



**Hillsborough TPO**  
Transportation  
Planning Organization

Hillsborough County

# Transportation Disadvantaged Service Plan 2022-2026

Final

October 2021

*Prepared for*



**Hillsborough TPO**  
Transportation  
Planning Organization

*Prepared by*



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**TDSP Certification**

The Hillsborough County Local Coordinating Board for the Transportation Disadvantaged (TDCB) hereby certifies that an annual evaluation of the Community Transportation Coordinator (CTC) was conducted consistent with the policies of the Commission for the Transportation Disadvantaged (CTD) and that all recommendations of the CTC evaluation have been incorporated in this plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan (TDSP) was reviewed in its entirety and approved by the Board at an official meeting held on October 22, 2021.

10/29/2021

Date

DocuSigned by:  
*Commissioner Mariella Smith*  
9E09718B59CC441...

Commissioner Mariella Smith  
Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

David Darm, Executive Director

## Local Coordinating Board Roll Call Vote

Hillsborough County's 2022-2026 TDSP was approved by the Local Coordinating Board on October 22, 2021, in a roll call vote of 12-0. The members present for the meeting and their vote are represented below.

Member Name	Representing	Yes	No	Absent
<b>Commissioner Mariella Smith, Chair</b>	Elected Official	X		
<b>Gloria Mills, Vice Chair</b>	Persons with Disabilities	X		
<b>Craig Forsell</b>	Elderly	X		
<b>VACANT</b>	Users of the TD system			
<b>Artie Fryer</b>	Citizen Advocate	X		
<b>Cassandra Blaylock</b>	Economically Disadvantaged	X		
<b>Glenn Brown</b>	Children-at-Risk	X		
<b>Nancy Castellano</b>	Local For-Profit Transportation Industry			X
<b>VACANT</b>	Hillsborough County Public Schools			
<b>Leslene Gordon, Ph.D.</b>	Florida Department of Health	X		
<b>John E. Pelkey</b>	Local Veterans Administration			X
<b>Councilmember Luis Viera</b>	Local Mass Transit System's Board, HART			X
<b>Tracy Noyes</b>	Florida Department of Transportation, District Seven	X		
<b>Beth Pasek</b>	Department of Children and Families	X		
<b>Mark Harsbarger</b>	Department of Education/Division of the Blind			X
<b>Kristina Melling</b>	Florida Department of Elder Affairs	X		
<b>Emily Hughart</b>	Agency of Health Care Administration	X		
<b>Jody Toner</b>	Tampa Bay WorkForce Alliance			X
<b>Mike Lacey</b>	Agency for Persons with Disabilities	X		

# 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: the county’s TD eligible population, the county’s total centerline miles of public roads, the total TD services provided by trip and equipment grant funds, and the total allocated amount of trip and equipment funds. 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 Transportation Planning Organization (TPO) is the DOPA for Hillsborough County.

To maintain presence on a local level, the CTD has established a LCB 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. In Hillsborough County, this is done by the County’s Transportation Disadvantaged Coordinating Board (TDCB).

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 TPO 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, 2021. Sunshine Line is a department within Hillsborough County and the operator of the TD services for the county.

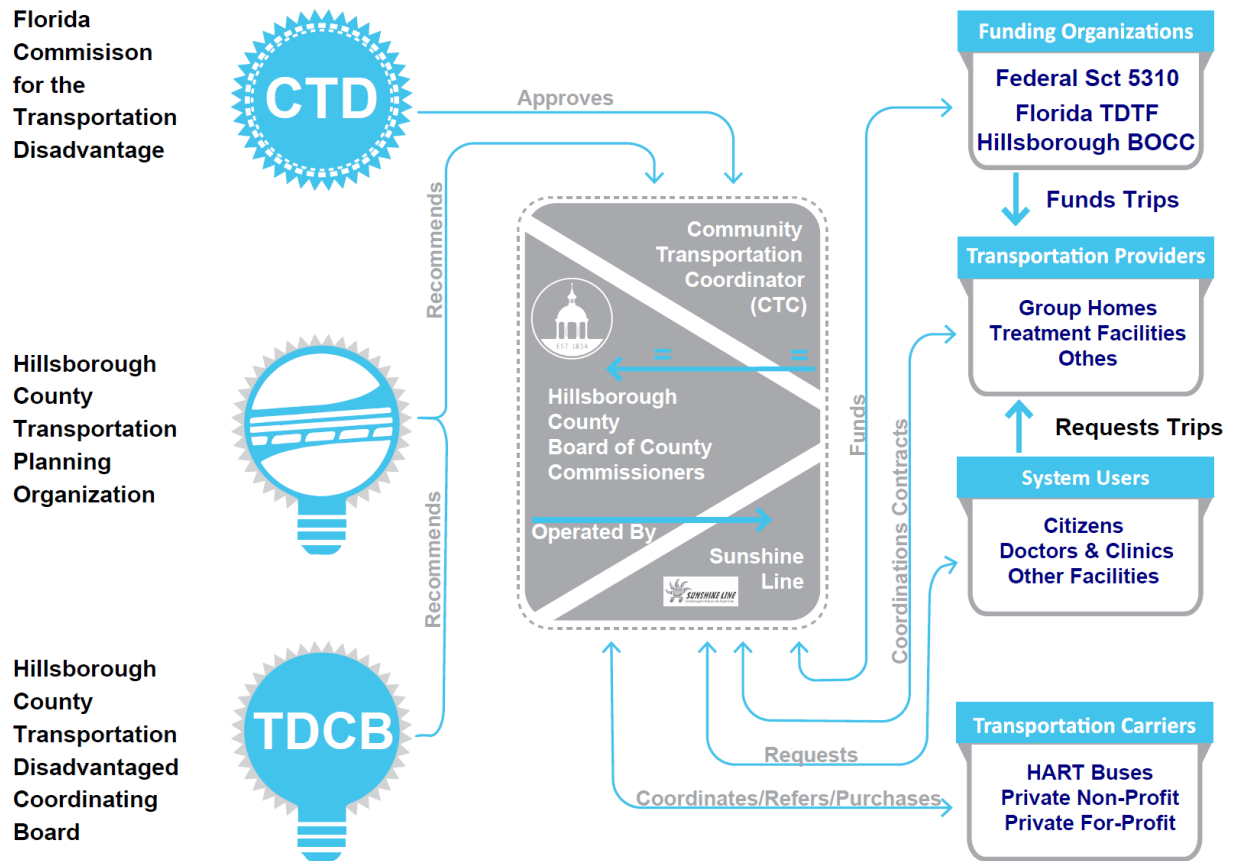
The organizational chart, shown in Figure 1, identifies all those who are involved in the provision of TD services in Hillsborough County, including the CTD, Hillsborough County TPO, TDCB, and CTC.

### **1.1.3 Local Coordinating Board Membership**

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

There are 19 members, each representing an aspect of the TD community. Meetings are held on the fourth Friday of every other month at 9:30 a.m.

**Figure 1: Hillsborough County Transportation Disadvantaged Program**



#### 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.

##### *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's locally developed TDSP will continue to support the 5-year and 20-year Transportation Disadvantaged Plan.

##### *Comprehensive Plans of Hillsborough County, City of Tampa, City of Temple Terrace, and City of Plant City*

The Comprehensive Plans of Hillsborough County and the other local jurisdictions – City of Tampa, City of Temple Terrace, and City of Plant City provide broad support of the transportation disadvantaged system, including specific TD goals and objectives, support for the public transportation system, improved multimodal options, and mixes of uses that enable the transportation disadvantaged to readily access their basic needs. For example, the Hillsborough County Comprehensive Plan currently contains the following goal, objective, and policies:

- 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.

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.

#### *Tampa Bay Area Regional Transportation Authority, Regional Transit Development Plan*

Tampa Bay Area Regional Transportation Authority (TBARTA) has developed and adopted a Regional Transportation Development Plan (RTDP) for the five-county west central Florida region. The TBARTA RTDP functions as a strategic guide for TBARTA and its partner agencies that represents the vision for transit in the Tampa Bay region for the next 10 years.

The Plan's vision is to advance regional transportation needs by planning, funding, operating, and branding a regional transit system. Goals to achieve this vision include having TBARTA develop, implement, and operate a safe, sustainable, and effective regional transit system and commuter services program, in which the agency would evaluate the need for regional TD services within the five-county area and fill the needs as warranted.

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

The 2045 LRTP directs federal and state dollars towards transportation investments we value in our community. It looks out at least 20 years and must be updated every five years. Specific to the TD population, the 2045 LRTP identifies the need for real choices when not driving; 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 percent of the County's residents do not have access to a car, only 14 percent of residents have access to a good bus service, 20 percent live near a low-stress place to walk, and only 21 percent 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.

The 2045 LRTP also examined the availability of public transit services for the transportation disadvantaged in Hillsborough County with and without the additional transportation sales tax funding. The Plan estimated that only around 175,000 transportation disadvantaged people would be unserved by transit in 2045 with the sales tax, compared to nearly 264,000 transportation disadvantaged people that would be unserved without the sales tax funding. In addition, the sales tax would have reduced annual paratransit trip needs by nearly 280,000 trips and annual operating costs by \$7 million.

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 Environmental Justice (EJ) communities, which include low-income communities. Impact-offset strategies were identified for 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.

#### *Hillsborough Area Regional Transit, Transit Development Plan*

HART's 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 2021 update to the TDP focused on recent accomplishments and future needs. The COVID-19 pandemic and the overturning of the sales tax for transportation has significantly impacted HART's operations and long-term planning.

Major projects include the **HARTPlus Voucher Program**, which is funded by FDOT and provides funding for residents with disabilities to access employment, postsecondary education and training, and community services. The program has made over 301,000 trips in the past four years, and the grant is currently authorized through June 30, 2022. The Program is run through a partnership with Yellow Cab to provide these trips; HARTPlus customers who choose the voucher program call the provider to book a trip, including same day trips. Additionally, HART has implemented an electronic payment system that uses a contactless smart card and mobile app, called Flamingo Fares. Pinellas Suncoast Transit Authority (PSTA) has also implemented this new fare system, and plans are underway to expand to Pasco, Hernando, and Sarasota counties. This technology will enhance regional travel for those who need to transfer between transit systems.

HART has received a service development grant from the FDOT to provide a **circulator service in the Tampa Innovation District/University area**. In addition, HART is currently working with FDOT and local jurisdictions to fund a **bus rapid transit (BRT) project** along the Florida Avenue corridor between Downtown Tampa and the University Area. Other projects in the works include a **Regional Rapid Transit** project, led by TBARTA, between Downtown St. Petersburg, the Gateway area, Westshore, Downtown Tampa, the University area, and Wesley Chapel along I-275; transit planning in **Plant City**, led by the TPO, which includes a local circulator and an express route between Downtown

Plant City and Downtown Tampa; and an extension and modernization of the **Streetcar** in Downtown Tampa led by the City of Tampa. A **bus stop accessibility** study and audit is currently underway, as well.

#### *Tri-County Access Plan (2014)*

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.

### 1.1.5 Public Involvement

The TDSP public involvement process is required to allow representatives of public, private, and non-profit transportation and social/human service providers, and other stakeholders to participate in the development of the Plan.

To gather input and guide the needs assessment, social service agency representatives were asked to provide feedback on the transportation needs of their clients. Representatives from these agencies were contacted as they work directly with members of the TD population on a daily basis, often serving multiple clients per day. Outreach efforts included two online surveys and a follow-up phone interview with those agency representatives who were interested in providing additional information. Additionally, survey results from the 2020 CTC Evaluation customer survey were reviewed to gain insight from existing customers of Sunshine Line door-to-door services and participants of the bus pass program. Summaries of these efforts can be found below, while the full survey results can be found in Appendix A.

#### *Phase I Online Survey*

Using the TPO's list of key organizations, an online survey link was distributed via email to 234 Hillsborough County social service organizations in March 2021. The survey consisted of 14 questions regarding organization and client characteristics, as well as transportation concerns that affect the population(s) they serve. The survey also allowed for comments. A total of 29 surveys were completed. Although this effort yielded a 12 percent response rate, three-quarters of the agencies represented serve over 100 clients at any given time.

The respondents indicated that the top activities their clients were unable to access include healthcare, grocery shopping, work, and recreation. The transportation modes typically used include HART fixed-route service, getting rides from family or friends, walking, and Sunshine Line. The main transportation challenges their clients face include an inability to pay for services, the bus is not available at the time they need, or the bus does not take them to where they need to go.

Respondents were also given the opportunity to provide their contact information if they were interested in offering additional feedback via a second online survey or a phone conversation. Twenty-two of the respondents expressed interest and provided their email addresses and/or phone numbers.

#### *Phase II Online Survey*

The Phase I online survey asked respondents whether they would be willing to provide more information via a brief phone conversation or through email. A total of 12 respondents said they would be interested in providing more feedback via email. A follow-up, five-question survey was distributed to those who provided their email address, and five responses were received.

Respondents from this survey included representatives from Northside Behavioral Health Center, Meals on Wheels of Tampa, Children's Board Hillsborough County, and Dawning Family Services. The respondents provided more information on their clients' biggest transportation challenges and offered possible solutions for those challenges. These can be found in Table 1.

**Table 1: Client transportation challenges and solutions**

Challenges	Solutions/Needs
Bus service is not very available in South County and Plant City.	Increased bus service outside of City of Tampa core.
Driving. Many drive but should not, but choose to as it is the only choice. Inability to drive or have friends take them as they have a wheelchair, etc.	Greater access to fast transportation with dignity. Some use resources provided by their health care provider. In many cases, these individuals are ill and have very long waits. They may wait at their appointment 2 hours or more to be picked up.
For HART riders, the bus schedule sometimes does not meet the hours needed.	More early morning/late evening bus times for those who have overnight jobs.
Cost of bus passes are unaffordable for low-income families to purchase regularly.	More options for the agency to obtain bus passes for their clients who are seeking employment.
Finding the appropriate information regarding available transportation services.	More community-based resources that can be passed to clients.
Finding someone to help them with transportation.	
Individuals who don't have Medicare or Medicaid to access these modes of transportation.	

### *Social Service Agency Phone Interviews*

In addition to the follow-up online survey, Phase II of the social service provider public outreach included calls via Microsoft Teams with providers that indicated they would be open to follow-up during the first phase of outreach. Some Coordination Contractors were also contacted to provide input. Ten calls were completed by a facilitator, and representatives from the TPO and Sunshine Line were in attendance for all calls. The ten agencies represented included Lighthouse for the Blind and Visually Impaired, Mary Martha House, Agency for Persons with Disabilities, Dawning family Services, Brandon Sports & Aquatic Center, McClain, Inc., MacDonald Training Center, Community Tampa Bay, Tampa Crossroads, and ACTS.

The transportation needs and barriers identified from the discussions with social service agencies are highlighted below.

- Some agencies were not aware of all of the transportation options offered in the county that their clients could be eligible for.
- Obtaining transportation for employment was one of the biggest transportation issues identified. Many clients who rely on HART services experience unemployment or underemployment because bus times are not conducive to some service industry jobs (late night/overnight shifts), they do not live close enough to the service area, or it is too unreliable.



- It is difficult for low-income clients to regularly purchase bus passes. Many agencies are able to purchase passes for clients, but it is not always sustainable, especially after a client leaves the program.
- Cross-county trips are still a need. Some agencies said that the TD Tampa Bay program was well used by clients while it was in service. It was a very convenient option and simple to use and they expressed disappointment when the program was defunded.

### *2020 CTC Evaluation Customer Survey*

As part of the annual evaluation of the CTC, the TPO mails out surveys to Sunshine Line door-to-door and bus pass customers to gather information on rider demographics, trip characteristics, and customer satisfaction. For the 2020 survey effort, the TPO received 159 completed door-to-door surveys and 563 surveys from bus pass customers. The survey responses from this effort were reviewed to ensure customer feedback was included for the needs assessment.

The door-to-door survey revealed that approximately 99 percent of customers are satisfied with the door-to-door service. Of the 53 comments received, only ten (19%) were considered complaints. Some of the reoccurring complaints are listed below.

- 90 minutes before appointment time is too early to be picked up.
- Sometimes respondents have to wait a long time to be picked up for their return trip.

Since the need for inter-county trips has been frequently expressed by customers in the past, the survey asked respondents if they would go to Pasco or Pinellas counties if transportation was available. Almost half of respondents indicated that they would like to travel to Pasco or Pinellas counties for medical appointments (26%), shopping (20%), work (1%), or for other reasons (2%).

The bus pass survey revealed that approximately 98 percent of bus pass customers were satisfied with HART fixed-route and HARTPlus services. Out of 184 comments received, only 46 comments (25%) were considered complaints. Some of the reoccurring complaints are listed below.

- Some drivers are rude and need to work on customer service.
- On-time performance is not ideal.
- Vehicle and bus stop cleanliness is a reoccurring complaint.
- HART needs more bus stops to improve access to the service.

The full results of the customer surveys can be found in the 2020 CTC Evaluation at the following link <https://planhillsborough.org/community-transportation-coordinator-evaluation/>.

## 1.2 Service Area Profile and Demographics

This section includes an overview of the Hillsborough County demographics and local operating environment to gain a better understanding of the physical conditions when planning for the provision of transit service. There are two types of demographic maps provided as part of this report – one identifies block groups with high concentrations of the identified group (at the 60<sup>th</sup> percentile and above), while the other identifies the actual number of individuals of that groups distributed across the county. More information on the methodology of these maps can be found in the Hillsborough TPO’s Nondiscrimination and Equity Plan located at: <https://planhillsborough.org/nondiscrim-plan/>

### 1.2.1 Service Area Description

Located in west central Florida, Hillsborough County is 1,100 square miles in size and has the third largest population in Florida with nearly 1.5 million residents according to the Florida Bureau of Economic and Business Research (BEBR). The HART service area is 250 square miles and serves 68 percent of the population within the County. Therefore, 32 percent of the population and 77 percent of the land area is not served by traditional fixed-route transit or HARTPlus paratransit services. Map 1 shows HART’s service area and paratransit boundary.

### 1.2.2 Demographics

#### Population Profile

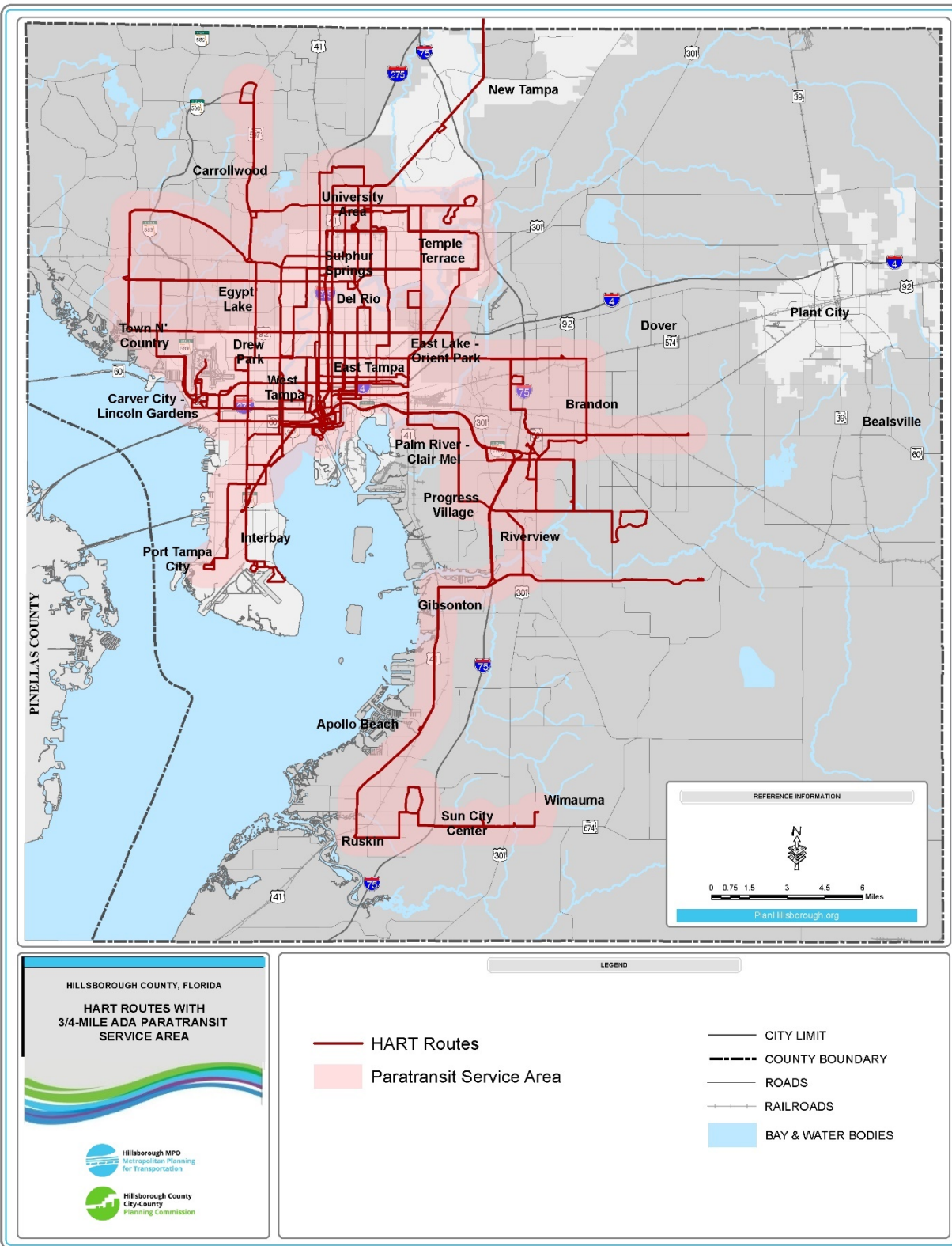
Data from the 2000 and 2010 U.S. Census combined with information from the 2019 ACS 5-year estimates were used to formulate and review the study area population profile. Table 2 shows that the total countywide population grew approximately 42.4 percent during the 2000–2019 period and 18.5 percent from 2010 to 2019. Population density has increased as a result of the growth. While a similar increase in the households per square mile over the last decade suggests that a growth in the number of housing units occurred in tandem with the population growth, it still is evident that overall density has outpaced housing density since 2000. A total increase of approximately 35.5 percent of workers was observed from 2000 to 2019, with an increase of approximately 21.1 percent experienced from 2010 to 2019.

