



# CTC Organization

**County:** Hillsborough  
**Fiscal Year:** 7/1/2021 - 6/30/2022

**CTC Status:** Submitted  
**CTD Status:** Under Review

**Date Initiated:** 7/20/2022

**CTC Organization Name:** Hillsborough County Board of County Commissioners

**Address:** 2709 E Hanna Ave

**City:** Tampa

**State:** FL

**Zip Code:** 33610

**Organization Type:** County

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 12

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Gwen Myers

**CTC Contact:** Karen Smith

**CTC Contact Title:** Business & Compliance Coordinator, Sunshine Line

**CTC Contact Email:** smithk@hillsboroughcounty.org

**Phone:** (813) 276-8126

## CTC Certification

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

CTC Representative (signature):

DocuSigned by:  
*Karen Smith*  
99A66E7B80C0422

## LCB Certification

I, Commissioner Gwen Myers, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



# CTC Trips

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	1,627	N/A	1,627	1,045	N/A	1,045
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	287,396	N/A	287,396	146,172	N/A	146,172
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	60,095	282,395	342,490	43,407	168,840	212,247
Non-Ambulatory	10,831	54,644	65,475	8,904	22,198	31,102
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	762	N/A	762	1,128	N/A	1,128
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>	<b>200,656</b>	<b>191,038</b>	<b>391,694</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	762	N/A	762	1,128	N/A	1,128
<b>Total - Contracted Transportation Operator Trips</b>	<b>762</b>	<b>0</b>	<b>762</b>	<b>1,128</b>	<b>0</b>	<b>1,128</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	3,117	3,117	0	4,800	4,800
Agency for Persons with Disabilities (APD)	0	98,858	98,858	0	26,906	26,906
Comm for the Transportation Disadvantaged (CTD)	299,434	N/A	299,434	166,880	N/A	166,880
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	13,079	13,079	0	9,079	9,079
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	1,435	0	1,435	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	70	0	70
Dept of Transportation (DOT)	0	104,653	104,653	0	71,849	71,849
Local Government	59,800	106,462	166,262	33,369	46,914	80,283
Local Non-Government	0	1,336	1,336	0	20,179	20,179
Other Federal & State Programs	42	9,534	9,576	337	11,311	11,648
<b>Total - Revenue Source</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>	<b>200,656</b>	<b>191,038</b>	<b>391,694</b>



# CTC Trips (cont'd)

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	1,106	280	1,386	541	150	691
Children At Risk	0	159	159	83	32	115
Persons With Disabilities	39,195	312,859	352,054	33,861	167,424	201,285
Low Income	319,451	2,659	322,110	165,238	4,265	169,503
Other	959	21,082	22,041	933	19,167	20,100
<b>Total - Passenger Type</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>	<b>200,656</b>	<b>191,038</b>	<b>391,694</b>
<b>Trip Purpose - One Way</b>						
Medical	52,586	87,921	140,507	43,358	68,002	111,360
Employment	10,458	41,451	51,909	10,450	24,878	35,328
Education/Training/Daycare	5,166	99,480	104,646	1,869	30,484	32,353
Nutritional	219,731	3,021	222,752	103,446	1,924	105,370
Life-Sustaining/Other	72,770	105,166	177,936	41,533	65,750	107,283
<b>Total - Trip Purpose</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>	<b>200,656</b>	<b>191,038</b>	<b>391,694</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	2,867	14,206	17,073	4,015	11,007	15,022
<b>Total - UDPHC</b>	<b>2,867</b>	<b>14,206</b>	<b>17,073</b>	<b>4,015</b>	<b>11,007</b>	<b>15,022</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	15	N/A	15	21	N/A	21
No Shows	2,794	N/A	2,794	1,530	N/A	1,530
<b>Customer Feedback</b>						
Complaints	36	N/A	36	23	N/A	23
Commendations	128	N/A	128	164	N/A	164



