This document is available in alternate formats on request in accordance with the Americans with Disabilities Act (ADA) and Chapter 286.26, Florida Statutes.
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<td>BEBR</td>
<td>University of Florida’s Bureau of Economic and Business Research</td>
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<td>BOCC</td>
<td>Board of County Commissioners</td>
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<tr>
<td>CAC</td>
<td>Citizens Advisory Committee</td>
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<td>CPR</td>
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<td>ITS</td>
<td>Information and Technology Services</td>
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<td>JARC</td>
<td>Job Access and Reverse Commute</td>
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<td>LRTP</td>
<td>Long Range Transportation Plan</td>
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<td>LYNX</td>
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<td>MOA</td>
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<td>NF</td>
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<td>TIP</td>
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EXECUTIVE SUMMARY

HILLSBOROUGH COUNTY TRANSPORTATION
DISADVANTAGED SERVICE PLAN
2012 UPDATE
The primary goal of transportation is to provide access to places people need to go so that they can live vital, productive, and rewarding lives. It is easy to take such access for granted in our society, yet transportation is a major barrier for many people who are unable to drive or do not have access to a car, and must depend on friends or family to help them meet their basic daily needs. The inability to travel often leads to isolation, withdrawal from society and neglect of medical needs. The Hillsborough County Transportation Disadvantaged Service Plan (TDSP) 2012 Update addresses the needs of elderly, disabled, and/or economically disadvantaged people in Hillsborough County.

There are a variety of federal and state funding sources available to assist in meeting the mobility needs of Florida’s Transportation Disadvantaged (TD) population. Florida Statutes (F.S.) require that all federal and state funds for TD systems be coordinated within each county. “Coordinated Transportation” is designed to have one entity arrange trips between various users (clients) and various funding agencies (sponsors). A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of transportation services. The responsibility for implementing this law was assigned to the Florida Commission for the Transportation Disadvantaged (CTD), by Chapter 427, F.S. The CTD gave Metropolitan Planning Organizations (MPOs) specific responsibilities for implementing the local TD program in urban areas.

The Hillsborough County MPO established the Hillsborough County Transportation Disadvantaged Coordinating Board (TDCB), and charged it with oversight and advisory responsibilities for the local TD system. Since 1990, the Hillsborough County Board of County Commissioners (BOCC) has served as the Community Transportation Coordinator (CTC), responsible for managing the countywide TD system.

This update provides new demographic mapping in Appendix A from the 2010 Census and the 2010 American Community Survey.

“The Sunshine Line has been a blessing for me and my wife. We are both over 87 years of age! Thanks to all.”
Grievance procedures are in place in accordance with State guidelines. As documented in the Quality Assurance section of the TDSP, the TDCB has created the Hillsborough County Transportation Disadvantaged Grievance Subcommittee. This subcommittee maintains rules and procedures to ensure quality control of the TD 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.

The TDSP identifies service coordination, efficiency, and effectiveness needs relative to available funding. In Hillsborough County, the TD program is a partially brokered system, utilizing a combination of providers, including Hillsborough Area Regional Transit Authority (HART), Hillsborough County Sunshine Line, MMG Transportation (Medicaid Subcontracted Transportation Provider), and other private for-profit carriers.

The Hillsborough County MPO and the TDCB are responsible for the planning, advice, and oversight of Hillsborough County’s TD program, as implemented by the CTC. This TDSP 2012 Update continues to guide the TDCB and MPO staff in their planning and work efforts involving the TD as well as the MPO’s other transportation planning initiatives. Each of these organizations has coordinated closely in the development of this report and its findings, and will continue to work cooperatively to improve the system within the context of financial and service conditions.

**LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION**

The Hillsborough County MPO, located at 601 E. Kennedy Boulevard, 18th Floor, Tampa, Florida, 33602, hereby certifies to the following:

1. The membership of the Local Coordinating Board (LCB), established pursuant to Rule-412.012(3), Florida Administrative Code (F.A.C.), does in fact represent the appropriate parties as identified in Table ES-1; and