**Table 2: Population Characteristics, Hillsborough County, 2000-2019**

Metrics	2000	2010	2019	2010-2019 %Change	2000-2019 %Change
<b>Population</b>	998,948	1,200,236	1,422,278	18.5%	42.4%
<b>Households</b>	391,424	462,467	526,175	13.8%	34.4%
<b>Workers</b>	509,059	569,595	689,904	21.1%	35.5%
<b>Area (sq. mi.)</b>	1,100	1,100	1,100	0%	0%
<b>Population per sq. mi.</b>	908	1,091	1,293	18.5%	42.4%
<b>Households per sq. mi.</b>	356	420	478	13.8%	34.3%
<b>Workers per sq. mi.</b>	463	518	627	21%	35.4%

Source: 2000 and 2010 Census, American Community Survey 2019 5-Year Estimates

Map 1: HART Fixed-Route and Paratransit Service Area



Author: TOSoft1

Date: 10/1/2021

Document Path: C:\Users\TOSoft1\Documents\ArcGIS\IPackages\Template\_8609030B-5588-4565-9229-AF47D4C48353\10\Template\_servicearea.mxd

As overall population has increased in Hillsborough County, the populations in incorporated areas also have increased. Table 3 shows all municipalities with their corresponding 2010 and 2019 populations, respective population per square mile, and density change. While Temple Terrace has the highest population density (3,531 people per square mile), it has experienced one of the lowest growth rates--approximately 9 percent--of all incorporated areas in the same 10-year time period, implying that it is an established area. Unincorporated Hillsborough County, whose population density is just above 1,000 people per square mile, was the fastest growing municipality with approximately 22 percent growth since 2010, suggesting that this area has the potential for continuing future growth.

**Table 3: Incorporated Population Characteristics 2000-2019**

Municipalities	2010 Population	2019 Population	2010 Pop. Per sq. mi.	2019 Pop. Per sq. mi.	Density %Change
<b>Plant City</b>	34,721	39,846	1,218	1,398	14.8%
<b>Tampa</b>	335,709	392,953	1,915	2,242	17.1%
<b>Temple Terrace</b>	24,541	26,832	3,229	3,531	9.3%
<b>Unincorporated</b>	834,255	1,019,128	939	1,147	22.2%

Source: 2020 BEBR Estimates

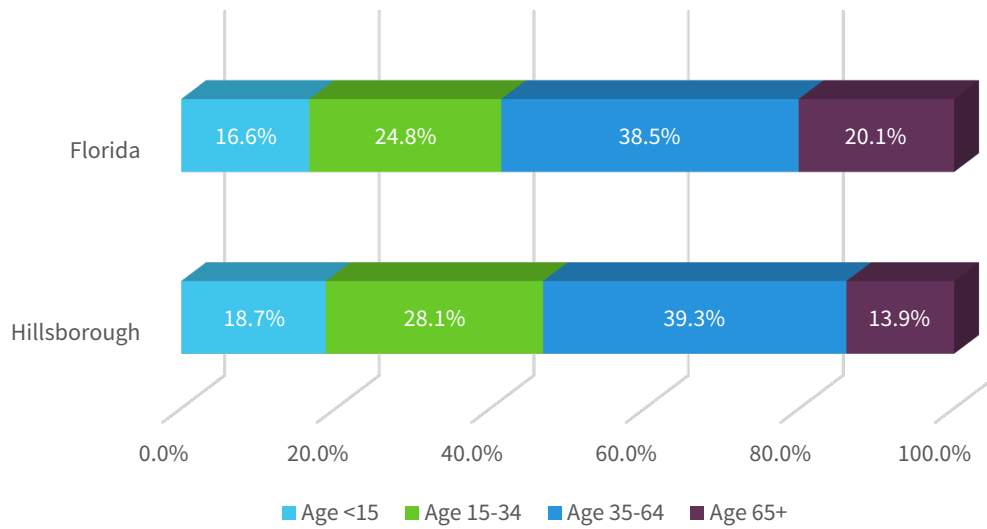
### Age Distribution

Figure 2 shows the existing age cohorts for Hillsborough County. According to the 2019 ACS 5-year estimates, persons age 35 to 64 make up nearly 40 percent of Hillsborough County's population. Approximately 190,000 people, or 14 percent of the population, in Hillsborough County are 65 or older. The median age of Hillsborough County residents is 37.2 years old.

According to the Bureau of Economic and Business Research (BEBR), the population of residents age 65 or older is expected to increase to 250,376, or approximately 16 percent of the total population, by 2025. This is an increase of 32 percent from 2019. Growth within this age cohort is an important consideration for transit as a person's ability to drive is often reduced with age, leading to demand for other transportation options.

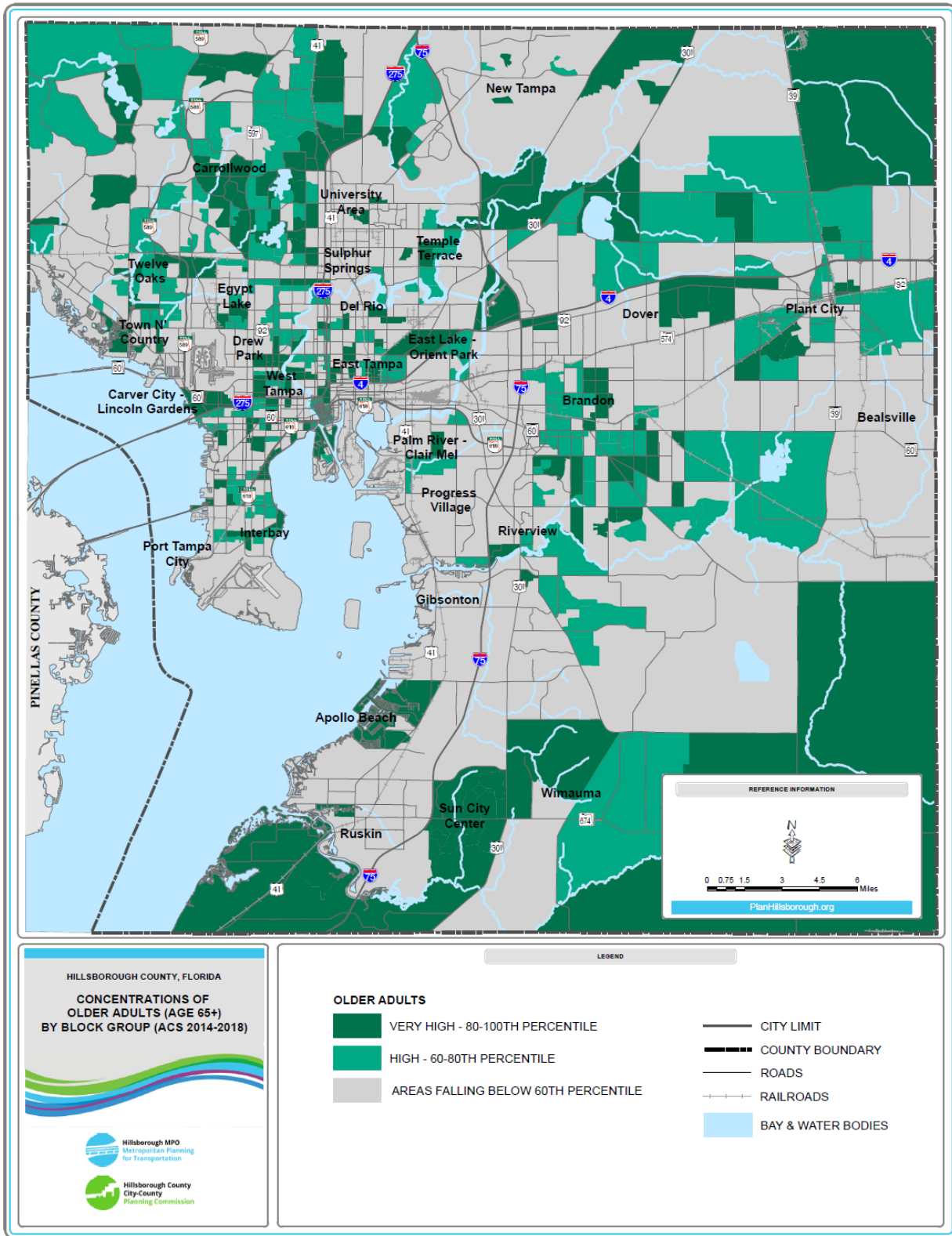
Higher concentrations of population age 65 and over are shown in Maps 2 and 3. Areas within the region with the highest concentrations (block groups over the 60<sup>th</sup> percentile) occur in south county, Plant City, Carrollwood, Brandon/Riverview, and Temple Terrace, in addition to some areas within the City of Tampa.

**Figure 2: Age Distribution for Hillsborough County and Florida**



Source: 2019 ACS 5-Year Estimates

Map 2: Older Adults by Block Group

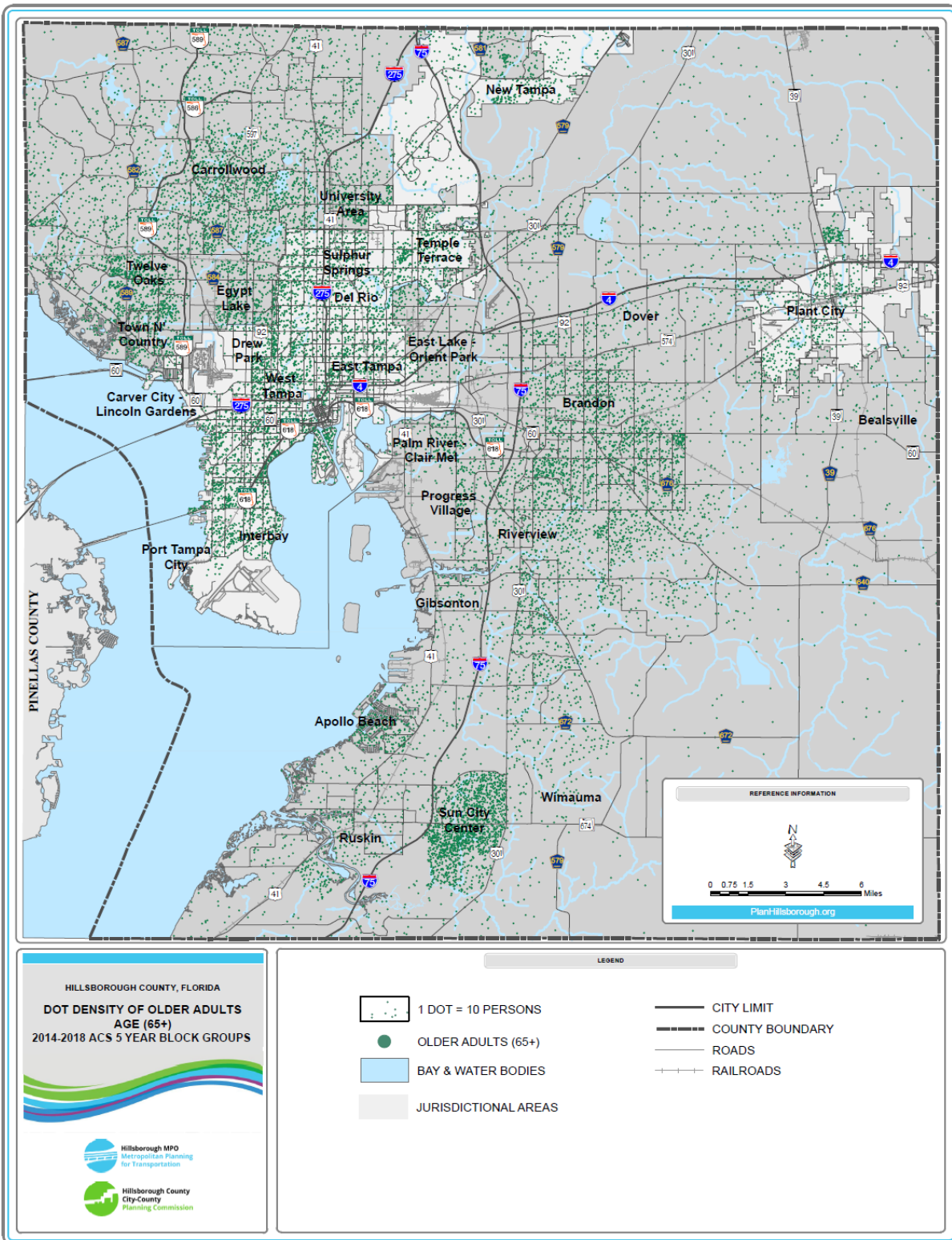


Author: barberj

Date: 3/8/2021

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Map 3: Older Adults Dot Density



Author: barberj

Date: 3/8/2021

### *Income Distribution*

Earned annual income can also be a key indicator for determining the potential public transit needs of an area, as low-income populations tend to use transit more than higher income earners. Table 4 compares the distribution of household income in Hillsborough County and Florida, which are similar, with median household incomes of \$58,884 and \$55,660, respectively. According to 2019 ACS 5-year estimates, the percentage of households with incomes below the poverty line in the past 12 months is slightly higher for Hillsborough County compared to Florida, at 14 percent and 12 percent, respectively. The distribution of low-income households is shown in Maps 4 and 5.

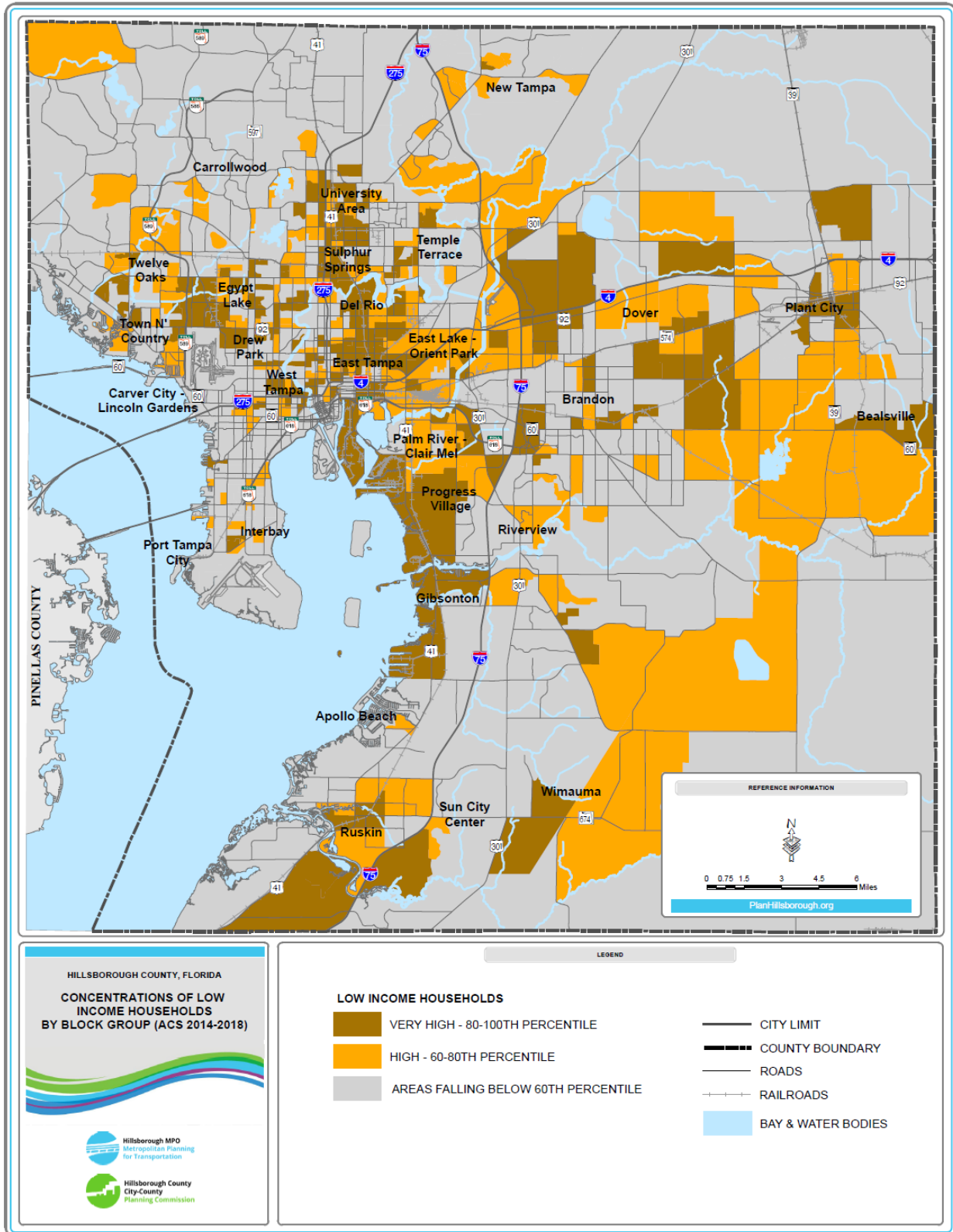
**Table 4: Income Distribution**

Income	Hillsborough County	Florida
Less than \$10,000	6.7%	6.5%
\$10,000-\$14,999	4.2%	4.3%
\$15,000-\$24,999	9.1%	9.9%
\$25,000-\$34,999	9.5%	10.3%
\$35,000-\$49,999	13.2%	13.9%
\$50,000-\$74,999	18.0%	18.3%
\$75,000-\$99,999	12.6%	12.4%
\$100,000 or more	26.7%	24.3%

*Source: 2015-2019 ACS 5-Year Estimates*



Map 4: Low-Income Households by Block Group

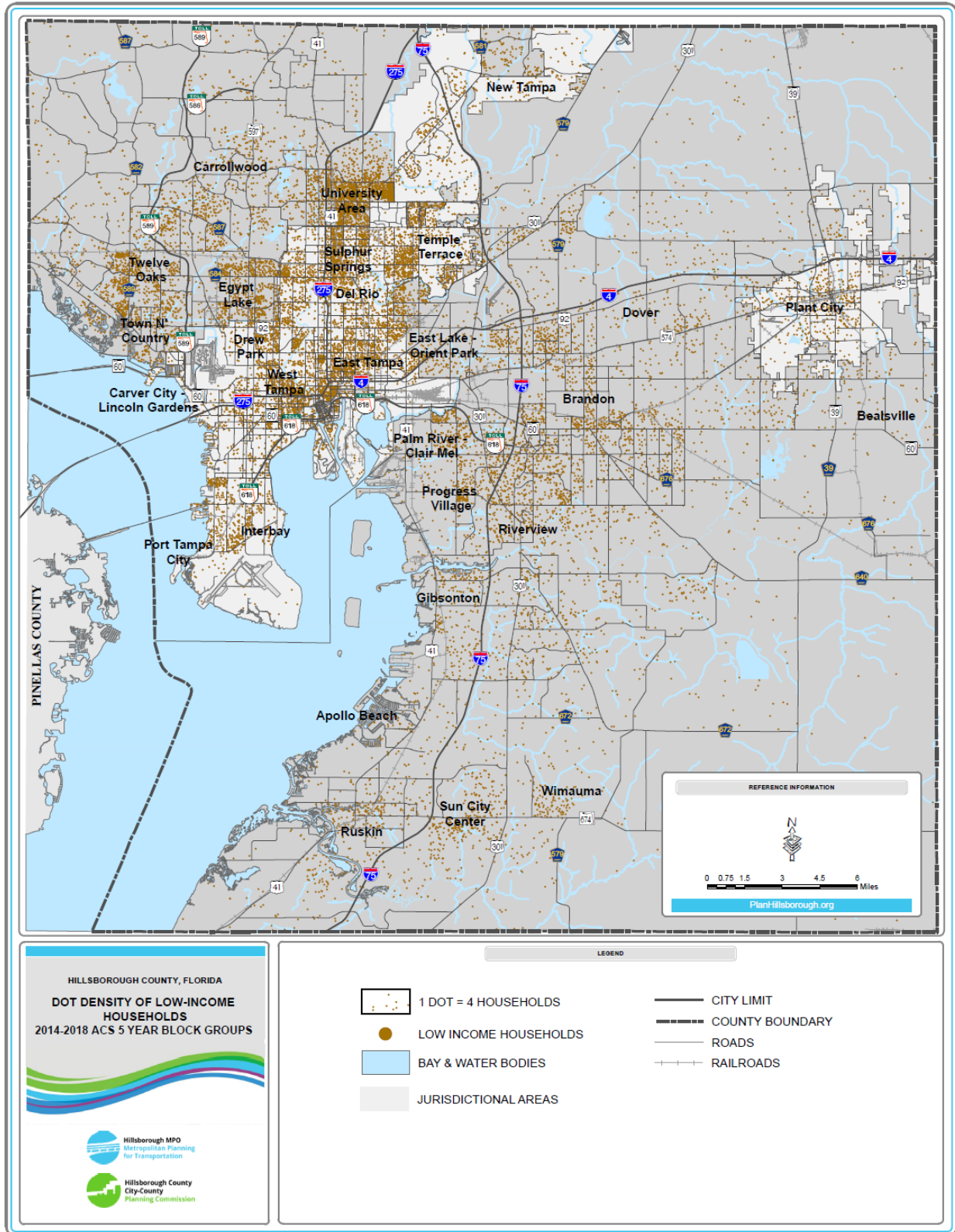


Author: barberj

Date: 3/8/2021

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Map 5: Low-Income Households Dot Density



Author: barberj

Date: 3/8/2021

### Disability

As shown in Table 5, the 2015-2019 ACS five-year estimates reported that 11.6 percent of the population in Hillsborough County has a disability characterized as a difficulty with either hearing, vision, cognitive, ambulatory, selfcare, and/or independent living. The share of Hillsborough County’s population with a disability is slightly lower in comparison to the overall disabled population living in the State of Florida. Maps 6 and 7 illustrate the distribution of persons with a disability living in Hillsborough County. The maps suggest that areas with a higher concentration of persons with disabilities include the University Area, Sulphur Springs, Brandon, Ruskin, and Gibsonton.