## CTC Vehicles & Drivers

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County  
Board of County  
Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	996,439	2,409,068	3,405,507	828,457	1,966,521	2,794,978
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	5,971	N/A	5,971	14,777	N/A	14,777
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>1,002,410</b>	<b>2,409,068</b>	<b>3,411,478</b>	<b>843,234</b>	<b>1,966,521</b>	<b>2,809,755</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	10	290	300	55	255	310
Chargeable Accidents	9	16	25	7	42	49
<b>Vehicle Inventory</b>						
Total Number of Vehicles	69	227	296	71	245	316
Number of Wheelchair Accessible Vehicles	69	110	179	66	124	190
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	40	550	590	63	653	716
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 404,020	\$ 404,020	\$ 0	\$ 425,157	\$ 425,157
Agency for Persons with Disabilities (APD)	\$ 0	\$ 982,363	\$ 982,363	\$ 0	\$ 754,692	\$ 754,692
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 348,437	\$ 348,437	\$ 0	\$ 322,534	\$ 322,534
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 44,608	\$ 0	\$ 44,608	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 17,147	\$ 0	\$ 17,147
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 1,756,836	N/A	\$ 1,756,836	\$ 1,968,762	N/A	\$ 1,968,762
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 4,447,940	\$ 4,447,940	\$ 0	\$ 4,909,084	\$ 4,909,084
49 USC 5310	\$ 0	\$ 231,941	\$ 231,941	\$ 0	\$ 189,012	\$ 189,012
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 5,159,342	\$ 4,818,999	\$ 9,978,341	\$ 5,049,718	\$ 3,073,541	\$ 8,123,259
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 5,237	\$ 5,237	\$ 0	\$ 4,923	\$ 4,923
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 70,959	\$ 70,959	\$ 0	\$ 19,991	\$ 19,991
<b>Local Non-Government</b>						
Farebox	\$ 0	\$ 585,783	\$ 585,783	\$ 0	\$ 639,775	\$ 639,775
Donations/Contributions	\$ 0	\$ 37,139	\$ 37,139	\$ 0	\$ 58,426	\$ 58,426
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 223	\$ 19,091	\$ 19,314	\$ 0	\$ 41,266	\$ 41,266
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 3,230	\$ 191,509	\$ 194,739	\$ 20,424	\$ 171,187	\$ 191,611
Other State Programs	\$ 0	\$ 191,020	\$ 191,020	\$ 0	\$ 197,336	\$ 197,336
<b>Total - Revenue Sources</b>	<b>\$ 6,964,239</b>	<b>\$ 12,334,438</b>	<b>\$ 19,298,677</b>	<b>\$ 7,056,051</b>	<b>\$ 10,806,924</b>	<b>\$ 17,862,975</b>



# CTC Expense Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 3,132,771	\$ 6,695,497	\$ 9,828,268	\$ 3,059,641	\$ 5,724,385	\$ 8,784,026
Fringe Benefits	\$ 1,396,753	\$ 2,095,195	\$ 3,491,948	\$ 1,406,299	\$ 2,043,679	\$ 3,449,978
Services	\$ 507,445	\$ 854,328	\$ 1,361,773	\$ 508,746	\$ 1,139,354	\$ 1,648,100
Materials & Supplies Consumed	\$ 520,286	\$ 1,486,214	\$ 2,006,500	\$ 290,767	\$ 792,984	\$ 1,083,751
Utilities	\$ 79,017	\$ 128,167	\$ 207,184	\$ 69,283	\$ 121,745	\$ 191,028
Casualty & Liability	\$ 112,962	\$ 896,263	\$ 1,009,225	\$ 154,234	\$ 768,436	\$ 922,670
Taxes	\$ 0	\$ 3,687	\$ 3,687	\$ 0	\$ 1,730	\$ 1,730
Miscellaneous	\$ 17,551	\$ 36,514	\$ 54,065	\$ 14,524	\$ 33,088	\$ 47,612
Interest	\$ 0	\$ 1,604	\$ 1,604	\$ 0	\$ 501	\$ 501
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 973	\$ 973
Capital Purchases	\$ 996,713	\$ 133,413	\$ 1,130,126	\$ 943,766	\$ 128,402	\$ 1,072,168
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 52,279	\$ 53,078	\$ 105,357	\$ 29,517	\$ 51,625	\$ 81,142
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 133,718	N/A	\$ 133,718	\$ 553,901	N/A	\$ 553,901
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 14,744	N/A	\$ 14,744	\$ 25,373	N/A	\$ 25,373
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 6,964,239</b>	<b>\$ 12,383,960</b>	<b>\$ 19,348,199</b>	<b>\$ 7,056,051</b>	<b>\$ 10,806,902</b>	<b>\$ 17,862,953</b>