2. The membership represents, to the maximum extent feasible, a cross section of the local community.
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<tr>
<td>Mayor Joe Affronti, Chair</td>
<td>Elected Member of Hillsborough MPO</td>
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<tr>
<td>Donnette Waul</td>
<td>Agency of Health Care Administration</td>
</tr>
<tr>
<td>Glenn Brown</td>
<td>Children at Risk</td>
</tr>
<tr>
<td>Gloria Mills, Vice Chair</td>
<td>Citizen Advocate</td>
</tr>
<tr>
<td>Vacant</td>
<td>Citizen Advocate- user of the TD system</td>
</tr>
<tr>
<td>Kelly Kelley</td>
<td>Department of Children and Families</td>
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<tr>
<td>Jeff Whitehead</td>
<td>Department of Education</td>
</tr>
<tr>
<td>Becki Forsell</td>
<td>The Elderly of the County</td>
</tr>
<tr>
<td>Artie Fryer</td>
<td>Florida Association of Community Action</td>
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<tr>
<td>Kristina Melling</td>
<td>Florida Department of Elder Affairs</td>
</tr>
<tr>
<td>Leslene Gordon, Ph.D.</td>
<td>Florida Department of Health Department</td>
</tr>
<tr>
<td>Tracy Dean</td>
<td>Florida Department of Transportation, District 7</td>
</tr>
<tr>
<td>Ann Wissner</td>
<td>Hillsborough County Public Schools</td>
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<tr>
<td>Nancy Castellano</td>
<td>Local for-Profit Transportation Industry</td>
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<tr>
<td>Commissioner</td>
<td></td>
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<tr>
<td>Sandra Murman</td>
<td>Local Mass Transit System's Board</td>
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<tr>
<td>Fred Barja, Jr., OD</td>
<td>Local Veterans Service Office</td>
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<tr>
<td>Vacant</td>
<td>Persons with Disabilities</td>
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<tr>
<td>Carrie Clark</td>
<td>Tampa Bay Work Force Alliance</td>
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<tr>
<td>Ed Wisniewski (Non-Voting Member)</td>
<td>Hillsborough County Sunshine Line</td>
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Signature: [Signature]  Date: 5-1-2012

Hillsborough County 2012 TDSP
April 2012

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ROLL CALL VOTING SHEET

The Hillsborough County TDCB and the MPO hereby certify that an annual evaluation of the CTC was conducted, consistent with the policies of the CTD. Recommendations from that evaluation have been incorporated into this TDSP.

The Hillsborough County TDCB and the MPO further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved, and that the Hillsborough County TDSP 2012 Update was reviewed in its entirety.

The Hillsborough County TDSP 2012 Update was approved by the TDCB on April 26, 2012. Table ES-2 is a roll call sheet detailing the results of this vote.

TABLE ES-2
HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD RESULTS

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<th>Member Name</th>
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<td>Mayor Joe Affronti, Chair</td>
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<td>Agency of Health Care Administration</td>
<td>Abstain</td>
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<tr>
<td>Glenn Brown</td>
<td>Children at Risk</td>
<td>Absent</td>
</tr>
<tr>
<td>Gloria Mills, Vice Chair</td>
<td>Citizen Advocate</td>
<td>Yes</td>
</tr>
<tr>
<td>Kelly Kelley</td>
<td>Department of Children and Families</td>
<td>Yes</td>
</tr>
<tr>
<td>Jeff Whitehead</td>
<td>Department of Education</td>
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<tr>
<td>Becki Forsell</td>
<td>The Elderly of the County</td>
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<td>Leslene Gordon, Ph.D.</td>
<td>Florida Department of Health Department</td>
<td>Absent</td>
</tr>
<tr>
<td>Tracy Dean</td>
<td>Florida Department of Transportation District 7</td>
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</tr>
<tr>
<td>Ann Wissner</td>
<td>Hillsborough County Public Schools</td>
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<td>Tampa Bay Work Force Alliance</td>
<td>Yes</td>
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Transportation Disadvantaged Coordinating Board

[Signature]
Date TDCB Chairperson

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

[Signature]
Date CTD Executive Director
1.1 OUR PROGRAM IN CONTEXT

1.1.1 Background of the Transportation Disadvantaged Program

The Transportation Disadvantaged (TD) are those unable to transport themselves or unable to purchase transportation due to physical or mental disability, income, status, age, or who are children at risk. Therefore, the TD are dependent upon others to obtain access to health care, employment, education, shopping, and other life-sustaining activities. The Transportation Disadvantaged Program refers to the transportation services provided to the TD community and is commonly called the TD Program.

The simple task of shopping for food or going to the doctor is difficult without proper transportation. Transportation is the key to providing opportunities for daily living and avoiding loneliness and isolation. Transportation is also the chief barrier to programs for the elderly, disabled, and economically disadvantaged.