**Table 5: Persons with Disabilities**

Area	Civilian Non-Institutionalized Population	Individuals with a Disability	% with a Disability
<b>Hillsborough County</b>	1,410,780	163,898	11.6%
<b>Florida</b>	20,288,268	2,720,957	13.4%

Source: 2015-2019 ACS 5-Year Estimates

In early 2020, the SARS-CoV-2 infection (COVID-19) became a pandemic in the United States and, as of September 2021, has infected over 42 million Americans nationwide, including 230,000 Hillsborough County residents. Having COVID-19 can cause symptoms that persist after the initial infection, leading to a condition called “long COVID.” Long COVID occurs when symptoms persist beyond 3 weeks and affects one or more body systems<sup>1</sup>. A recent study published in July 2021, found that about 10 percent of COVID-19 patients were described as having long COVID<sup>2</sup>. In 93 percent of these patients, persistent syndromes had a cyclical pattern and were mostly represented by fatigue, thoracic oppression, myalgia, paresthesia, and burning pain.

According to the U.S. Department of Health and Human Services (HHS), long COVID can be considered a disability under Titles II and III of the ADA. It is defined that a person with long COVID “has a disability if the person’s condition or any of its symptoms is a ‘physical or mental’ impairment that ‘substantially limits’ one or more major life activities.” Therefore, for those with long COVID, there are reasonable modifications that should be considered as accommodations for these individuals under the ADA.

It is reasonable to conclude that COVID-19 could impact the future of demand for paratransit and TD services. So far, the Bureau of Labor Statistics has found that since the pandemic began, unemployment for disabled workers increased by 60 percent compared to 44 percent for workers

<sup>1</sup> Halpin, Stephen, Rory O’Connor, and Manoj Sivan. “Long COVID and Chronic COVID Syndromes.” *Journal of medical virology* 93.3 (2021): 1242–1243. Web.

<sup>2</sup> Scherlinger, Marc, et al. "Refining 'Long-COVID' by a Prospective Multimodal Evaluation of Patients with Long-Term Symptoms Attributed to SARS-CoV-2 Infection." *Infectious Diseases and Therapy*, vol. 10, no. 3, 2021, p. 1747+

without disabilities. As COVID-19 continues to infect more people, there could be an increase in individuals whose long COVID could qualify as a disability.

### *Vehicle Ownership*

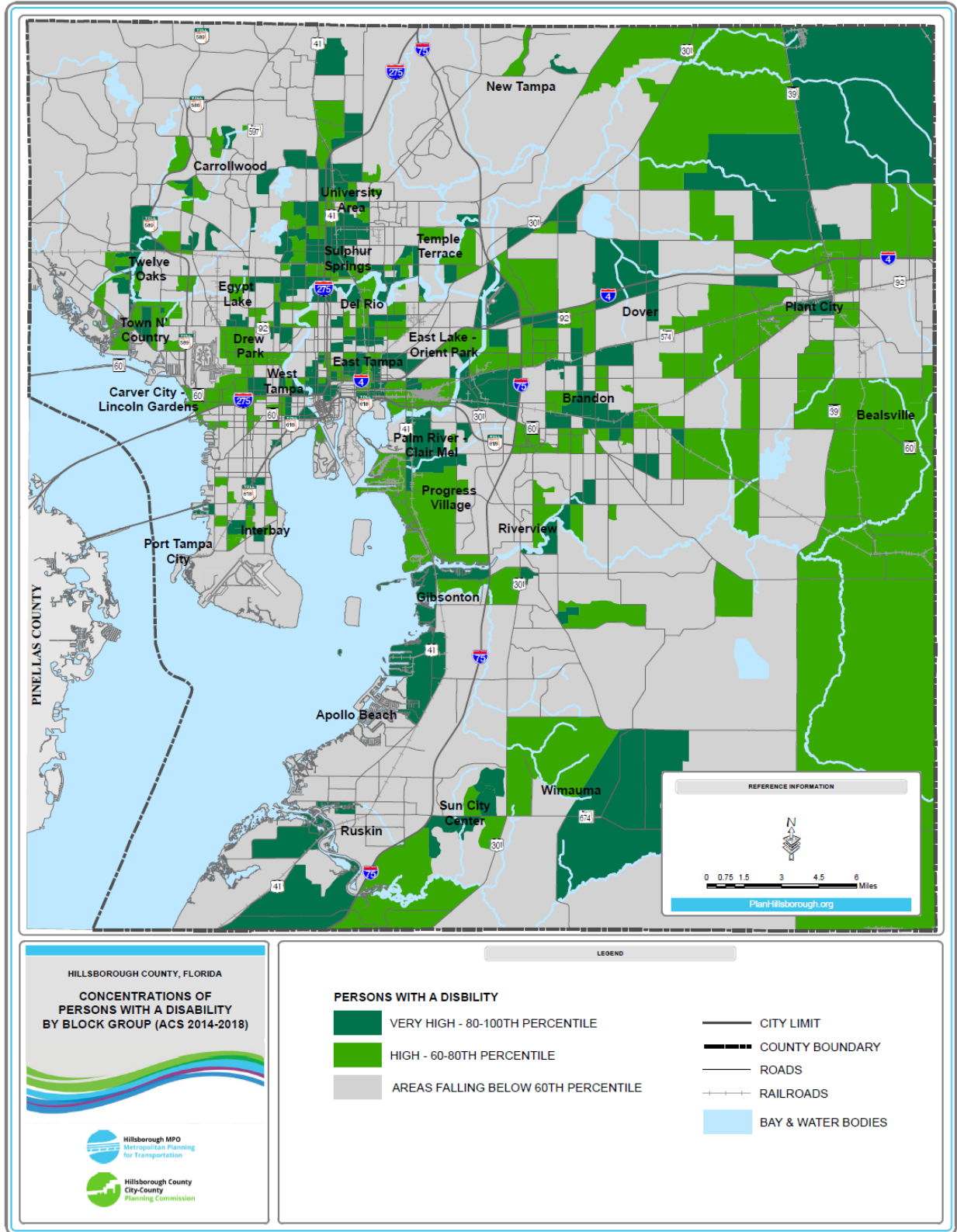
Household vehicle availability plays an important role in assessing public transit needs. Persons in zero-vehicle households, whether by choice or unaffordability, are traditionally considered transit-dependent because they are likely to rely heavily on transit to fulfill their transportation needs. Table 6 shows vehicle availability by household in Hillsborough County and Florida. As shown, the County’s distribution of household vehicle availability is similar to Florida’s, both showing 6.1 percent zero-car households. Approximately 56 percent of the households in the county have at least two vehicles available to them. Map 8 illustrates the distribution of zero vehicle households in Hillsborough County. The map suggests that areas with a higher concentration of persons with disabilities include the University Area, West Tampa, East Tampa, and Sun City Center.

**Table 6: Vehicle Availability by Household**

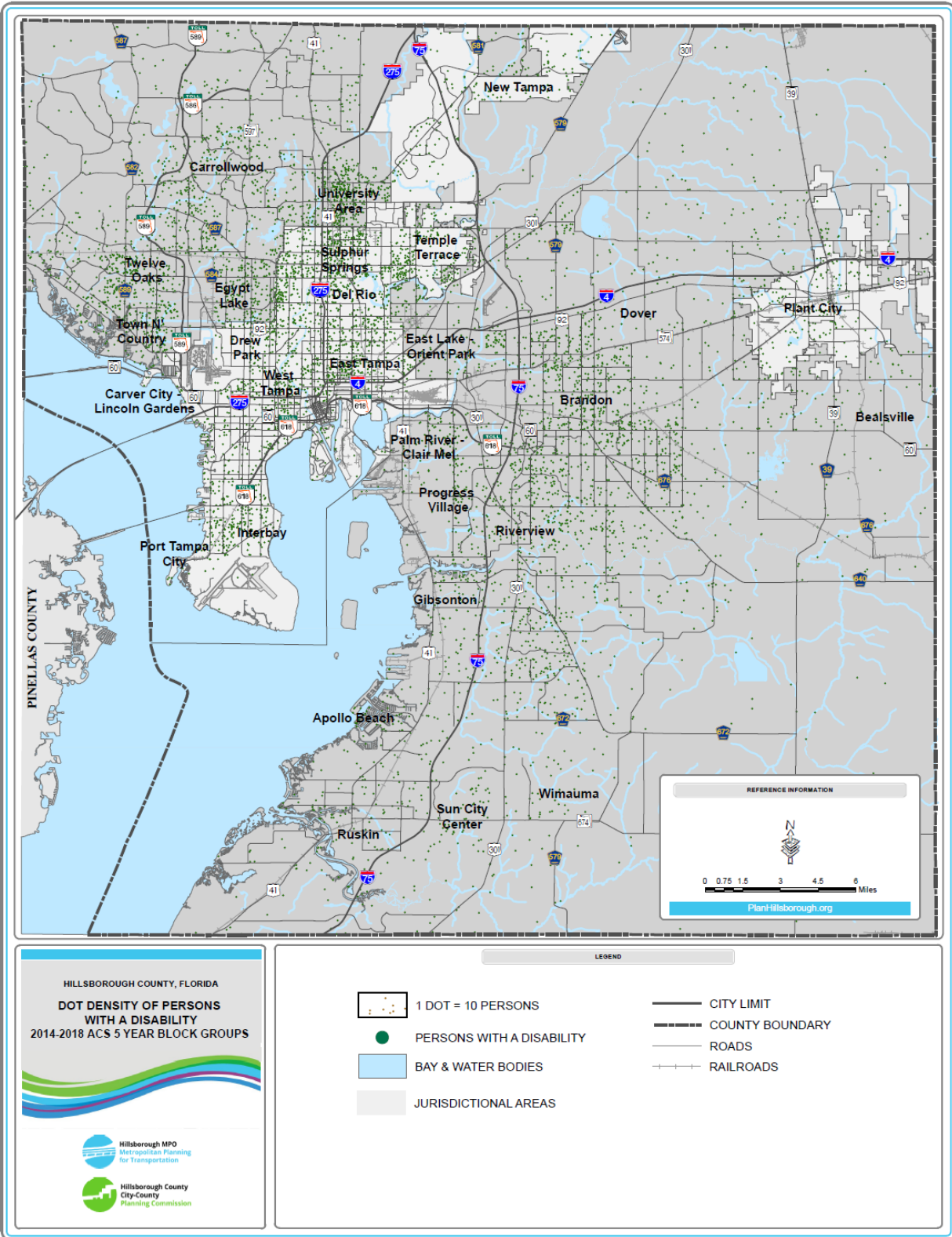
Vehicles Available	Hillsborough County	Florida
No vehicles available	6.1%	6.1%
1 vehicle available	37.8%	38.9%
2 vehicles available	39.1%	38.2%
3 or more vehicles available	17.0%	16.8%

*Source: 2019 ACS 5-Year Estimates*

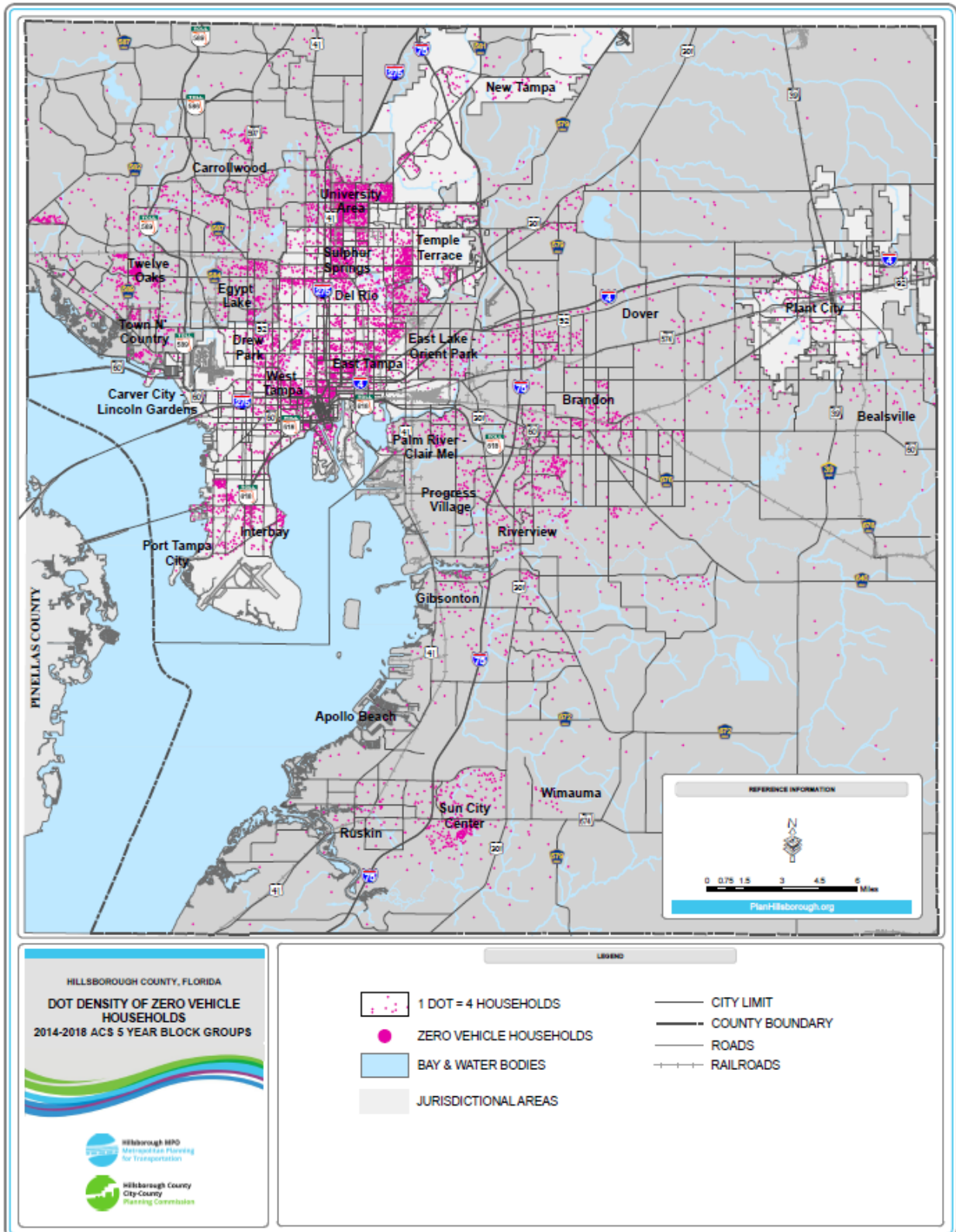
Map 6: Population with a Disability by Block Group



Map 7: Population with a Disability Dot Density



Map 8: Dot Density of Zero Vehicle Households



Author: barberj

Date: 3/8/2021

### Employment

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.

Table 7 includes the current civilian labor force, employment data, the unemployment rate, and the unemployment rate for persons with a disability for Hillsborough County compared to the State of Florida. While Hillsborough County has a comparable overall unemployment rate compared to Florida, the County's disabled population is unemployed at a higher rate than the statewide average.

**Table 7: Employment Characteristics, 2019**

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate	Unemployment Rate (Persons with a Disability)
<b>Hillsborough County</b>	736,571	696,246	40,325	5.5%	14.2%
<b>Florida</b>	10,056,801	9,495,353	561,448	5.6%	12.5%

Source: 2019 ACS 5-Year Estimates

### Major Trip Generators in Hillsborough County

Three main areas of Hillsborough County hold the largest major activity centers which contain significant concentrations of residents and/or jobs. 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), 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, Amalie Arena, 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.



### *Major Transportation Disadvantaged Trip Generators*

The largest trip generators for the Sunshine Line system, according to the 2021 Annual Operating Report, was **Nutritional** Trips for this reporting period, with 103,446 of the total 200,656 trips (52%) made by the CTC. The next largest trip type were **medical** trips, with 43,358 trips by the CTC this reporting period or 21 percent of all trips. **Life-Sustaining/Other** trips were the next largest with 41,533 trips and **employment** trips with 10,450 trips by the CTC or 5 percent of all trips.

**Education/Training/Daycare** trips were the smallest share of trips this reporting period and had the sharpest decline compared to changes from last year – declining from 15,362 trips by the CTC in the previous reporting period to 1,869 trips this reporting period. In relation to the CTC, Coordination Contractors provided more medical trips, more employment trips, and more education/training/daycare trips this reporting period, but significantly fewer nutritional trips than Sunshine Line.

Trip data collected by Sunshine Line for 2019 and 2020 show that the Sunshine Line service provided a total of 161,516 bus passes and door-to-door trips in 2019 and 85,159 bus passes and door-to-door trips in 2020. It should be noted that this analysis was conducted with calendar year data rather than fiscal year (FY) data as is used in official reporting to the CTD. The nearly 50 percent decrease in trips can be attributed to the COVID-19 pandemic, during which service and capacity was limited, social distancing was encouraged, and many services and jobs could be completed virtually from home. In 2019, the analysis found that the most common trip purpose besides the customer's home were Nutrition, Mental Health, and Grocery. In 2020, the top three trip purposes besides the customer's home were Grocery, Dialysis, and Doctor appointments.

In 2019, higher concentrations of trips occurred around residential communities just outside the Tampa urban core such as Old Seminole Heights/Lowry Park (33604), Brandon (33511), Plant City (33563), Sun City Center (33570), and Town N Country (33615). In 2020, there was a higher proportion of trips occurring in the urban core than in 2019, in addition to Plant City and the Brandon/Riverview area.

The full analysis summary with accompanying maps and tables can be found in Appendix C.

### 1.3 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.

#### 1.3.1 Sunshine Line

Sunshine Line is the transportation operator for the Hillsborough County CTC as a partial brokerage. In 2020-2021, it operated a fleet of 66 vehicles and has the following responsibilities:

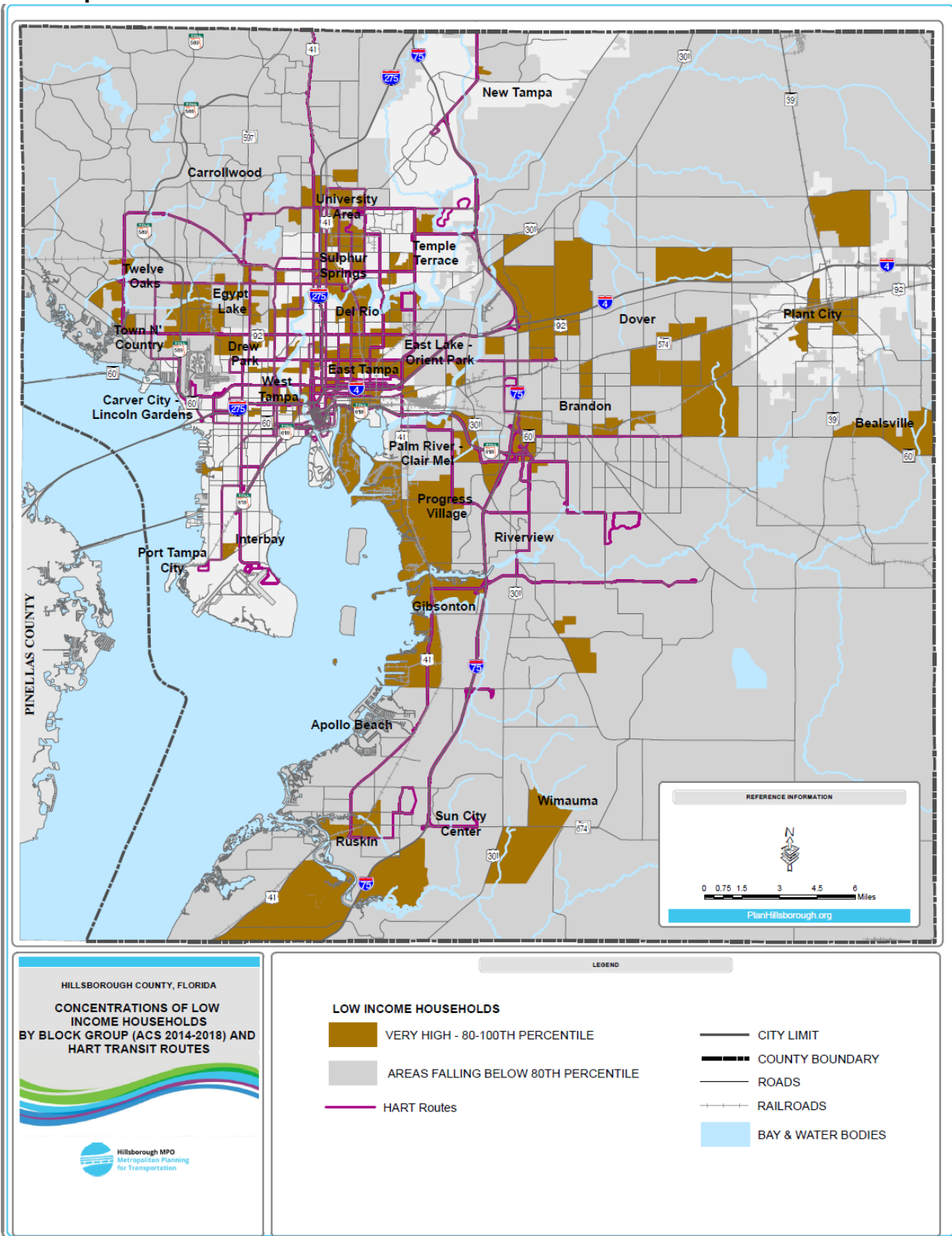
- Provide pre-scheduled transportation services to the TD community through door-to-door services.
- Distribute bus passes purchased from HART, the County's local transit service provider, for those who are financially disadvantaged but physically able to use HART services.
- Act as an informational 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 (AOR) for 2020/2021, Sunshine Line provided a total of 53,369 door-to-door trips and 147,217 bus pass trips; and Coordination Contractors provided 191,038 trips for a total of 391,694 trips. In 2019/2020, a total of 653,736 trips were provided in the coordinated system. The drastic decline is due to the COVID-19 pandemic, when many services were not operating, or operating at a lower capacity, for a period of time.

#### 1.3.2 Hillsborough Area Regional Transit

HART provides public transportation for Hillsborough County. The agency provides fixed-route local and express bus service and door-to-door paratransit service (HARTPlus). HART operates 28 local fixed-routes and four limited express routes with varying service spans. Map 9 highlights the low-income population served by the HART system. Additionally, HART offers a HARTPlus Voucher Program through a partnership with Yellow Cab, which is funded by FDOT and provides funding for residents with disabilities to access employment, postsecondary education and training, and community services.

Map 9: Concentrations of Low-income Households and Fixed-Route Transit Network



### 1.3.3 Coordination Contractors

As a partial brokerage CTC, service is provided by Sunshine Line and through coordination contractors. 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 8.

