 589,026	\$ 888	\$ 534,541	\$ 535,429
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 146,804	\$ 146,804	\$ 0	\$ 140,954	\$ 140,954
Other State Programs	\$ 0	\$ 458,050	\$ 458,050	\$ 0	\$ 362,631	\$ 362,631
Total - Revenue Sources	\$ 8,138,473	\$ 12,907,669	\$ 21,046,142	\$ 6,898,912	\$ 12,200,611	\$ 19,099,523

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Florida Commission for the



CTC Expense Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County
Board of County
Commissioners

Fiscal Year: 07/01/2019 - 06/30/2020

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 3,124,420	\$ 7,039,001	\$ 10,163,421	\$ 2,864,242	\$ 7,106,279	\$ 9,970,521
Fringe Benefits	\$ 1,277,398	\$ 1,954,267	\$ 3,231,665	\$ 1,133,862	\$ 1,026,449	\$ 2,160,311
Services	\$ 642,363	\$ 1,598,382	\$ 2,240,745	\$ 529,585	\$ 1,639,480	\$ 2,169,065
Materials & Supplies Consumed	\$ 370,422	\$ 998,362	\$ 1,368,784	\$ 509,359	\$ 1,238,888	\$ 1,748,247
Utilities	\$ 54,430	\$ 129,013	\$ 183,443	\$ 46,547	\$ 115,831	\$ 162,378
Casualty & Liability	\$ 90,852	\$ 817,550	\$ 908,402	\$ 82,693	\$ 698,572	\$ 781,265
Taxes	\$ 0	\$ 3,721	\$ 3,721	\$ 0	\$ 2,313	\$ 2,313
Miscellaneous	\$ 21,245	\$ 54,495	\$ 75,740	\$ 29,755	\$ 176,696	\$ 206,451
Interest	\$ 0	\$ 980	\$ 980	\$ 0	\$ 1,323	\$ 1,323
Leases & Rentals	\$ 0	\$ 1,470	\$ 1,470	\$ 0	\$ 779	\$ 779
Capital Purchases	\$ 1,235,045	\$ 124,290	\$ 1,359,335	\$ 949,131	\$ 84,929	\$ 1,034,060
Contributed Services	\$ 0	\$ 87,518	\$ 87,518	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 142,661	\$ 98,620	\$ 241,281	\$ 0	\$ 85,702	\$ 85,702
Purchased Transportation Services						
Bus Pass	\$ 1,154,473	N/A	\$ 1,154,473	\$ 714,750	N/A	\$ 714,750
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 25,164	N/A	\$ 25,164	\$ 38,988	N/A	\$ 38,988
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 8,138,473	\$ 12,907,669	\$ 21,046,142	\$ 6,898,912	\$ 12,177,241	\$ 19,076,153



County: Hillsborough
Hillsborough County Board of County
Commissioners
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813-276-8126
Email: smithk@hillsboroughcounty.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	28,908



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	79,699	143,003	182,213
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	654,621	664,516	470,025
TNC	0	0	0
Taxi	0	2,524	1,498
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	734,320	810,043	653,736

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	207,855	200,584	147,946
Employment	66,584	76,068	55,332
Ed/Train/DayCare	203,006	179,224	136,509
Nutritional	86,474	147,068	163,963
Life-Sustaining/Other	170,401	207,099	149,986
TOTAL TRIPS	734,320	810,043	653,736

Passenger Trips By Revenue Source	2018	2019	2020
CTD	118,535	182,643	195,495
AHCA	0	27,174	30,272
APD	109,720	105,865	96,070
DOEA	34,921	28,167	29,546
DOE	0	13	192
Other	471,144	466,181	302,161
TOTAL TRIPS	734,320	810,043	653,736

Trips by Provider Type	2018	2019	2020
CTC	231,149	325,164	322,640
Transportation Operator	0	2,524	1,498
Coordination Contractor	503,171	482,355	329,598
TOTAL TRIPS	734,320	810,043	653,736

Vehicle Data	2018	2019	2020
Vehicle Miles	4,454,998	4,241,610	3,989,786
Roadcalls	307	427	124
Accidents	12	28	86
Vehicles	271	309	307
Drivers	713	800	831

Financial and General Data	2018	2019	2020
Expenses	\$17,162,838	\$19,076,153	\$21,046,142
Revenues	\$17,072,314	\$19,099,523	\$21,046,142
Commendations	235	299	211
Complaints	125	58	40
Passenger No-Shows	9,498	5,405	4,467
Unmet Trip Requests	241	403	70

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.27	0.66	2.16
Miles between Roadcalls	14,511	9,934	32,176
Avg. Trips per Passenger	21.92	30.67	22.61
Cost per Trip	\$23.37	\$23.55	\$32.19
Cost per Paratransit Trip	\$25.01	\$27.57	\$42.27
Cost per Total Mile	\$3.85	\$4.50	\$5.28
Cost per Paratransit Mile	\$3.67	\$4.33	\$5.00