**Table 8: Coordination Contractors**

Agency	Service
<b>Agency for Community Treatment Services (ACTS)</b>	Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.
<b>Angels Unaware, Inc.</b>	Transportation provided for eight group homes operated by the agency. Residents are transported to sheltered workshops and job sites; adult day care; medical appointments; social, educational, and religious activities; and for personal business such as shopping, banking, or other appointments.
<b>Drug Abuse Comprehensive Coordinating Office (DACCO)</b>	Transportation to treatment services and for residential treatment programs.
<b>Gracepoint Wellness (Mental Health Care Inc)</b>	Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.
<b>HART ADA Complementary Paratransit (Interlocal Agreement)</b>	ADA paratransit to persons within $\frac{3}{4}$ miles of a bus route.
<b>Human Development Center</b>	Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.
<b>MacDonald Training Center, Inc.</b>	Transportation to/from training centers.
<b>Metropolitan Ministries</b>	Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments, and any other necessary service to provide help.
<b>McClain, Inc.</b>	Transportation for grocery trips, employment, medical, and educational needs.
<b>Northside Mental Health Hospital</b>	Transportation for community support programs that provide a transitional network of social, residential, educational, and vocational activities to develop or refine skills necessary to function in the

Agency	Service
	community. Transportation for clients to medication clinics, recreational activities, scheduled appointments, etc.
<b>Quality of Life Community Services, Inc.</b>	Quality of life trips where or when not otherwise available.
<b>Quest, Inc.</b>	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.
<b>Sunrise Community</b>	Provides transportation for persons with intellectual and physical challenges who live in the agency's Community Living Arrangements (group homes).

### 1.3.4 Other Transportation Services

There are a variety of transportation services available across the county. A brief overview of available transportation across Hillsborough County is described below. Further information on available services can be found in the 2020 Ride Guide: <https://planhillsborough.org/the-ride-guide/>

#### *Social Service Providers, Community and Faith Based Organizations*

There are a variety of formal and informal social service providers and community and faith-based organizations providing services, including transportation, to the transportation disadvantaged in Hillsborough County. The public involvement conducted as part of this plan update demonstrates that many of these organizations would benefit from outreach from the TPO and efforts to connect them with available public transportation options including the Sunshine Line.

#### *Taxi/Shuttle Service*

Taxis cabs for general transportation as well as shuttles to and from major destinations such as Tampa International Airport, Port Tampa Bay Cruise Terminal, and popular attractions and destinations are also available throughout Hillsborough County.

#### *Non-Emergency Medicaid Transportation*

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. Many Medicare Part C insurance plans now also provide transportation to medical appointments.

#### *Shared Mobility Options*

Shared mobility is defined as the shared use of a vehicle, bicycle, or other transportation modes as part of an innovative strategy that enables users to gain short-term access to transportation modes on an as-needed basis by the Federal Highway Administration<sup>3</sup>.

<sup>3</sup> Shaheen, S. A., Cohen, A. P., & Zohdy, I. (2016). *Shared mobility: Current practices and guiding principles* (FHWA-HOP-16-022). Federal Highway Administration. <https://ops.fhwa.dot.gov/publications/fhwahop16022/fhwahop16022.pdf>

Uber and Lyft are two popular app-based, on-demand transportation options available throughout Hillsborough County. These two are Transportation Network Companies (TNC), and provide on-demand trips without much limitation, but their services are mostly available in urban areas where the demand (and driver supply) may be higher than the more rural areas of the County. While these services are providing on-demand trips and expanding transportation options, there have been many instances of services being denied for individuals with disabilities, including those who use wheelchairs and those who have service animals.

While shared mobility was popularized in the private sector by companies such as Uber and Lime E-Scooters, the public sector has a role to play in ensuring shared mobility technology advances public goals. As local and regional governments create long-term goals to mitigate congestion, improve air quality, and manage parking, they must turn their attention to methods that will allow these goals to come to fruition. Cities and regions across the country have begun to partner with, or create their own, shared mobility options. Current services available in Tampa include a bikeshare service by Coast Bike Share, carshare service by Zip Car, and scootershare services offered by Lime, HOPR, BIRD, and SPIN. Additionally, one-stop mobility apps can be implemented to help people plan trips across multiple modes and providers. One example of how this has been implemented locally is the Flamingo Fare system, which allows transit users in the region to easily travel between transit systems by aggregating each agency's fare options under one app. The City of Tampa recently released a Request for Information (RFI) to better understand how these mobility apps can be utilized elsewhere within the City.

The largest shared mobility partnership in the Tampa Bay region was recently between TBARTA and UZURV, an adaptive transportation network company that provides on-demand, door-to-door transportation for transportation disadvantaged individuals. TBARTA received a grant from the FCTD to partner with UZURV from December 1, 2020, through June 30, 2021. However, the program was discontinued on July 1, 2021 due to the loss of funding. Throughout the life of the program, more than 4,000 trips were provided across the TBARTA region, with more than 71 percent of trips crossing county lines, which demonstrates a need for regional ride support to the TD community.

While shared mobility has shown promise in providing transportation services at a reduced cost, public entities must be careful in employing these technologies, and should consider the following concerns related to this transportation strategy:

- Consistent public and private sector standards and definitions
- Development of metrics, models, planning platforms, and methodologies to measure economic and travel impact of shared mobility, thereby allowing local, state, and federal agencies to incorporate it as an integral component of land use and transportation planning
- Widespread recognition of shared mobility as a key component of transportation policy and planning
- Multi-modal integration
- Accessibility issues
- Insurance regulation, availability, and affordability across a wide array of shared business and service models

- Data sharing versus user and company privacy
- Establishment of trust between users and service providers

The TDCB and CTC will continue to explore opportunities to expand transportation services using shared mobility and advancements in transportation technology where there are identified needs but will ensure the high quality and service standards established in the TDSP and by State Rule and Regulation are met by any potential providers.

## 1.4 Service Analysis and Future Direction

### 1.4.1 Forecast of Transportation Disadvantaged Population

The 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 in future TDSPs. This methodology is detailed in Appendix B.

Tables 9 and 10 present the forecasted TD population and the projected severely disabled and trip demand, respectively, over a 25-year period between 2021 and 2045. It is forecasted that the general TD population will increase by about 45,000 between 2021 and 2026, then reach over 730,000 by 2045, a nearly 56 percent growth. The critical need TD population is expected to grow just over 4,000 over the next five years, eventually growing to over 66,000 in total population by 2045. While population growth is estimated to increase by 1.9 percent from year to year, the daily and annual trip demand is forecasted to grow slightly slower at 1.7 percent per year. Annual trip demand is expected to grow from 3 million in 2021 to 3.3 million in 2026 and 4.5 million in 2045.

**Table 9: Forecast of General TD Population**

Population	2021	2022	2023	2024	2025	2026	2030	2035	2040	2045
<b>Overlapping Circle Component</b>										
Non-elderly/ disabled/ low income	26,639	27,134	27,639	28,152	28,676	29,208	31,441	34,473	37,798	41,444
Non-elderly/ disabled/ not low income	74,325	75,706	77,113	78,546	80,006	81,493	87,722	96,182	105,458	115,629
Elderly/ disabled/ low income	14,149	14,412	14,679	14,952	15,230	15,513	16,699	18,309	20,075	22,011
Elderly/ disabled/ not low income	60,804	61,934	63,085	64,257	65,451	66,668	71,764	78,685	86,274	94,594
Elderly/ non- disabled/ not low income	14,424	14,692	14,965	15,243	15,526	15,815	17,023	18,665	20,465	22,439
Elderly/ non- disabled/ not low income	130,183	132,603	135,067	137,577	140,134	142,739	153,649	168,468	184,716	202,531
Low income/ not elderly/ non- disabled	149,023	151,792	154,613	157,487	160,414	163,395	175,885	192,848	211,447	231,840
<b>Total General TD Population</b>	<b>469,545</b>	<b>478,272</b>	<b>487,161</b>	<b>496,215</b>	<b>505,437</b>	<b>514,830</b>	<b>554,183</b>	<b>607,631</b>	<b>666,234</b>	<b>730,488</b>
<b>Total Population</b>	<b>1,502,505</b>	<b>1,530,429</b>	<b>1,558,873</b>	<b>1,587,844</b>	<b>1,617,355</b>	<b>1,647,413</b>	<b>1,806,297</b>	<b>1,944,504</b>	<b>2,131,891</b>	<b>2,337,500</b>



**Table 10: Forecast and Trip Demand of Critical Need TD Population**

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2030	2035	2040	2045
<b>Total Critical TD Population</b>										
Disabled	39,295	40,025	40,769	41,527	42,298	43,084	46,378	50,851	55,755	61,132
Low Income Not Disabled No Auto/Transit	3,400	3,463	3,527	3,593	3,660	3,728	4,012	4,399	4,824	5,289
<b>Total Critical Need TD Population</b>										
	42,694	43,488	44,296	45,119	45,958	46,812	50,390	55,250	60,579	66,421
<b>Daily Trips - Critical Need TD Population</b>										
Severely Disabled	1,925	1,961	1,998	2,035	2,073	2,111	2,273	2,492	2,732	2,995
Low Income – Not Disabled – No Access	6,456	6,576	6,698	6,823	6,949	7,079	7,620	8,355	9,160	10,044
<b>Total Daily Trips Critical Need TD Population</b>										
	8,354	8,490	8,638	8,791	8,947	9,105	9,729	10,517	11,369	12,290
<b>Annual Trips</b>										
	3,049,108	3,100,637	6,153,038	3,208,847	3,265,644	3,323,446	3,551,068	3,838,719	4,149,670	4,485,809

## 1.4.2 Needs Assessment

The unmet mobility needs of the transportation disadvantaged have been identified through an analysis of public outreach results, county population and demographics, and the TD population and trip forecasts. These needs are detailed below were also used to help form the program goals and objectives.

### *Expanded Fixed-Route Public Transit*

Public outreach, and the findings of the LRTP, have shown that the largest need for the transportation disadvantaged is an expanded fixed-route public transit network in terms of spatial coverage, service spans, and route frequency. The COVID-19 Pandemic has created significant challenges for HARTs public transit network, including declining revenues and reduced ridership, and has resulted in cuts to route frequency and service span. With the overturning of the transportation sales tax, funding to expand the transit network remains a major need.

Given the public transit network's limited geographic scope, the CTC often provides trips from more rural and suburban areas; expansion of the fixed-route service would allow the CTC to better focus transportation services to areas that are unable to be served by the fixed-route. The expansion of transit in the County would improve transportation access for all transportation disadvantaged individuals and could result in a reduction in transportation costs as trips are moved from the more expensive door-to-door service to the fixed-route network. Supporting the expansion of fixed-route transportation in the County is well within the scope of the CTC's role of coordinating transportation across the County.

### *Access to Employment*

Obtaining transportation for employment was one of the biggest transportation issues identified from the public outreach. Many clients who rely on HART services experience unemployment or underemployment because bus times are not conducive to some service industry jobs (late night/overnight shifts), they do not live close enough to the service area, or it is too unreliable. 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. It is also difficult for low-income clients to regularly purchase bus passes. Many social service agencies are able to purchase passes for their clients, but it is not always sustainable, especially after a client leaves the program.

While employment is on Sunshine Line's priority list, the demonstrated need for trips and low percentage of overall trips to work represent an area for possible trip expansion. Opportunities to expand employment trips should be explored and could include referral to the HARTPlus Voucher Program or shared mobility options.

### *Regional Needs*

Cross-county trips are still a major need for transportation disadvantaged individuals; while the Tri-County Access Plan is nearly eight years old now, the availability of public transportation services between the counties remains largely unchanged during that time. As previously discussed, the TD Tampa Bay program briefly filled this need in 2020 and early 2021, which represented the first service

fully dedicated to providing cross-county trips in the five-county region for transportation disadvantaged individuals. Some agencies who participated in the phone interviews said that the TD Tampa Bay program was well used by clients while it was in service, and clients found it was a very convenient option, simple to use, and they expressed disappointment when the program was defunded. A program like TD Tampa Bay is still very much needed in the region; the TPO, LCB, and CTC should continue to advance means to meet this need including exploration of another shared mobility service.

### *Increasing Demand*

The demographic analysis shows that almost 14 percent of Hillsborough County's current population is age 65 or older. Results from BEBR population projections also estimate that by 2025, the percentage of residents age 65 or older may increase 32 percent, to over 250,000 residents. Additionally, nearly 12 percent of the population currently has a disability. With 16 percent of the County having been infected with COVID-19 so far, long-term complications from the virus could render a significant number of residents eligible for TD services in the future. Based on the TD population forecasts, demand for transportation from the TD population in the service area will increase for these groups as the county's population grows. It is estimated that travel demand for the critical need TD population will increase 9 percent between 2021 and 2026.

### 1.4.3 Barriers to Coordination

Barriers to coordination can include any federal, state, or local government policies, natural or operational environmental characteristics/constraints, or funding constraints that hinder or prevent the coordination of transportation services. Below are the barriers to coordination identified and any efforts planned to address them, if applicable.

#### *Funding for Transportation*

Funding for the County's transportation network remains a major challenge at all levels, including basic roadway and sidewalk maintenance and construction, funding of transportation improvements, and maintenance and expansion of the public transportation system. While an additional one cent sales tax referendum for transportation improvements was approved in November 2018, it 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 transportation access for the TD population. HART has faced revenue challenges, especially with the COVID-19 Pandemic, and continues to cut route frequencies and service schedules significantly impacting transportation access for system users. Approximately 68 percent of the population in Hillsborough County has access to fixed-route transit, but there is limited or no service in South County, Plant City, and the more rural areas of the county. For those with access to the fixed-route system, early morning and late-night service is even more limited. Additionally, many routes have been reduced to one-hour headways, which makes it difficult to get to work or appointments on time, especially if transfers are needed. HART continues to work toward making every bus stop in the system ADA compliant and accessible to all, provide shelters, trash receptacles, and lighting, and to coordinate the improvement of pedestrian facilities to and from bus stops. Nonetheless, there remain significant concerns with the accessibility, comfort, and safety of bus stops and the surrounding multimodal transportation network.

In addition to a lack of revenue to fund expansions of the public transportation system, there is a significant lack of funding for improvement to non-auto transportation networks, specifically the bicycle and pedestrian network. The lack of continuous sidewalks and bicycle facilities impact a TD individual's ability to navigate transportation corridors in a comfortable and safe manner, and significantly impact their ability to access HART's public transportation system. Issues that impact comfortable and safe travel to essential destinations include:

- Sidewalk accessibility 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
- Lack of separation between non-auto infrastructure and auto infrastructure
- Poor connectivity between 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
- Other facilities which are not compliant with the ADA

These barriers were confirmed during the 2016 TDSP Human Services Transportation Survey and Forum where 80 percent of the respondents said that their clients walk and 60 percent of the respondents stated that their clients bike.

Lack of funding and 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.

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

Large portions of the urban area of the City of Tampa and immediately surrounding area are laid out in a traditional grid pattern, with the most density in and surrounding Downtown Tampa, the University Area, and Westshore. Outside of these areas, even urban neighborhoods are largely single family residential, and marked by arterial and collector roadways with commercial uses; that is there is not significant density with a mix-of-uses in the majority of Hillsborough County. In addition, there has been significant urban sprawl in the last four decades towards the north, east, and south of the county. This urban sprawl is characterized by low-density, geographically spread-out patterns of employment, little-to-no mix of uses, and single-occupancy-vehicle dependent communities. Many of these suburban and exurban communities are walled and gated.

Largely, these development patterns impede the development of robust public transportation systems and networks which are essential for supporting transportation disadvantaged individuals and necessitate an automobile for transportation access. The lack of a mixed uses across much of the county further necessitates an automobile, as walking or bicycling to essential destinations becomes unsafe or too far. In addition, there are a host of health impacts due to land use/low density development patterns -including increased prevalence of chronic disease and 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 accessing daily services. The lack of coordination and consideration of the TD population in land use decisions gravely impacts the ability of transportation disadvantaged individuals to meet their daily needs. There is a need for approaches to increase the mix of uses and densities around and to/from essential services, which would support the needs of the transportation disadvantaged.

#### *Awareness of Resources*

During the interviews with social service providers, specifically those outside the coordinated system, it was found that many agencies are not aware of all of the transportation options offered in the county for which their clients could be eligible. Sunshine Line was able to provide these agencies with information regarding its services; however, this means there may be many other agencies in the county who need help finding this information. Since HART and Sunshine Line services are operated by two different entities, along with other organizational nuances of the TPO and LCB, it would be beneficial to regularly reach out to social service agencies to inform and promote the various transportation programs for transportation disadvantaged individuals, inform organizations on how to get involved in transportation planning processes, and to identify further means to provide information on county-wide transportation resources.

### *Application Process*

In order to apply for TD services, potential clients must call Sunshine Line to request a paper application. The application is then sent by mail to the recipient, who is required to fill out the application by hand and return by mail. This process can be contributed to the fact that the CTC must maintain records of paper applications, however, it does come across as antiquated as most processes these days can be completed through electronic or web-based solutions. Additionally, this process is not conducive to those clients who are unable to fill out applications themselves by hand, as well as caretakers or younger family members who may need to fill out these applications on behalf of the client. It would be beneficial for the TPO and Sunshine Line to explore the possibility of moving the application process online to remove this barrier and to streamline the application process.

## 1.5 Goals, Objectives, Strategies, and Implementation Plan

**Program Goal:** Meet the life-sustaining and life-enhancing transportation needs of the Transportation Disadvantaged (TD) through providing a coordinated, efficient, reliable, and safe transportation system.

**Objective 1:** Provide a locally and regionally coordinated transportation system.

Strategy	Responsible Agency(ies)	Implementation Timeline
<b>1.1:</b> Continue coordinating among social service providers, including but not limited to an annual meeting of Section 5310 agencies and other community-based organizations, to facilitate the efficient provision of services, and to develop and implement projects for Transportation Disadvantaged (TD) trips where gaps are identified.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, Coordination Contractors	Annual, ongoing
<b>1.2:</b> Continue to work with the Florida Department of Transportation (FDOT) District 7, and the Pinellas and Pasco MPO Staff to review, rank, and participate in the United States Code (U.S.C.) Section 5310 grant program. Work to ensure that capital and operating grants meet the needs of seniors and individuals with disabilities and maximizes coordination among public transit providers, human services agencies, and volunteer-based driver programs.	Hillsborough TPO, Pinellas TPO Staff, Pasco TPO Staff, FDOT, Sunshine Line	Annual, ongoing
<b>1.3:</b> Advocate for the needs of the TD Population in the planning and delivery of transportation services and land-use decisions with the four local municipalities, the Hillsborough County Transportation Planning Organization (TPO), and Hillsborough County City-County Planning Commission through the comprehensive planning process, the long-range transportation planning processes, capital improvement programming, and land development regulations updates.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Ongoing
<b>1.4:</b> Continue to work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to advocate for the development, funding, and operation of intercounty trip services for the TD.	Hillsborough TDCB, Pasco and Pinellas TDCBs, Hillsborough TPO, TBARTA	Ongoing
<b>1.5:</b> Continue to work with Hillsborough Area Regional Transit to advance the mobility of the transportation disadvantaged. This should include expansion of the fixed-route and paratransit systems in terms of service hours, frequencies, spatial coverage, and access to essential destinations. Participate in HART ADA Committee meetings.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART	Ongoing

**Objective 2:** Promote a reliable and financially sustainable transportation system.

Strategy	Responsible Agency(ies)	Implementation
<b>2.1:</b> Work with the Hillsborough County Board of County Commissioners (BoCC), Florida Legislature, the Commission for the Transportation Disadvantaged, and other entities to maintain and increase capital and operating funding for the TD Program in Hillsborough County.	Hillsborough TPO, Hillsborough TDCB	Ongoing
<b>2.2:</b> Continue to identify unused capacity within the TD Coordinated System to expand trips for the TD population where gaps are identified.	Sunshine Line	Ongoing
<b>2.3:</b> Continue to conduct a Return on Investment (ROI) study for the TD system, as needed, to support continued and expanded funding for transportation.	Hillsborough TPO, Hillsborough TDCB	Early 2022, and with every new TDSP.
<b>2.4:</b> Promote the state voluntary dollar program designed to encourage \$1 donations to the TD program when renewing vehicle tag through the TPO’s legislative messaging.	Hillsborough TPO, Hillsborough TDCB	Ongoing
<b>2.5:</b> Support and advocate for funding of integrated multimodal transportation programs and infrastructure including fixed-route transit, community bus programs, ferry, and other modes that supports TD individuals. Support transportation options to serve TD individuals in rural areas where traditional public transit is not effective.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Ongoing
<b>2.6:</b> Explore the need for and pilot the use of transportation network companies and other shared mobility services (e.g.,: Uber, Lyft, UZURV) to provide <b>supplemental</b> cost-effective and accessible transportation services for TD individuals. Ensure these services meet the safety and quality assurance standards outlined by State Law and the TDSP, at minimum.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART	Ongoing



**Objective 3:** Advocate for a safe and easily accessed transportation system for all transportation disadvantaged persons

Strategy	Responsible Agency(ies)	Implementation Timeline
<p><b>3.1.:</b> Continue to work with the TPO and Advisory Committees, HART, and the four local jurisdictions to promote safe and reliable access to transit for the TD, especially those with disabilities, through investments in bus stop infrastructure and the surrounding multimodal network.</p>	<p>Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART</p>	<p>Ongoing</p>
<p><b>3.2.:</b> Continue to work with the four local jurisdictions to advance transportation infrastructure that meets the needs of disabled and elderly residents – including but not limited to signal timing modifications, audible signals, curb cuts, sidewalks, and ADA-related infrastructure investments. Support the implementation of locally developed ADA Transition Plans.</p>	<p>Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART</p>	<p>Ongoing</p>
<p><b>3.3:</b> Continue to work with the TPO and Advisory Committees, and the four local jurisdictions, to advance land use regulations which support the needs of the TD population and integrate transportation and land-use decision-making. This could include increased density and mix of uses in urban areas, innovative services in rural areas, supporting the creation of essential destinations around transit corridors, and improving access to essential services for those without automobiles or who cannot drive.</p>	<p>Hillsborough TDCB, Hillsborough TPO</p>	<p>Ongoing</p>
<p><b>3.4:</b> Continue to support and expand travel training programs for the TD population, particularly those with disabilities, to promote and enable independence in access and safe transportation experiences. Integrate technology support into travel training programs.</p>	<p>HART, Sunshine Line, Hillsborough TPO</p>	<p>Ongoing</p>
<p><b>3.5:</b> Develop and maintain resources, such as a “clearinghouse” type webpage, dedicated to informing the public and TD individuals of the transportation services available in the region, as well as relevant program eligibility requirements and ongoing service changes.</p>	<p>Hillsborough TPO, Sunshine Line</p>	<p>Mid-to-Late 2022, updated annually</p>
<p><b>3.6:</b> Continue to communicate with social service providers outside the CTC Coordination Contractors and provide information on available resources. Continue more traditional outreach efforts such as health fairs, community forums, advertising on social media, and other means.</p>	<p>Hillsborough TPO, Sunshine Line, HART</p>	<p>Ongoing</p>

**Objective 4:** Establish and support policies and procedures that ensure program efficiency, effectiveness, integrity, and program sustainability.

Strategy	Responsible Agency(ies)	Implementation Timeline
<b>4.1:</b> 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.	Hillsborough TDCB, Sunshine Line, FDOT	Annual, Ongoing
<b>4.2:</b> Continue grievance procedures that promote problem identification and resolution at the local level. Utilize the TDCB Grievance Committee to advocate for individuals with complaints that are presented to the TDCB for all providers of service.	Hillsborough TDCB, Hillsborough TPO, Sunshine Line	Annual, Ongoing
<b>4.3:</b> Continue to support effective means of communication where customers can give input on the system's performance through TDCB Meetings and the CTC Evaluation.	Hillsborough TDCB, Hillsborough TPO, Sunshine Line	Annual, Ongoing
<b>4.4:</b> Continue to 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.	Sunshine Line, HART, Coordination Contractors	Ongoing
<b>4.5:</b> Continue to measure performance for reservationists and customer service representatives providing service to TD clients that ensure courtesy and consideration of the needs of the TD community.	Hillsborough TPO, Sunshine Line, Hillsborough TDCB	Annual, Ongoing
<b>4.6:</b> Ensure the Community Transportation Coordinator (CTC) maintains its quality and safety assurance measures.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Annual, Ongoing
<b>4.7:</b> Work with the Florida Department of Transportation (FDOT) to provide information on triennial reviews of 5310 recipients to the CTC.	Hillsborough TPO, FDOT	Annual, Ongoing

## 2 Service Plan

### 2.1 Operations Element

#### 2.1.1 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.

### 2.2 Accessing Services

#### 2.2.1 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 critical 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 and select the most appropriate means of transportation, clients may be asked for the following information:

- Name
- Address and telephone number
- 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 (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: have a physical/mental disability or are children-at-risk as defined in F.S. 411.202, are 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 a fare pass for HART ADA paratransit service is based on a written application form, as well.

### *Community Transportation Coordinator Service 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 trip types 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
- **Priority III:**
  - Personal Business (Government office, bank, post office, legal, hair appointments, laundromat, etc.)
  - Health and Wellness (Silver Sneakers Program, gym, walking groups, health events and fairs, nutrition, and cooking programs)
  - Employment
  - Education\*\*
- **Priority IV:**
  - Recreation
  - Social
- **Priority V:**
  - Other

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

### **2.2.2 Coordination Contractors**

Currently, most coordination contractors are agencies providing trips for their own TD patrons 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 TDCB for endorsement and then submitted to the Hillsborough County BOCC for approval. Current agencies under coordination agreements are included in Table 8.

### **2.2.3 Public 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 mailed to the client or loaded onto Flamingo Fare swipe cards, depending on the type of pass. 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.

### **2.2.4 School Bus Utilization**

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

### **2.2.5 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 D.

### **2.2.6 System Safety Program Plan Certification**

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

**Figure 3: Signed SSPP**



**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:  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

### **2.2.7 Inter-County Services**

Sunshine Line can provide limited inter-county trips on a case-by-case basis. In addition, HART, PSTA, and Pasco County Public Transportation (PCPT) each have cooperative agreements with each other that provide service across county lines.

### **2.2.8 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.

### **2.2.9 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 at <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 TPO 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.

### **2.2.10 Acceptable Alternatives**

Any agency purchasing or providing transportation for TD patrons 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.



## 3 Quality Assurance

### 3.1 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 County TPO's website.

#### 3.1.1 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.

#### 3.1.2 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.

#### 3.1.3 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.

#### 3.1.4 Annual Trips per Capita

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

#### 3.1.5 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*.

#### 3.1.6 Trips per Revenue Hour

The coordinator will provide no fewer than two door-to-door trips per revenue hour.

#### 3.1.7 Vehicles per 100,000 Persons (Measurable Standard)

The coordinator will ensure no less than 5 vehicles per 100,000 residents are provided system-wide.

### **3.1.8 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.

### **3.1.9 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.

### **3.1.10 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.

### **3.1.11 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.

## **3.2 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.

### **3.2.1 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.

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

All vehicles will have operating air conditioners and heaters.

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

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

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

All drivers are required to wear photo identification.

### **3.2.5 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.

### **3.2.6 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 Plan.

### **3.2.7 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.

### **3.2.8 Smoking (Commission Standard)**

Smoking is not allowed on vehicles.

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

Clients are not allowed to eat or drink on vehicles.

### **3.2.10 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.

### **3.2.11 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.

### **3.2.12 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.

### **3.2.13 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.

### **3.2.14 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.

### **3.2.15 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.

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

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

### **3.2.17 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.

### **3.2.18 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.

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

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

### **3.2.20 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.

### **3.2.21 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.

### **3.2.22 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.

### **3.2.23 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.

### **3.2.24 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.

### **3.2.25 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.

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

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

## **3.3 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.

### **3.3.1 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.

### **3.3.2 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 Transportation Planning Organization (TPO) 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) TPO: The Hillsborough County TPO, 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.

### **3.3.3 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.

### **3.3.4 Section 4: Membership**

4.01 Members of the Grievance Subcommittee shall be appointed by the Chairman of the TDCB and shall be composed of five voting members of the TDCB as follows:

- a) One user of transportation services,
- b) One representative of a recognized disabled group, and
- c) Three representatives of the TDCB 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 TPO shall staff the Grievance Subcommittee.

### **3.3.5 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 TDCB. 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.

### **3.3.6 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 TPO. The client will also be advised about the CTD Ombudsman Program.

6.05 Upon receipt of the grievance form, the TDCB chairperson shall, within 15 working days, contact Grievance Subcommittee members and the CTC Program Manager to set a grievance hearing date and location.

The grievance may also be sent to:

CTC Ombudsman Program

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0700

1-800-983-2435

1-800-648-6084 (TTY)

[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

6.06 The grievant and all parties involved shall be notified at least seven working days prior to the hearing date by certified mail; return receipt requested.

### **3.3.7 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 TDCB staff, in care of the Hillsborough County TPO, 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 TPO, who shall recommend solution(s).

7.10 Any appeals to the recommendations of the Grievance Subcommittee, the TDCB, or the Hillsborough County TPO must be filed with their staff within 60 days of the latest hearing decision. The appeal will be filed to Hillsborough County TPO/TDCB staff by certified mail; return receipt requested.

7.11 Upon receipt of an appeal, Hillsborough County TPO/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 TPO 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.)

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Description of relief desired:

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

**OFFICIAL USE ONLY**

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

Recommendation:

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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

### **3.3.8 Section 8: Notification 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.

## **3.4 Evaluation Process**

### **3.4.1 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 TPO 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 distribute client satisfaction surveys to users of the door-to-door service and the bus pass program. Hillsborough County staff may contact clients or funding agencies to determine their satisfaction with the TD services received.

Hillsborough County 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 its 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/>.

### **3.4.2 CTC Monitoring Procedures of Operators**

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

### **3.4.3 Coordination Contract Evaluation Criteria**

The CTC reviews the records of operators annually to confirm compliance with contract requirements. Insurance certificates are reviewed and maintained by the CTC.

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.

#### **3.4.4 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.

## 4 Fare Structure

In Hillsborough County, the CTC works with several organizations that provide funding for transportation to the TD. The Annual Operations Report in Appendix E outlines the level of funding that these organizations provide.

Appendix E 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.

The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2021/2022 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 2021/2022.

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.

## 5 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 user's 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.

**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):** The LCB that oversees the provision of TD services in Hillsborough County. Rule 41-2, F.A.C., which implements Chapter 427, F.S., requires the creation of this Board within each MPO/TPO.

**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 CTD 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 CTD'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.

**Transportation Planning Organization (TPO):** 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 TPO also serves as the official planning agency referred to in Chapter 427, F.S.

**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: Public Involvement Survey Results

For this TDSP effort, the TPO reached out to social service agencies in the county who work with the TD population to get an understanding of the transportation needs and barriers of their clients. This included an online survey and a follow-up phone interview with those who were interested in providing additional information. The results presented below were used to help form the program goals and objectives.

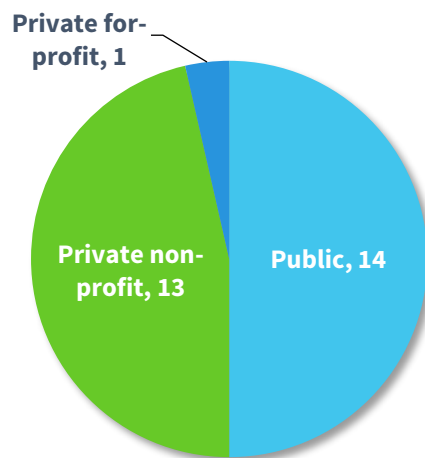
### Phase I Online Survey

An online survey was distributed to Hillsborough County social service providers in March 2021. The survey consisted of 14 questions regarding organization and client characteristics, as well as transportation concerns that affect the population(s) they serve. The survey also allowed for comments. A total of 29 surveys were completed and returned. A summary of the survey responses is presented below.

#### Organization Characteristics

The first three questions asked respondents to characterize the organization they represent and the clients that their organization serves. The first question asked participants to select whether their organization is public, private for-profit, or private non-profit. Figure A-1 shows that 14 of the organizations are public, 13 are private non-profit, and just one respondent is representing a private for-profit. One respondent did not reply to the question.

**Figure A-1: Please choose the type of organization you represent**

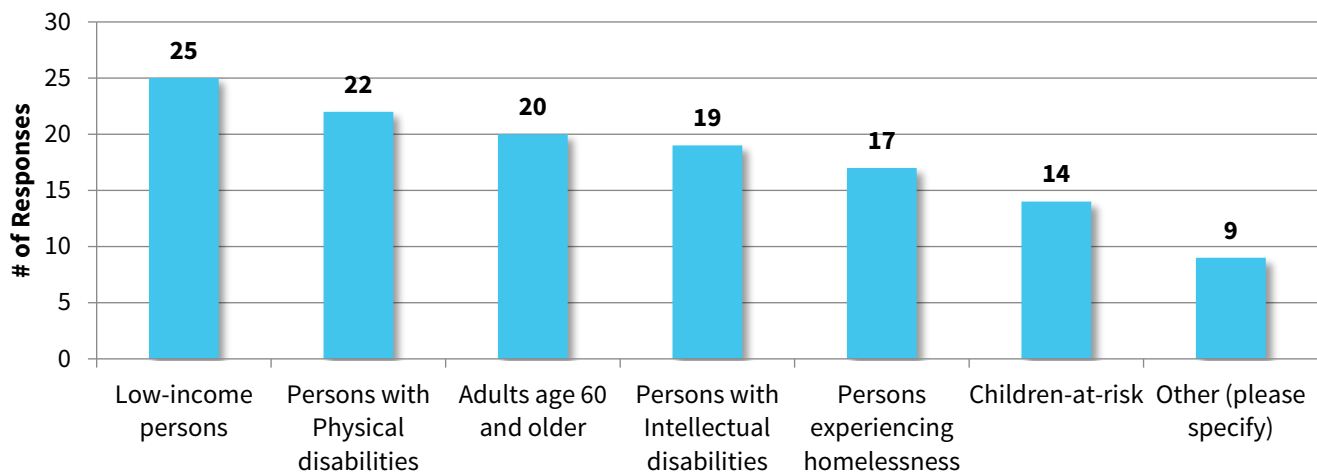


The next question asked the representatives to select all categories of TD populations that their organization serves. In Figure A-2, responses show that the most frequently selected population was Low-income Persons (25 responses, or 86%), followed by Persons with Physical Disabilities and then Adults Age 60 and Older. Persons with Intellectual Disabilities, Persons Experiencing Homelessness, and Children-at-risk were also selected by nearly or over half of respondents. The least selected

option was ‘Other,’ which provided a space for free response answers. Those responses included the following:

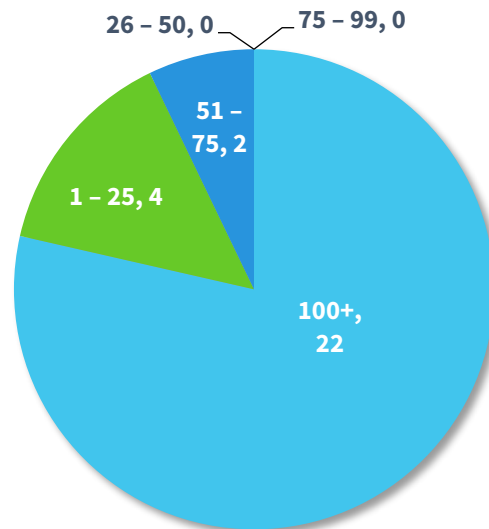
- Persons with mental health disabilities
- Uninsured persons
- All residents of the Ruskin community
- Persons being released from prison
- Individuals with HIV
- Individuals and families experiencing food insecurity
- Survivors of domestic violence
- Those under 60 that have difficulty getting food or preparing meals

**Figure A-2: Does your agency serve clients in one or more of the following categories?**



The last of the organization characteristic questions asked respondents to select how many clients are served by their agency. Figure A-3 shows these results. Twenty-two, or 79 percent, answered that their agency serves over 100 clients in Hillsborough County, followed by four selecting between 1 to 25 clients, and two selecting 51 to 75 clients. No respondents selected 26 to 50 or 75 to 99 clients, and one respondent did not reply to the question.

**Figure A-3: Approximately how many clients does your agency serve in Hillsborough County?**



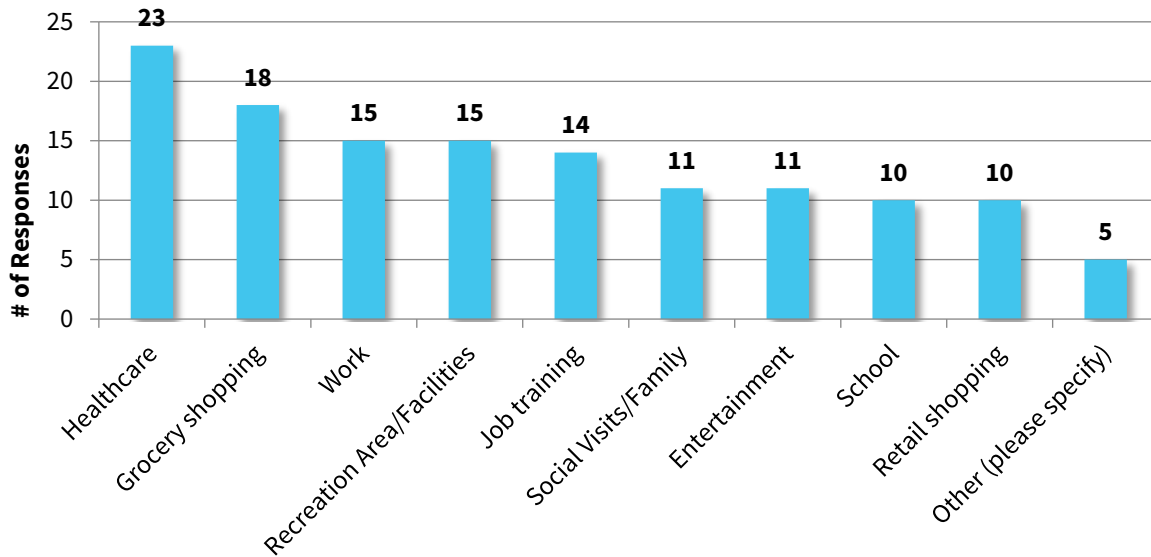
### Client Transportation Characteristics

The next series of questions asked respondents to provide information regarding their clientele's transportation use, access, and concerns.

The fourth question in the survey was, "Select the activities that your clients are unable to access on a regular basis due to lack of transportation services." The question provided 10 options: work, school, job training, healthcare, grocery shopping, recreation area/facilities, social visits/family, entertainment, retail shopping, and other. Detailed results are shown in Figure A-4. The most frequently selected options, selected by over half of respondents, were healthcare, grocery shopping, recreation, and work. The remaining options were selected by fewer than half of the respondents, with 'Other' being the least selected. Responses for 'Other' included the following:

- Vaccination
- Childcare
- None of the above
- Unknown, most clients do not use public transportation services
- There are certain sectors of our community that are not able to access one to all of the above because of lack of transportation

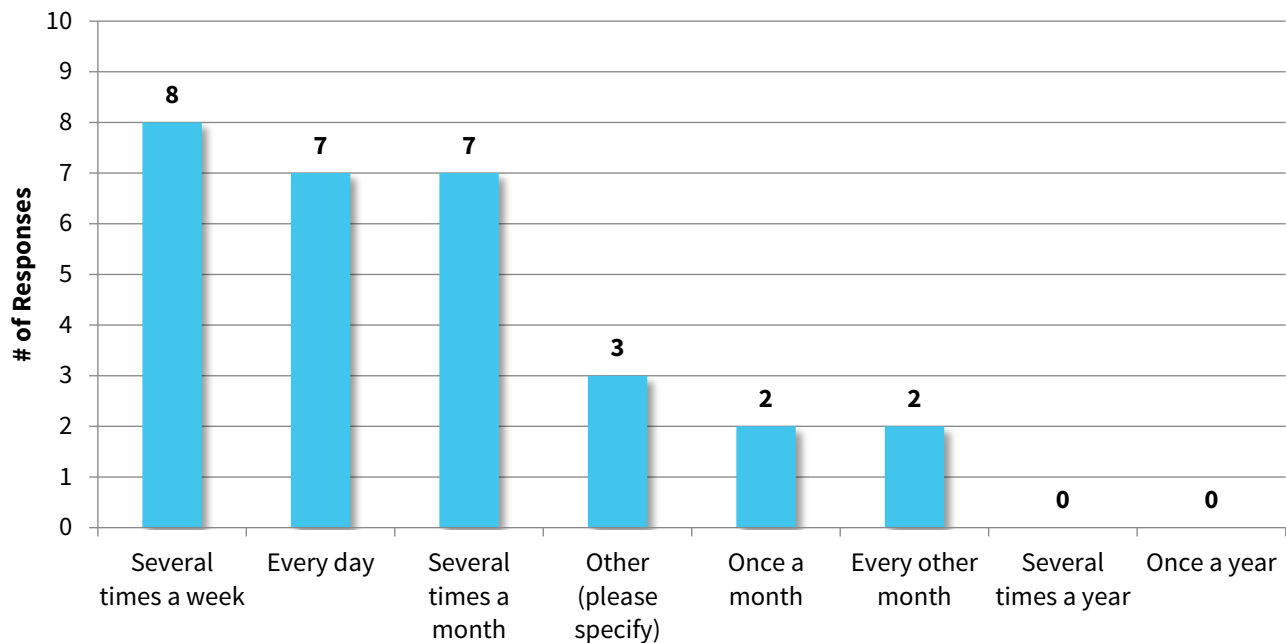
**Figure A-4: Select the activities that your clients are unable to access on a regular basis due to lack of transportation services.**



Next, participants were asked how often their clients express concerns related to transportation. The responses, shown in Figure A-5, were that seven representatives heard concerns every day, eight reported concerns several times a week, another seven reported several times a month, and two each reported once a month or every other month. Three also selected 'Other' and provided in the free response that the frequency was unknown, but that it had been identified as a top concern at the agency by the clients. A complete summary of the 'Other' responses is below:

- It was identified in the last Social Services Needs Assessment. It came up again in the recent "Ruskin Reimagined" Workshops being conducted by USF.
- We serve hundreds of individuals with developmental disabilities who all have a case manager. They express their concerns all of the time as lack of transportation limits their ability to be involved in inclusive activities.
- Don't know the frequency, but it is a top concern.

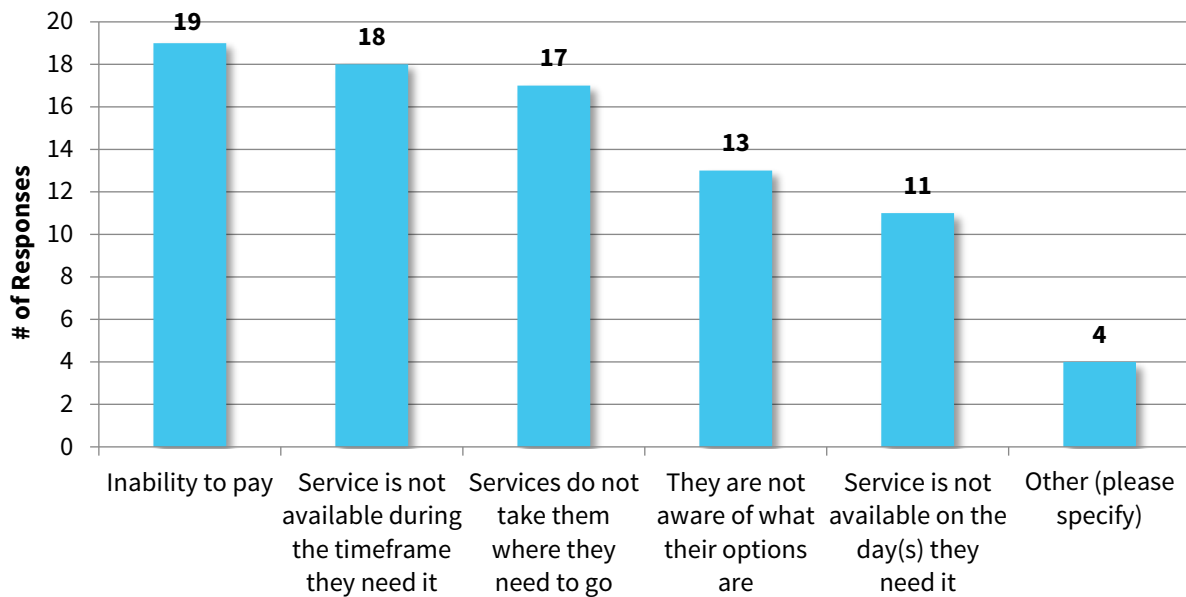
**Figure A-5: How frequently do your clients express concerns to you related to transportation?**



Question 6 asked respondents what they believe are the reasons their clients have challenges accessing transportation. The least frequently selected answers were that service is not available on the day they need it with 11 selections, and clients are not aware of what their options are with 13 selections. Services not taking clients where they need to go, service not available during the timeframe it is needed, and inability to pay were all selected at a similar rate with 17, 18, and 19 respondents selecting these options, respectively. Results are shown in Figure A-6. An additional four respondents selected 'Other.' These responses included the following:

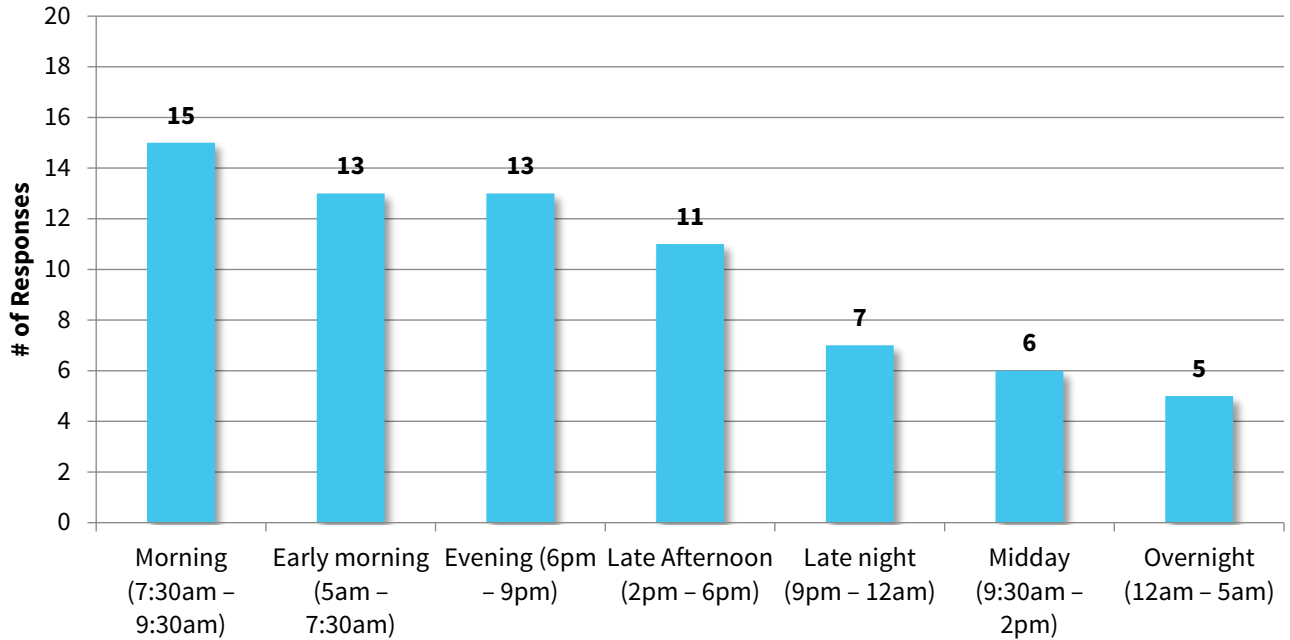
- Services are limited and cover a small portion of the county
- Inconvenience/wait time
- Public access is too far from their homes/destinations
- No transportation in the area of need

**Figure A-6: Select the reason(s) your clients have challenges accessing transportation**



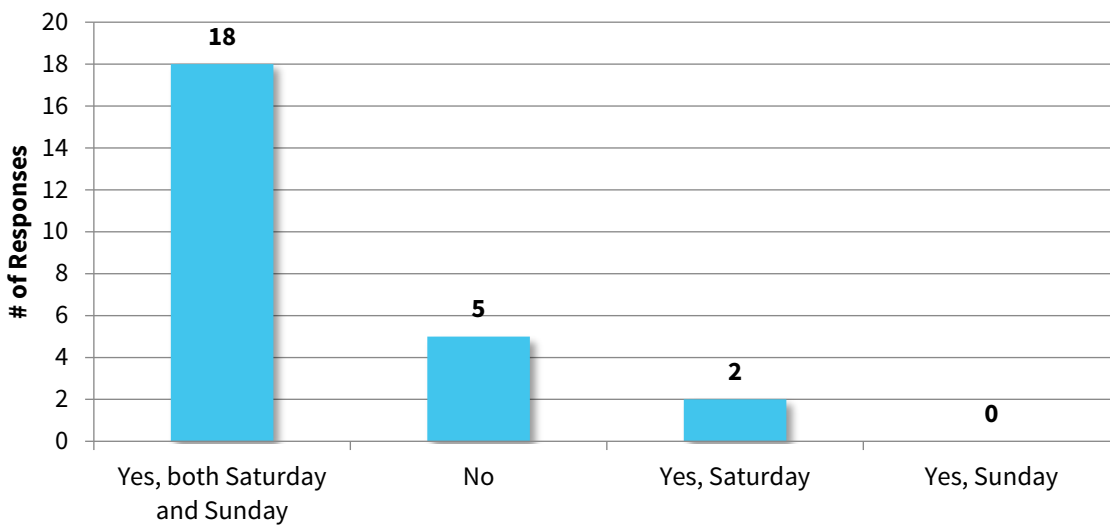
The next set of questions began to ask participants about challenges related to time and transportation for their clients. To start, participants were asked to select what time(s) of day is most difficult for your clients to get to and from where they need to go? Options included Early morning (5am to 7:30am), morning (7:30am to 9:30am), midday (9:30am to 2pm), late afternoon (2pm to 6pm), evening (6pm to 9pm), late night (9pm to 12am), and overnight (12am to 5am). Results are shown in Figure A-7.

**Figure A-7: What time(s) of the day is it most difficult for your clients to get to and from where they need to go?**



Question 8 asked respondents whether their clients had issues accessing transportation on the weekend. Eighteen respondents, or 72 percent, said that their clients had issues with access on both Saturday and Sunday, 5 responded they had no access issues, 2 responded Saturday alone, and no respondents selected Sunday alone. See Figure A-8 for results.

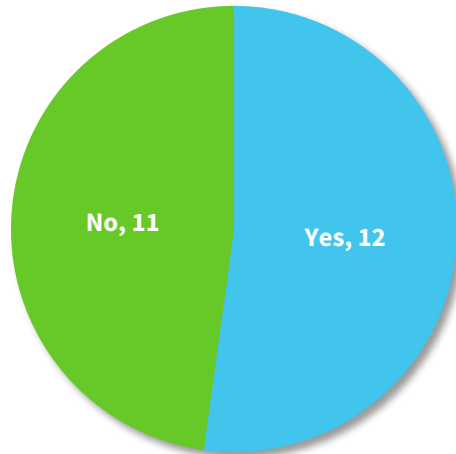
**Figure A-8: Do your clients experience any issues accessing transportation on the weekends?**



Both Questions 9 and 10 related to clients experiencing issues accessing services/activities in other counties. First, respondents were asked if this was an issue that their clients are experiencing. Twelve

respondents (52%) responded “Yes” and 11 responded “No” (Figure A-9). Those that responded “Yes” were asked in Question 10 to specify the counties that their clients were having difficulty traveling to and from. Most responses detailed that clients had trouble traveling from Hillsborough to other counties in the Tampa Bay area--most commonly Pinellas County. The full responses can be found in Table A-1. Six respondents did not reply to the question.

**Figure A-9: Do your clients experience any issues accessing transportation on the weekends?**



**Table A-1: Which Counties do you have difficulty traveling from/to?**

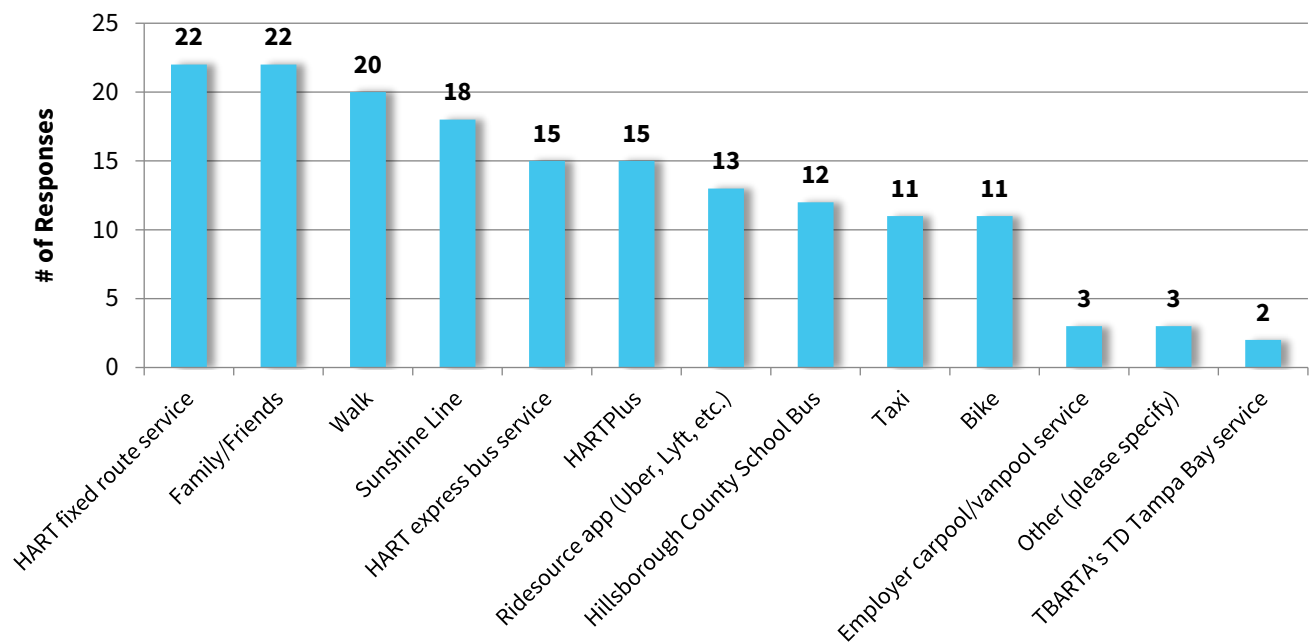
From County	To County	# Responses
Hillsborough	Pinellas	8
Hillsborough	Polk	3
Hillsborough	Pasco	2
Hillsborough	Orange	1
Pinellas	Hillsborough	1
Pasco	Hillsborough	1
<b>Total</b>		<b>16</b>



The last question regarding client transportation asked service providers to choose the transportation modes that their clients use. The most frequently selected were HART fixed route service and family/friends with 22 responses each, then walking and Sunshine Line with 20 responses and 18 responses, respectively. The least selected was TBARTA’s TD Tampa Bay service (2 responses). Full results are shown in Figure A-10. For the three who chose ‘Other,’ their responses are below.

- Uber/other rideshare
- Unsure of other modes
- Uber in areas where public transport does not exist

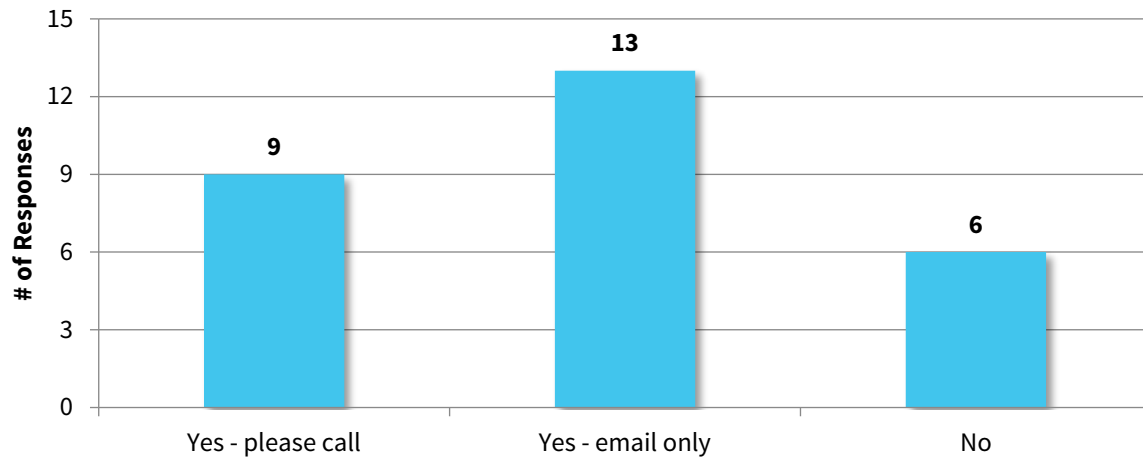
**Figure A-10: Which of the following do your clients currently use?**



### Follow-Up and Additional Comments

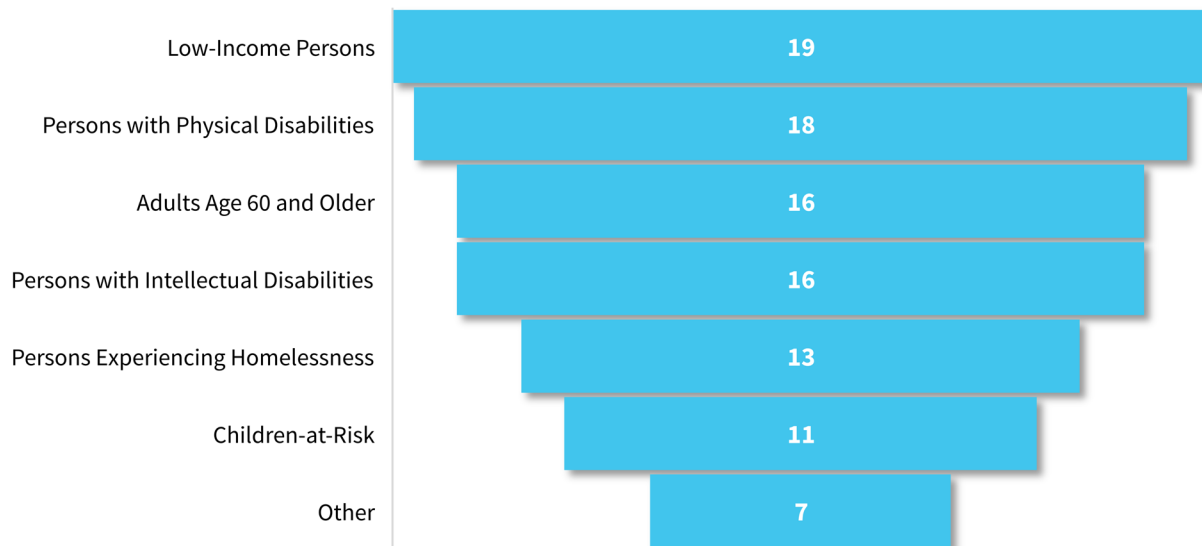
The last three questions of the survey asked respondents whether they were available for additional follow-up and if they had any additional comments. Twenty-two participants said that they would be willing to provide more information either on the phone or via email (Figure A-11).

**Figure A-11: Would you be willing to provide more information via a brief phone conversation or email?**



Those that responded affirmatively provided their contact information in Question 13. These respondents represent all client categories of interest. A breakdown of the distribution is shown in Figure A-12. Those who indicated that they would be willing to provide more information were contacted for Phase II of the survey of social service providers.

**Figure A-12: Follow-Up Participants - Client Type Distribution**



The final question of the survey asked for any additional comments. Of the six participants that provided additional comments, the most frequent comment was a reiteration and reinforcement of the need for better transportation access. See below for a complete list of comments.

- Additionally, I am also open to email communications.
- Transportation is our greatest barrier to independence.

- Most don't know their options; HART picks up or drops off too early or too late.
- We are working with the Enterprising Latinas on their Arriba project because it would travel to Ruskin and would help fill the gap Hart is not able to provide due to funding constraints. I have been informed the project is still on hold. We are one of the fastest growing areas in Tampa Bay and most certainly in Hillsborough County. Therefore, the transportation problem is only going to get worse. Please put "Arriba" in the funding cycle asap!
- Poverty and poor wages are the barriers that our clients face related to transportation.
- Transportation and employment are likely the top two challenges for individuals we serve.

## Phase II Online Survey

The Phase I online survey asked respondents whether they would be willing to provide more information via a brief phone conversation or through email. A total of 12 respondents said they would be interested in providing more feedback via email. A follow-up, five-question survey was distributed to those who provided their email address, and five responses were received. A summary of responses is below.

The first question asked the respondents to provide some information on their agency and the work that they do. This question allows information to be gathered on the specific TD populations these agencies work with and which issues may affect specific populations.

**Table A-2: Please tell us what agency you work for, what kind of clients you serve, and give a brief overview of how you serve your clients.**

Agency	Description of Work
<b>Northside Behavioral Health</b>	Provide individuals and families comprehensive behavioral health care, enabling a path for those in need to a productive recovery and an enriched quality of life.
<b>Meals on Wheels of Tampa</b>	Non-profit agency serving those 62 or older and those having difficulty getting or preparing food. Serving 750 recipients Monday through Friday
<b>Children's Board</b>	Funding agency for children's services.
<b>Dawning Family Services</b>	Help families with minor children facing homelessness or are homeless obtain affordable housing.

The next question asked respondents what types of transportation are most often used by their clients. Answers included: Medicaid Taxi, Sunshine Line, bus, transportation provided by Northside, Uber/Lyft, owned car, and family/friend.

The third and fourth questions of the online survey asked service providers what the biggest challenges are that their clients face in regard to transportation and then for some potential solutions to these challenges. Challenges included lack of access to Medicaid/Medicare transport, high cost and lack of mobility, insufficient bus service, and trouble finding transportation and driving. Solutions included increasing bus service and greater access to fast and dignified transportation. Full comments are shown in Table A-3 below.

**Table A-3: Client transportation challenges and solutions**

Challenges	Solutions
Bus service is not very available in South County and Plant City.	Increased bus service outside of City of Tampa core.
Driving. Many drive but should not, but choose to as it is the only choice. Inability to drive or have friends take them as they have a wheelchair, etc.	Greater access to fast transportation with dignity. Some use resources provided by their health care provider. In many cases, these individuals are ill and have very long waits. They may wait at their appointment 2 hours or more to be picked up.
For HART riders, the bus schedule sometimes does not meet the hours needed.	More early morning/late evening bus times for those who have overnight jobs.
Cost of bus passes are unaffordable for low-income families to purchase regularly.	More options for the agency to obtain bus passes for their clients who are seeking employment.
Finding the appropriate information regarding available transportation services.	More community-based resources that can be passed to clients.
Finding someone to help them with transportation.	
Individuals who don't have Medicare or Medicaid to access these modes of transportation.	

The final question of the online survey asked providers, “Is there anything specific we should know about your clients? Consider each type of client you serve (older adults, persons with physical or intellectual disabilities, low income, children-at-risk, persons experiencing homelessness, etc.).” There were no comments provided.

### Social Service Agency Phone Interviews

In addition to the follow-up online survey, Phase II of the social service provider public outreach included calls via Microsoft Teams with providers that indicated they would be open to follow-up during the first phase of outreach. Some Coordination Contractors were also contacted to provide input. The calls were completed by a facilitator, and representatives from the TPO and Sunshine Line were in attendance for all calls. Ten phone interviews were completed; the findings from each interview are recorded below.

#### Lighthouse for the Blind and Visually Impaired

Lighthouse provides services to several TD populations, including persons with physical and intellectual disabilities, low-income, children at risk, and adults age 60+. They work with over 100 clients with a multitude of transportation issues and needs.

The provider remarked that employment trips are the biggest need. Additional issues that clients face include bus stop access (sidewalk coverage). The provider and her clients remarked that they are disappointed that the TD Tampa Bay program lost funding, and that they now use more expensive

cab companies for on-demand transport. The agency also coordinates with Quality of Life (QOL) for travel training (specially trained in directing the blind) and to help sign up with Sunshine Line and HARTPlus. The agency does not currently hold any 5310 grants or plan do so in the future due to insurance and FDOT requirements. In the future, the agency plans to broker services with QOL or use Sunshine Line/HARTPlus. Overall, Lighthouse is very pleased with the services Hillsborough provides. Hillsborough does do a better job than some surrounding counties. However, there are just some gaps that need to be addressed.

### **Mary Martha House**

Mary Martha House is private non-profit that works with 51-75 clients experiencing domestic violence and homelessness. The agency works with TD populations such as low-income, adults age 50+, and persons experiencing homelessness.

The provider reported that transportation is its clients' biggest barrier to employment. The agency is located in South Hillsborough County, which makes accessing public transit a bigger issue, whether the transit lines are not reaching its location or not running into the night late enough or on the weekends. Mary Martha House pays for its clients' transportation and may sometimes use the company van for more urgent needs. The agency struggles with coordination due to its geographic location outside of the urban core.

### **Agency for Persons with Disabilities (APD)**

APD is a public agency working with TD populations such as person with physical and intellectual disabilities, low income, children at risk, adults age 60+, and persons experiencing homelessness. Serving over 100 clients at the agency, the major transport needs identified were transport for work, job training, healthcare, grocery shopping, recreation, social visits, entertainment, and shopping.

The provider stated that unemployment or underemployment due to location or hours of transportation is a big issue. A quarter of its clients are severely disabled who cannot use fixed-route services, and most of its clients in general prefer door-to-door. The clients did use TD Tampa Bay when the service was active; the clients prefer to use door-to-door services due to safety and ease. The agency provides travel training, and partners with Adult Day Training (ADT) centers for transport, or, if the trip is too far, the agency will offer bus passes or decline if it is not reasonable to provide the trip. There are currently 167 people on the waitlist looking for employment transportation assistance and it is reported that after hours/late night transport is one of the biggest issues in terms of accessing employment.

### **Dawning Family Services**

Dawning Family Services, formerly Alpha House, is a not-for-profit agency that assists with housing for homeless families. Each program can have anywhere from 40-60 clients at a time.

One of the biggest transportation barriers to these families is that they cannot afford transportation. Some of the clients use HART services. The biggest issue with fixed-route service is that it is unreliable. If the bus is late or they miss the bus, then it could affect their employment. Also, sometimes they need to transfer buses to get to a destination and the trip can take hours. The agency will provide bus

passes on a case-by-case basis through funding from the Children's Board. Clients also use Uber or Lyft from time to time if they need immediate transportation. However, these services are expensive and the funds they use for it could mean they miss out on a meal. For clients who have their own vehicles, the vehicles tend to be older and unreliable. Agency staff are not allowed to drive clients anywhere, but case managers will run errands for families for essential items.

Clients sometimes have issues signing up for programs (e.g., Medicaid) since they require applicants to show forms of identification and certain documentation. Since these clients are homeless, a lot of times they do not have access to these documents.

The agency was not fully aware of all of the transportation options offered in Hillsborough County. The TPO and Sunshine Line staff went over some services that their clients may be eligible for, including HARTPlus, Sunshine Line bus passes, Sunshine Line group trips, and HART assistance with limited English clients.

### **Brandon Sports & Aquatic Center**

Brandon Sports & Aquatic Center is a non-profit organization that provides after-school programs and a program for adults with special needs. The agency has two FDOT vehicles purchased through the 5310 program and a few privately owned vehicles. However, the FDOT vehicles are being returned. Vehicles are used for after-school programs, to pick up clients in the morning, and to take on field trips. The agency's transportation needs are being met for the most part. However, some clients may have issues getting to the program. Other transportation options the agency's clients use are HARTPlus, Sunshine Line, and family members. The Center may lose clients due to aging parents and lack of transportation options.

### **McClain, Inc.**

McClain, Inc. is a non-profit organization housing persons with developmental disabilities. The agency has three residences, two for females and one for males, with around 18 residents total. Each home has a vehicle that was purchased by the 5310 program. The vehicles are used to transport clients to jobs, doctor appointments, and for day trips. The agency believes that it has sufficient transportation for the program; however, staff do feel that some of their clients' elderly parents may be able to benefit from Sunshine Line services.

### **MacDonald Training Center**

This non-profit organization provides adult day training to adults with developmental disabilities. The agency has a small fleet of vehicles; however, they are not wheelchair accessible. If a client should need wheelchair transportation, the agency uses Sunshine Line's services or HART/HARTPlus when necessary. Some clients are able to use Medicaid waiver service, but only for trips to and from home. The agency has enough vehicles to support its transportation needs, but currently does not have enough staff to drive them. Staff are not dedicated drivers; they drive the clients to programs and stay with them during the day and drive them back home. The agency is able to reach out to other agencies for a ride if a vehicle is unavailable. But there are still people on a waitlist for its program due to not having the transportation resources to take them to the program.

### **Community Tampa Bay**

This non-profit agency puts on programs for youth to promote inclusivity and anti-discrimination. The program is free for any youth who is interested in attending, so it attracts some low-income teens. The agency operates in Pinellas County but does have participants from Hillsborough County. There are some teens interested in attending the program, but do not have the transportation to cross county lines. The agency has discussed coordinating with agencies such as Boys and Girls Club, but nothing has been established yet.

### **Tampa Crossroads**

Tampa Crossroads provides a full range of care including counseling and treatment, housing, employment services, help for veterans and their families, and other support to men and women in the community regarding behavioral wellness. The agency has residential and non-residential programs, the discussion was particularly regarding non-residential programs.

The agency does not provide any transportation services to their clients, but they are sometimes able to purchase bus passes for clients with substance abuse issues due to the Marchman Act. Some clients use HART as there is a bus stop within a 5–10-minute walk from the facility. The clients generally do not have any issues with bus times, they will just plan to get to their appointments early. Some have issues with where the bus goes as some clients do live in Brandon or South County area. Buying bus passes is probably the biggest transportation issue for the low-income clients. Sunshine Line offered to come to the agency to explain the services they operate as the agency was unaware of the options.

### **Agency for Community Treatment Services (ACTS)**

ACTS is a coordinated contractor with Hillsborough County that provides services to provide and manage a range of prevention, intervention, treatment, psychological and supportive services related to substance abuse and mental health. The agency currently has 13 FDOT vehicles and 5 vehicles through the VA, which provides enough transportation for their needs. The vehicles are used to take clients to medical appointments, court, and other necessities. Some clients in non-residential programs do use HART services to get to the program or to get to jobs. They have not heard clients express any issues with the service. Also, each program has budget to purchase bus passes for clients if needed. The agency coordinates with other agencies such as DACCO, Hillsborough Healthcare, Crossroads, etc., but never really had to coordinate transportation services. However, they would be happy to if the need arises.

## Appendix B: TD Population Forecasting Methodology

### Transportation Disadvantaged Services

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

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 TPO. 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.

### 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 sources of data included the American Community Survey (ACS) and the Bureau of Economic and Business Research (BEBR). ACS data are collected annually and 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



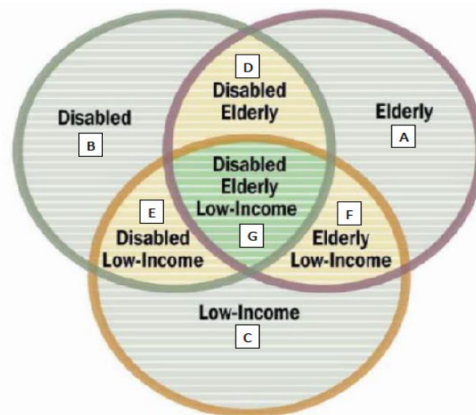
- Total population with a disability by age
- Total population with a disability and below poverty level by age

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 B-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 2021 projected to be 469,545 or 31 percent of the population. The TD population in 2045 is forecast to grow to 730,488, as shown in Table B-1.

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 B-1: Overlap of Transportation Disadvantaged Population Characteristics**



#### Overlapping Circle Component Description

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

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

<b>General TD Population Forecast</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2030</b>	<b>2035</b>	<b>2040</b>	<b>2045</b>
<b>Overlapping Circle Component</b>										
<b>E</b> - Estimate non-elderly/disabled/ low income	26,639	27,134	27,639	28,152	28,676	29,208	31,441	34,473	37,798	41,444
<b>B</b> - Estimate non-elderly/ disabled/not low income	74,325	75,706	77,113	78,546	80,006	81,493	87,722	96,182	105,458	115,629
<b>G</b> - Estimate elderly/disabled/low income	14,149	14,412	14,679	14,952	15,230	15,513	16,699	18,309	20,075	22,011
<b>D</b> - Estimate elderly/ disabled/not low income	60,804	61,934	63,085	64,257	65,451	66,668	71,764	78,685	86,274	94,594
<b>F</b> - Estimate elderly/non-disabled/low income	14,424	14,692	14,965	15,243	15,526	15,815	17,023	18,665	20,465	22,439
<b>A</b> - Estimate elderly/non-disabled/not low income	130,183	132,603	135,067	137,577	140,134	142,739	153,649	168,468	184,716	202,531
<b>C</b> - Estimate low income/not elderly/not disabled	149,023	151,792	154,613	157,487	160,414	163,395	175,885	192,848	211,447	231,840
<b>TOTAL GENERAL TD POPULATION</b>	<b>469,545</b>	<b>478,272</b>	<b>487,161</b>	<b>496,215</b>	<b>505,437</b>	<b>514,830</b>	<b>554,183</b>	<b>607,631</b>	<b>666,234</b>	<b>730,488</b>
<b>TOTAL POPULATION</b>	<b>1,502,505</b>	<b>1,530,429</b>	<b>1,558,873</b>	<b>1,587,844</b>	<b>1,617,355</b>	<b>1,647,413</b>	<b>1,773,339</b>	<b>1,944,368</b>	<b>2,131,891</b>	<b>2,337,500</b>

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

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%
<b>Total Non Elderly</b>	<b>###</b>	<b>85.4%</b>	<b>169,310</b>	<b>11.7%</b>	<b>97,313</b>	<b>6.7%</b>	<b>25,676</b>	<b>1.77%</b>
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%
<b>Total Elderly</b>	<b>211,620</b>	<b>14.6%</b>	<b>27,539</b>	<b>1.9%</b>	<b>72,242</b>	<b>5.0%</b>	<b>13,637</b>	<b>0.94%</b>
<b>Total</b>	<b>#####</b>	<b>100%</b>	<b>196,849</b>	<b>13.6%</b>	<b>169,555</b>	<b>11.7%</b>	<b>39,313</b>	<b>2.71%</b>

<b>Double Counts Calculations</b>		
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
<b>Total - Non-Duplicated</b>		<b>452,567</b>

<b>General TD Population</b>	<b>% of Total</b>	
Non-Duplicated General TD Population Estimate	<b>452,567</b>	31.3%

**Table B-3: Calculations of Critical Need Transportation Disadvantaged Population**

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%
<b>Total Non Elderly</b>	<b>97,313</b>		<b>10,704</b>	<b>0.87%</b>
65-74	33,243	27.12%	9,016	7.09%
75+	38,999	46.55%	18,154	21.50%
<b>Total Elderly</b>	<b>72,242</b>		<b>27,170</b>	<b>12.84%</b>
<b>Total</b>	<b>169,555</b>		<b>37,874</b>	<b>2.62%</b>

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

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

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

Low Income & Not Disabled = C + F		CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION	
<u>Assumes</u>	157,536		
27.2%	xx % without auto access		
6.5%	10,240		
32.0%	xx % without transit access		
	3,277		
		Calculation of Daily Trips	
		Daily Trip Rates	Total
		Per Person	Daily Trips
<b>Total Actual Critical TD Population</b>			
<b>Severely Disabled</b>	<b>37,874</b>	<b>0.049</b>	<b>1,856</b>
<b>Low Income ND</b>	<b>3,277</b>	<b>1.899</b>	<b>6,223</b>
<b>Totals</b>	<b>41,151</b>		<b>8,078</b>

## Appendix C: 2019 and 2020 Trip Analysis Summary

Trip data collected by Sunshine Line for 2019 and 2020 show that the Sunshine Line service provided a total of 161,516 bus passes and door-to-door trips in 2019 and 85,159 bus passes and door-to-door trips in 2020. It should be noted that this analysis was conducted with calendar year data rather than fiscal year (FY) data as is used in official reporting to the CTD. The nearly 50 percent decrease in trips can be attributed to the COVID-19 pandemic, during which transit service was limited, social distancing was encouraged, and many services and jobs could be completed virtually from home. Additionally, the share of transportation service type shifted from 2019 to 2020, with 83.2 percent of trips being door-to-door service and 16.8 percent of trips utilizing bus pass service in 2019, to 73.4 percent and 26.6 percent, respectively, in 2020. See Table C-1 for full data.

**Table C-1: Trips by Service Type, 2019-2020**

Service Type	2019		2020	
	Total	Percent	Total	Percent
Door-to-Door	134,428	83.2%	62,494	73.4%
Bus Pass	27,088	16.8%	22,665	26.6%
Total	161,516	100%	85,159	100%

Trip data analysis found that the most common trip purpose besides the customer's home were Nutrition, Mental Health, and Grocery. The total breakdown for 2019 trip types can be found in Table C-2 below.

**Table C-2: 2019 Trips by Purpose**

Trip Purpose	
Customer Home	51.1%
Nutrition	13.3%
Mental Health	7.2%
Grocery	6.3%
Adult Day Care	5.3%
Doctor	4.0%
Dialysis	3.7%
Medical	3.1%
Shopping	2.0%
Other	1.2%
Mailing	0.8%
Pharmacy	0.5%
Hospital	0.4%
Employment	0.4%
Education or Training	0.3%
Restaurant	0.2%
Dentist	0.2%

Trip Purpose	
Church	0.1%
Child Day Care	0.004%

In 2020, the top three trip purposes besides the customer’s home were Grocery, Dialysis, and Doctor appointments. See full results in Table C-3 below.

**Table C-3: 2020 Trips by Purpose**

Trip Purpose	
Customer Home	51.0%
Grocery	10.2%
Dialysis	8.2%
Doctor	5.7%
Nutrition	5.5%
Medical	4.7%
Mental Health	3.7%
Shopping	3.2%
Adult Day Care	1.9%
Other	1.4%
Mailing	1.2%
Pharmacy	0.8%
Employment	0.6%
Hospital	0.6%
Education or Training	0.4%
Dentist	0.3%
Church	0.3%
Restaurant	0.1%
Child Day Care	0.0%

Figures C-1 maps the number of trips by zip code for 2019. In 2019, higher concentrations of trips occurred around residential communities just outside the Tampa urban core such as Old Seminole Heights/Lowry Park (33604), Brandon (33511), Plant City (33563), Sun City Center (33570), and Town N Country (33615). Most zip codes in the county produced at least 2,500 trips in 2019.

Figure C-2 shows the number of trips by zip code for 2020. Due to the decrease in overall trips in 2020, the concentration of trips appears more severe than in 2019. However, there is a higher proportion of trips occurring in the urban core than in 2019, in addition to Plant City and the Brandon/Riverview area.

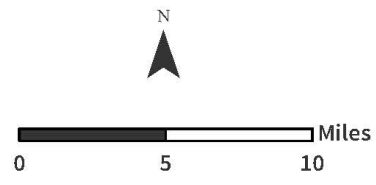
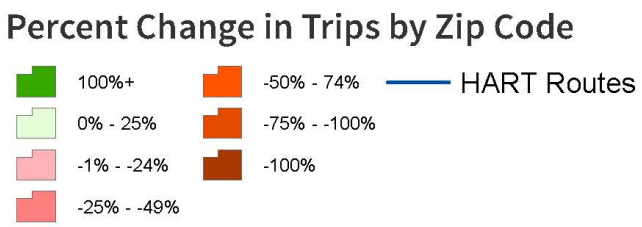
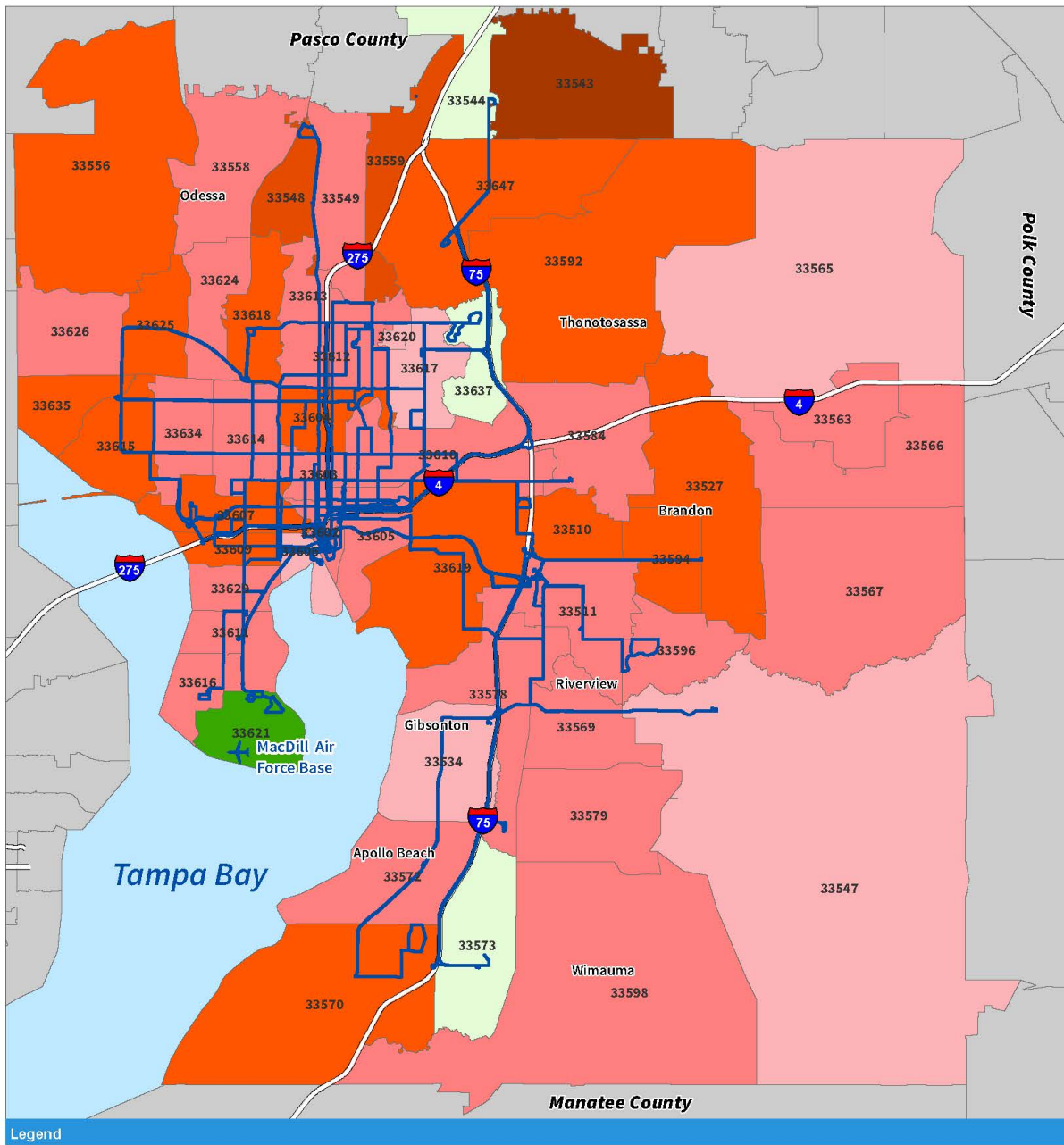
Figure C-3 shows the percent change in the number of trips per zip code between 2019 and 2020. Although sparse, there are positive changes occurring in the MacDill Air Force Base area, Sun City Center (33573), Temple Terrace (33637), and Zephyrhills (33544). However, a majority of zip codes had at least a 25 percent decrease in the number of trips provided between 2019 and 2020.







Figure C-3: Percent Change in Trips by Zip Code



## Appendix D: 2021 Vehicle Inventory

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
ACTS	###	FORD	E150	10,000	FDOT
ACTS	###	FORD	E150	84,018	FDOT
ACTS	###	FORD	E-150	823,317	FDOT
ACTS	###	FORD	FUSION-AB	11,229	FDOT
ACTS	###	FORD	FUSION-AB	129,073	FDOT
ACTS	###	FORD	FUSION-AB	129,073	FDOT
ACTS	###	FORD	FUSION-AB	94,851	FDOT
ACTS	###	TOYOTA	SIENNA	112,081	FDOT
ACTS	###	TOYOTA	SIENNA	49,426	FDOT
ACTS	###	TOYOTA	SIENNA	36,696	FDOT
ACTS	###	KIA	SEDONA	36,388	FDOT
ACTS	###	FORD	FUSION-AB	40,481	FDOT
ACTS	###	KIA	SOUL	42,835	FDOT
ACTS	###	DODGE	GRAND CARAVAN	20,811	FDOT
ACTS	###	KIA	SOUL	40,035	FDOT
ACTS	###	KIA	SOUL	13,222	FDOT
ACTS	###	FORD	FORD-TRANSIT	5,348	FDOT
ACTS	###	FORD	FUSION-AB	13,959	FDOT
ACTS	###	FORD	FUSION-AB	22,766	FDOT
ACTS	###	FORD	FUSION AB-ECO	9,684	FDOT
ACTS	###	FORD	TRANSIT-VAN	429	FDOT
ACTS	###	FORD	FUSION AB-ECO	9,408	FDOT
ACTS	###	FORD	FUSION AB-ECO	1,651	FDOT
Angels Unaware, Inc.	###	Chevrolet	Crusader/bus	84,400	5312 Grant
Angels Unaware, Inc.	###	Ford	E-250/van	89,877	5315 Grant
Angels Unaware, Inc.	###	Ford	E-250/van	102,383	5314 Grant
Angels Unaware, Inc.	###	Ford	E-350/bus	62,356	5311 Grant
Angels Unaware, Inc.	###	Ford	E-450/bus	23,509	5313 Grant
Angels Unaware, Inc.	###	Ford	E-450/bus	30,984	5316 Grant
Angels Unaware, Inc.	###	Ford	Transit	14,064	5310 Grant
Brandon Sports & Aquatic Center	2009	Ford	Chevy Express E 350	30,063	
Brandon Sports & Aquatic Center	2013	Ford	E 350	101,569	DOT
Brandon Sports & Aquatic Center	2013	Ford	E 350	59,962	
Brandon Sports & Aquatic Center	2009	Ford	E 350	93,538	
Brandon Sports & Aquatic Center	2009	Ford	E 350	30,063	DOT
Brandon Sports & Aquatic Center	2008	Ford	E 350	91,310	
DACCO Behavioral Health, Inc.	###	Ford	Econoline	68,050	5310
DACCO Behavioral Health, Inc.	###	Ford	Econoline	171,822	5310
DACCO Behavioral Health, Inc.	###	Dodge	Grand Caravan	82,027	5310
DACCO Behavioral Health, Inc.	###	Ford	E350	84,935	5310
DACCO Behavioral Health, Inc.	###	Ford	E350	129,602	5310
DACCO Behavioral Health, Inc.	###	Ford	E350	113,535	5310
DACCO Behavioral Health, Inc.	###	Ford	E350	126,461	5310
DACCO Behavioral Health, Inc.	###	Toyota	Sienna	39,434	5310
DACCO Behavioral Health, Inc.	###	Ford	Fusion	49,986	5310
DACCO Behavioral Health, Inc.	###	Toyota	Sienna	56,904	5310
DACCO Behavioral Health, Inc.	###	Chevrolet	E350	18,186	5310
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	207,551	FL-95X-070 95%; FL-34-0005 5%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	194,949	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	224,177	FL-95X-070 100%

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	245,140	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	210,399	FL-34-0005 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	237,898	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	232,383	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	205,772	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	23 FT. CMC FORD E-450 CNG VAN	205,293	FL-95X-070 100%
Hillsborough Transit Authority (HART)	###	FORD	24 FT. CMC FORD E-450 CNG VAN	190,816	FL-34-0005 100%
Hillsborough Transit Authority (HART)	###	FORD	25 FT. CMC FORD E-450 CNG VAN	218,381	FL-34-0005 100%
Hillsborough Transit Authority (HART)	###	FORD	26 FT. CMC FORD E-450 CNG VAN	236,342	FL-34-0005 100%
Hillsborough Transit Authority (HART)	###	FORD	27 FT. CMC FORD E-450 CNG VAN	200,239	FL-34-0005 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	119,361	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	130,316	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	126,255	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	94,815	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	117,999	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	131,324	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	124,570	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	129,849	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	129,504	FL-34-0017 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	127,175	RebateCNG2015 100% (Federal)
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	6,691	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	9,110	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	5,090	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	12,657	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	95,961	RebateCNG 35%; HART 14%; FL-5307S-2017P 51%;
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	98,511	FL-5307S-2017ST 81%; HART 19%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	100,148	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	77,785	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	66,251	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	97,791	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	83,958	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL FY2014 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	81,842	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL FY2014 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	73,902	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL FY2014 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	76,064	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL FY2014 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	78,294	FL-5307-2017ST 64%; FPN4352107931 32.40%; ADVAL FY2018 3.60%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	76,351	FPN4352079315 80%; FPN4352079315 10% Federal Pass Through; ADVAL FY2019 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	75,837	FPN4352079315 80%; FPN4352079315 10% Federal Pass Through; ADVAL FY2019 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	73,124	FPN4352079315 80%; FPN4352079315 10% Federal Pass Through; ADVAL FY2019 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	67,475	FPN4352079315 80%; FPN4352079315 10% Federal Pass Through; ADVAL FY2019 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	17,826	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	15,690	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	7,861	FPN4352107931 80%; FPN4352107931 10% Federal Pass Through; ADVAL 10%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	16,360	FL-5307S-2020 & FPN4352107931 Federal Pass Through 82.46% FPN4352107931 8.77%; ; ADVAL 8.77%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	11,814	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	7,302	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	8,940	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	15,603	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	16,057	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	11,226	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	7,476	FL-5307-2020 100%

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	6,277	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	9,658	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	8,012	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	12,998	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	4,102	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	3,284	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	1,460	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	1,454	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	4,662	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	14,093	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	15,033	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	12,405	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	14,345	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	11,547	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	5,112	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	8,986	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	4,807	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	GOSHEN	23FT CHEVY EXPRESS	9,658	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	10,313	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS	10,594	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	10,392	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	9,041	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	13,717	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	5,228	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	11,843	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	10,906	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	7,932	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	7,842	FL-5307-2020 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	73,607	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	82,869	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	68,656	FL-5307S-2017ST 100%
Hillsborough Transit Authority (HART)	###	CHEVY GOSHEN	23FT CHEVY EXPRESS FLEX	83,444	FL-5307S-2017ST 100%
Human Development Center, Inc.	###	Chevrolet EV	12 Passenger Van	87,049	FDOT
Human Development Center, Inc.	###	Chevrolet EV	12 Passenger Van	90,097	FDOT
Human Development Center, Inc.	###	Chevrolet EV	12 Passenger Van	75,028	FDOT
Human Development Center, Inc.	###	Ford	Transit 350 Wagon,Low Roof	38,235	FDOT
Human Development Center, Inc.	###	Ford	Transit 350 Wagon,Low Roof	4,246	FDOT
Human Development Center, Inc.	###	Ford	Transit 350 Wagon,Low Roof	985	FDOT
MacDonald Training Center	###	FORD	E-350	142,230	5310
MacDonald Training Center	###	FORD	E-350	100,790	5310
MacDonald Training Center	###	FORD	E-350	136,397	5310
MacDonald Training Center	###	FORD	E-350	128,233	5310
MacDonald Training Center	###	FORD	E-350	141,302	5310
MacDonald Training Center	###	Glaval	Cutaway	64,000	5310
MacDonald Training Center	###	FORD	E-350	108,866	5310
MacDonald Training Center	###	FORD	E-350	73,689	5310
MacDonald Training Center	###	FORD	E-350	92,659	5310
MacDonald Training Center	###	MV-1	MV-1	85,380	5310
MacDonald Training Center	###	CHEVY	Express	79,039	5310
MacDonald Training Center	###	CHEVY	Express	62,208	5310

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
MacDonald Training Center	###	CHEVY	Express	60,928	5310
MacDonald Training Center	###	CHEVY	Express	56,138	5310
MacDonald Training Center	###	CHEVY	Express	40,438	5310
MacDonald Training Center	###	FORD	Transit	14,891	5310
MacDonald Training Center	###	FORD	Transit	12,358	5310
McClain, Inc	###	Ford	Focus	90,421	5310
McClain, Inc	###	Ford	E-350	89,253	5310
McClain, Inc	###	Ford	E-350	196,054	5310
McClain, Inc	###	Ford	E-350	110,759	5310
Mental Health Care / Gracepoint	###	Ford	14 Pass Van	77,396	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Ford	Focus	88,464	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Chevrolet	Cobalt	122,176	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Dodge	Caravan	134,931	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Toyota	Sienna	68,890	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Toyota	Sienna	69,874	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Kia	Sedona	45,679	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Ford	E Series Van - 8-Pass	66,234	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Dodge	Avenger	53,439	Mental Health Care / Gracepoint
Mental Health Care / Gracepoint	###	Ford	E Series Van - 8-Pass	42,248	FDOT
Mental Health Care / Gracepoint	###	Ford	E-350 Van - 12-Pass	34,818	FDOT
Mental Health Care / Gracepoint	###	Toyota	Sienna	35,318	FDOT
Mental Health Care / Gracepoint	###	Toyota	Sienna	58,468	FDOT
Mental Health Care / Gracepoint	###	Ford	Fusion	42,934	FDOT
Mental Health Care / Gracepoint	###	Ford	Fusion	22,151	FDOT
Mental Health Care / Gracepoint	###	Ford	Transit	23,643	FDOT
Mental Health Care / Gracepoint	###	Ford	Transit	17,454	FDOT
Mental Health Care / Gracepoint	###	Ford	Transit	24,928	FDOT
Metropolitan Ministries Inc	###	Ford E450	Turtle Top Odyssey Bus	5,691	5310
Metropolitan Ministries Inc	###	Ford E451	Turtle Top Odyssey Bus	3,466	5310
Metropolitan Ministries Inc	###	Ford	Transit Van	2,024	5310
Metropolitan Ministries Inc	###	Ford	Transit Van	1,390	5310
Northside Mental Health	###	Ford	E-350 Silver/Grey Van	56,258	Northside owned
Northside Mental Health	###	Ford	E-350 Red 11 Pass Van	70,563	Northside owned
Northside Mental Health	###	Ford	E-350 Silver Van	72,870	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr Silver Auto	57,458	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr Red Auto	107,361	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr White Auto (FDOT)	92,520	State/ Fed 90%/10% Northside
Northside Mental Health	###	Ford	Fusion 4Dr White Auto (FDOT)	93,035	State/ Fed 90%/10% Northside
Northside Mental Health	###	Ford	Fusion 4Dr White Auto (FDOT)	103,844	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr White Auto (FDOT)	139,923	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr White Auto	91,025	Northside owned
Northside Mental Health	###	Ford	Fusion 4Dr Silver Auto (FDOT)	55,801	State/ Fed 90%/10% Northside
Northside Mental Health	###	Ford	Fusion 4Dr Silver Auto (FDOT)	36,062	State/ Fed 90%/10% Northside
Northside Mental Health	###	Ford	Fusion 4Dr Silver Auto (FDOT)	26,246	State/ Fed 90%/10% Northside
Quality of Life Community Services	###	VPG	MV-1	61,704	FDOT
Quality of Life Community Services	###	VPG	MV-1	99,837	FDOT
Quality of Life Community Services	###	VPG	MV-1	107,901	FDOT
Quality of Life Community Services	###	VPG	MV-1	84,396	FDOT
Quality of Life Community Services	###	Dodge	Caravan	80,358	FDOT
Quality of Life Community Services	###	Chevrolet	Express	49,649	FDOT

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
Quality of Life Community Services	###	Goshen	Bus	3,760	FDOT
Quality of Life Community Services	###	Toyota	Camry	1,558	FDOT
Quality of Life Community Services	###	Toyota Camry	Camry	3,878	FDOT
Quality of Life Community Services	###	Toyota	Camry	110	FDOT
Quest	###	Dodge	3500 Van	128,537	Quest
Quest	###	Ford	E-350 Van	192,972	Quest
Quest	###	Chevy	Minivan	115,391	Quest
Quest	###	Chevy	Champion Bus	65,056	Quest
Quest	###	Ford	E-350 Van	162,851	Quest
Quest	###	Ford	Turtle Top	127,970	FDOT 5310
Quest	###	Chevy	Turtle Top Terra Transport	103,159	FDOT 5310
Quest	###	Ford	E 350 12 passenger Van	116,295	FDOT 5310
Quest	###	Chevy	Cutaway	45,356	FDOT 5310
Quest	###	Ford Cutaway	Turtle Top Odyssey	21,637	FDOT 5310
Quest	###	Ford Cutaway	Turtle Top Odyssey	17,057	FDOT 5310
Quest	###	Ford Cutaway	Turtle Top Odyssey	12,086	FDOT 5310
Quest	###	Ford Cutaway	Trutle Top Odyssey	21,516	FDOT 5310
Quest	###	Ford	Transit Wagon	26,393	FDOT 5310
Quest	###	Dodge	Grand Caravan	950	FDOT 5310
Quest	###	Dodge	Grand Caravan	390	FDOT 5310
Quest	###	Ford	Transit Wagon T-350	2,137	FDOT 5310
Quest	###	Ford	Transit Wagon T-350	4,642	FDOT 5310
Quest	###	Turtle Top	Terra Transit	2,886	FDOT 5310
Quest	###	Chevy/Glaval	4500 Bus Cutaway	57,597	FDOT 5310
Quest	###	Chevy	Turtle Top Terra Transport	109,600	FDOT 5310
Quest	###	Ford Cutaway	Turtle Top Van Terra XL	44,438	FDOT 5310
Quest	###	Ford	Glaval Universal Bus	49,700	FDOT 5310
Sunrise Community, Inc.	###	FORD	E350	97,660	FDOT
Sunrise Community, Inc.	###	FORD	E350	104,183	FDOT
Sunrise Community, Inc.	###	FORD	E350	109,631	FDOT
Sunrise Community, Inc.	###	FORD	E350	134,039	Sunrise
Sunrise Community, Inc.	###	FORD	E350	125,089	FDOT
Sunrise Community, Inc.	###	GMC	G2500	134,679	FDOT
Sunrise Community, Inc.	###	GMC	G2500	92,764	Sunrise
Sunrise Community, Inc.	###	FORD	E450	111,926	FDOT
Sunrise Community, Inc.	###	FORD	E350	62,092	FDOT
Sunrise Community, Inc.	###	FORD	E350	87,994	Sunrise
Sunrise Community, Inc.	###	GMC	G2500	110,637	Sunrise
Sunrise Community, Inc.	###	FORD	E150	120,451	Sunrise
Sunrise Community, Inc.	###	FORD	E150	73,474	Sunrise
Sunrise Community, Inc.	###	GMC	G2500	49,703	FDOT
Sunrise Community, Inc.	###	GMC	G2500	28,332	FDOT
Sunrise Community, Inc.	###	GMC	G2500	50,369	Sunrise
Sunrise Community, Inc.	###	CHEV	G2500	74,342	FDOT
Sunrise Community, Inc.	###	DODGE	2500	19,913	Sunrise
Sunrise Community, Inc.	###	FORD	E350	37,887	FDOT
Sunrise Community, Inc.	###	FORD	E450	104	FDOT
Sunshine Line	###	Ford	Champion E-450	111,133	COUNTY
Sunshine Line	###	Ford	Champion E-450	102,839	COUNTY
Sunshine Line	###	Ford	Champion E-450	98,019	COUNTY

Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
Sunshine Line	###	Ford	Champion E-450	88,334	COUNTY
Sunshine Line	###	Ford	Champion E-450	88,662	COUNTY
Sunshine Line	###	Ford	Champion E-450	131,748	COUNTY
Sunshine Line	###	MV1	MV1 GD	13,194	COUNTY
Sunshine Line	###	MV1	MV1 GD	17,568	COUNTY
Sunshine Line	###	MV1	MV1 GD	26,340	COUNTY
Sunshine Line	###	MV1	MV1 GD	27,485	COUNTY
Sunshine Line	###	MV1	MV1 GD		COUNTY
Sunshine Line	###	MV1	MV1 GD	24,138	COUNTY
Sunshine Line	###	MV1	MV1 GD	28,605	COUNTY
Sunshine Line	###	MV1	MV1 GD		COUNTY
Sunshine Line	###	MV1	MV1 GD		COUNTY
Sunshine Line	###	Ford	Champion E-450	64,991	COUNTY
Sunshine Line	###	Ford	Champion E-450	63,671	COUNTY
Sunshine Line	###	Ford	Champion E-450	65,418	COUNTY
Sunshine Line	###	Ford	Champion E-450	93,494	COUNTY
Sunshine Line	###	Ford	Champion E-450	79,556	COUNTY
Sunshine Line	###	Ford	Champion E-450	65,407	COUNTY
Sunshine Line	###	Ford	Champion E-450	76,064	COUNTY
Sunshine Line	###	Ford	Champion E-450	71,447	COUNTY
Sunshine Line	###	Ford	Champion E-450	59,750	COUNTY
Sunshine Line	###	Ford	Champion E-450	84,463	COUNTY
Sunshine Line	###	Ford	Champion E-450	81,947	COUNTY
Sunshine Line	###	Ford	Champion E-450	95,714	COUNTY
Sunshine Line	###	Ford	Champion E-450	91,989	COUNTY
Sunshine Line	###	Ford	Champion E-450	78,317	COUNTY
Sunshine Line	###	Ford	Champion E-450	72,892	COUNTY
Sunshine Line	###	Ford	Champion E-450	64,718	COUNTY
Sunshine Line	###	Ford	Champion E-450	67,817	COUNTY
Sunshine Line	###	Ford	Champion E-450	57,630	COUNTY
Sunshine Line	###	Ford	Champion E-450	47,131	COUNTY
Sunshine Line	###	Ford	Champion E-450	46,754	COUNTY
Sunshine Line	###	Ford	Champion E-450	63,359	COUNTY
Sunshine Line	###	Ford	Champion E-450	50,926	COUNTY
Sunshine Line	###	Ford	Champion E-450	51,785	COUNTY
Sunshine Line	###	Ford	Champion E-450	58,758	COUNTY
Sunshine Line	###	Ford	Champion E-450	58,983	COUNTY
Sunshine Line	###	Ford	Champion E-450	79,923	COUNTY
Sunshine Line	###	Ford	Champion E-450	45,782	COUNTY
Sunshine Line	###	Ford	Champion E-450	24,821	COUNTY
Sunshine Line	###	Ford	Champion E-450	35,557	COUNTY
Sunshine Line	###	Ford	Champion E-450	32,108	COUNTY
Sunshine Line	###	Ford	Champion E-450	59,262	COUNTY
Sunshine Line	###	Ford	Champion E-450	47,103	COUNTY
Sunshine Line	###	Ford	Champion E-450	33,226	COUNTY
Sunshine Line	###	Ford	Champion E-450	32,744	COUNTY
Sunshine Line	###	Ford	Champion E-450	37,566	COUNTY
Sunshine Line	###	Ford	Champion E-450	68,494	COUNTY
Sunshine Line	###	Ford	Champion E-450	70,222	COUNTY



Vehicle Inventory 2021

Agency	Year	Make	Model	Mileage	Funding source
Sunshine Line	###	Ford	Champion E-450	40,565	COUNTY
Sunshine Line	###	Ford	Champion E-450	53,570	COUNTY
Sunshine Line	###	Ford	Champion E-450	19,186	COUNTY
Sunshine Line	###	Ford	Champion E-450	19,381	COUNTY
Sunshine Line	###	Ford	Champion E-450	23,734	COUNTY
Sunshine Line	###	Ford	Champion E-450	27,167	COUNTY
Sunshine Line	###	Ford	Champion E-450	25,431	COUNTY
Sunshine Line	###	Ford	Champion E-450	25,627	COUNTY
Sunshine Line	###	Ford	Champion E-450	30,440	COUNTY
Sunshine Line	###	Ford	Champion E-450	26,686	COUNTY

## Appendix E: Fare Structure Justification Spreadsheets

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Hillsborough County  
**County (Service Area):** Hillsborough County  
**Contact Person:** Karen Smith  
**Phone #** 813-276-8126

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Hillsborough County  
County: Hillsborough County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

<b>REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)</b>						
<b>Local Non-Govt</b>						
Farebox	\$ 29,925	\$ -	\$ -	-100.0%		eliminated copay effective May 2020
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						
<b>Local Government</b>						
District School Board						
Compl. ADA Services						
County Cash	\$ 5,092,623	\$ 4,617,188	\$ 5,813,420	-9.3%	25.9%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>	\$ 64,563	\$ 72,888	\$ 58,560	12.9%	-19.7%	
<b>CTD</b>						
Non-Spons. Trip Program	\$ 792,852	\$ 1,199,867	\$ 1,244,343	51.3%	3.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 1,375,118	\$ 1,168,518	\$ 1,164,309	-15.0%	-0.4%	
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AHCA</b>						
Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCF</b>						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOH</b>						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOE (state)</b>						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>AWI</b>						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DOEA</b>						
Older Americans Act	\$ 743,139	\$ 402,030	\$ 743,139	-45.9%	84.8%	Aging Services sites closed since March 2020
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						
<b>APD</b>						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>DJJ</b>						
(specify in explanation)						
<b>Bus Pass Program Revenue</b>						
<b>Other Fed or State</b>						

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Hillsborough County  
County: Hillsborough County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

CARES Act	\$ -	\$ 28,638	\$ -		-100.0%	
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						
<b>Other Revenues</b>						
Interest Earnings						
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By = <input type="text"/> None <input type="text"/>						
<b>Total Revenues =</b>	<b>\$8,098,220</b>	<b>\$7,489,129</b>	<b>\$9,023,771</b>	<b>-7.5%</b>	<b>20.5%</b>	

<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)</b>							
<b>Operating Expenditures</b>							
Labor	\$ 2,437,557	\$ 2,345,180	\$ 3,222,151	-3.8%	37.4%	Covid19 in past and current year reduced some costs, including labor costs with driver positions left vacant, less bus passes issued & less fuel used. Full staffing in 21/22 and minimum pay increases for drivers will increase labor costs; insurance benefit costs also increase. Fuel costs are projected by Fleet Mgmt to increase. Bus pass and other services are expected to return to normal levels in 21/22.	
Fringe Benefits	\$ 1,761,765	\$ 1,680,346	\$ 1,979,375	-4.6%	17.8%		
Services	\$ 531,203	\$ 453,092	\$ 646,303	-14.7%	42.6%		
Materials and Supplies	\$ 286,176	\$ 223,283	\$ 522,295	-22.0%	133.9%		
Utilities	\$ 50,851	\$ 60,442	\$ 88,653	18.9%	46.7%		
Casualty and Liability	\$ 80,555	\$ 129,535	\$ 136,498	60.8%	5.4%		
Taxes	\$ -	\$ -	\$ -				
<b>Purchased Transportation:</b>							
Purchased Bus Pass Expenses	\$ 1,439,681	\$ 1,241,406	\$ 1,222,869	-13.8%	-1.5%		
School Bus Utilization Expenses	\$ -	\$ -	\$ -				
Contracted Transportation Services	\$ 32,227	\$ 30,000	\$ 65,000	-6.9%	116.7%		
Other	\$ -	\$ -	\$ -				
Miscellaneous	\$ 27,221	\$ 14,142	\$ 36,441	-48.0%	157.7%		
Operating Debt Service - Principal & Interest	\$ -	\$ -	\$ -				
Leases and Rentals	\$ -	\$ -	\$ -				
Contrib. to Capital Equip. Replacement Fund	\$ 1,007,323	\$ 940,001	\$ 1,032,803	-6.7%	9.9%		
In-Kind, Contributed Services	\$ -	\$ -	\$ -				
Allocated Indirect	\$ 136,344	\$ 64,406	\$ 71,382	-52.8%	10.8%		
<b>Capital Expenditures</b>							
Equip. Purchases with Grant Funds	\$ -	\$ -	\$ -				
Equip. Purchases with Local Revenue	\$ 307,317	\$ 307,297	\$ -	0.0%	-100.0%		
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
<b>Total Expenditures =</b>	<b>\$8,098,220</b>	<b>\$7,489,130</b>	<b>\$9,023,770</b>	<b>-7.5%</b>	<b>20.5%</b>		

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"





# Worksheet for Program-wide Rates

CTC: Hillsborough Coun Version 1.4  
 County: Hillsborough County

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	1,731,103
<b>Rate Per Passenger Mile = \$</b>	<b>3.27</b>
Total <u>Projected</u> Passenger Trips =	171,197
<b>Rate Per Passenger Trip = \$</b>	<b>33.05</b>

Fiscal Year

2021 - 2022

<b>Avg. Passenger Trip Length =</b>	<b>10.1 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>4.51</b>
<b>Rate Per Passenger Trip = \$</b>	<b>45.57</b>

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Worksheet for Multiple Service Rates

CTC: Hillsborough Cc Version 1.4  
 County: Hillsborough County

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

### SECTION I: Services Provided

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

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

### SECTION II: Contracted Services

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

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

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

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

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

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

Effective Rate for Contracted Services:

per Passenger Mile =

per Passenger Trip =

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

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

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

## Worksheet for Multiple Service Rates

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

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
  - Yes
  - No

Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....
  - Pass. Trip **Leave Blank**
  - Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

### SECTION IV: Group Service Loading

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

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

Loading Rate 3.77 to 1.00

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

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

		RATES FOR FY: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	1,731,103	= 684,358	+ 192,145	+ Leave Blank	+ 854,600
Rate per Passenger Mile =		\$3.95	\$6.77	\$0.00	\$1.93 \$7.30
					per passenger per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	171,197	= 56,858	+ 21,638	+ Leave Blank	+ 92,701
Rate per Passenger Trip =		\$40.60	\$69.60	\$0.00	\$19.88 \$75.02
					per passenger per group

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	<input type="text"/> \$0.00
Rate per Passenger Mile for Balance =		\$3.95	\$6.77	\$0.00	\$1.93 \$7.30
					per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.45	\$9.34	\$0.00	\$2.67 \$10.06
					per passenger per group
Rate per Passenger Trip =		\$55.98	\$95.97	\$0.00	\$27.41 \$103.44
					per passenger per group

Program These Rates into Your Medicaid Encounter Data

## Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

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