Florida Statutes (F.S.) define the “transportation disadvantaged” as:

“...those persons who because of physical or mental disability, income status, or age or for other reasons 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…”

Historically, there has been a great deal of demand for transportation services in Florida. In 1978, there was a push for legislative action for a more comprehensive and cost-effective method for providing these needed transportation services to the elderly, disabled, and impoverished. The impetus for this legislation came from two sources, the Silver Haired Legislature and the Florida House of Representatives Health and Rehabilitative Services Committee.
Both of these groups had identified the lack of transportation as a major problem facing Floridians. As a result of their recommendations, bills concerning specialized transportation were introduced in both the Florida Senate and House. In April 1979, one of these bills was passed and signed into law by the Governor.

The adopted bill required that all federal and state funds for TD systems be coordinated within each county. “Coordinated Transportation” is designed to have one entity arrange trips between various users (clients) and various funding agencies (sponsors). A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of transportation services. The responsibility for implementing this law was assigned to the Florida Commission for the Transportation Disadvantaged (CTD), by Chapter 427, F.S. The CTD gave Metropolitan Planning Organizations (MPOs) specific responsibilities for implementing the local TD Program in urban areas.

To implement this program, the Hillsborough County MPO established the Hillsborough County Transportation Disadvantaged Coordinating Board (TDCB), and charged it with oversight and advisory responsibilities for the local TD system. Hillsborough County provides a TD program to people who do not have the means or ability to transport themselves, and are dependent on others to obtain access to health care, employment, education, shopping, and other life-sustaining activities. The program serves elderly, disabled, or economically disadvantaged persons.

### 1.1.2 Designation Date/History

Chapter 427, F.S. requires that every five years the TDCB and MPO recommend a single entity to the CTD, known as the Community Transportation Coordinator (CTC), to manage the countywide TD system. The purpose of the Transportation Disadvantaged Coordination System is to ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.

> “The Sunshine Line is a blessing to me. I was so pleased to find help to my doctors. The door-to-door transportation is great. Thank you for your help. Please continue the great service you are providing the county. It's a wonderful program.”
> ~ Mae Pearcey
The role of the Community Transportation Coordinator is to coordinate cost-effective, efficient, unduplicated, and un-fragmented transportation disadvantaged services of all local transportation-disadvantaged services within its service area.

Hillsborough County’s Board of County Commissioners is designated by the state transportation disadvantaged commission as the Community Transportation Coordinator and has acted as the Coordinator since 1990. The Sunshine Line is the operator of the transportation services for Hillsborough County.

In October 2011, the CTD redesignated the Hillsborough County BOCC as the CTC. The new contract went into effect December 31, 2011. The TDCB supported the redesignation of the current CTC for the following reasons:

1. For the past 5 years, five evaluation criteria have been used to evaluate the performance of the Community Transportation Coordinator: **Reliability, Service Effectiveness, Service Efficiency, Service Availability,** and **Safety**

2. These five criteria are comprised of ten standards, all of which were met successfully in the 2011 CTC Evaluation.

3. The TDCB has for the last 5 years conducted a customer service survey that has shown overall satisfaction with the service from Sunshine Line.

4. The Board of County Commissioners enhances the TD program each year through an additional $3,502,787 and funded 227,648 trips (90,708 door-to-door and 136,940 bus pass trips).

5. The Sunshine Line has been awarded “CTC of the Year” in 2008.

6. In 2010 an independent audit of the Sunshine Line made a “no recommendations” finding to the CTD- the only such finding in the State of Florida.
The TDCB concludes that the redesignation of the Board of County Commissioners as CTC and Sunshine Line as Operator is in the best interest of the transportation disadvantaged and forwards this recommendation to the MPO board.

1.1.3 Organization Chart

The following organizational chart, shown in Figure 1-1, identifies all those who are involved in the provision of TD services in Hillsborough County, including the CTD, MPO, Transportation Disadvantaged Coordinating Board (TDCB), and CTC.
1.1.4 Consistency Review of Other Plans

The Hillsborough County TDCB receives staff support from the Hillsborough County MPO and the Hillsborough County City-County Planning Commission. This relationship helps to ensure that locally-adopted comprehensive and transportation plans are consistent with the Transportation Disadvantaged Service Plan (TDSP). The MPO developed the 2035 Long Range Transportation Plan (LRTP), Transportation Improvement Program (TIP), and the Transportation Elements of the Comprehensive Plans for Tampa, Temple Terrace, Plant City, and unincorporated Hillsborough County. In addition, the MPO staff has a close working relationship with the planning agencies and boards that produced the other plans identified in this section.

This section reviews the following plans for their consistency with the TDSP:

- Comprehensive Plans for unincorporated Hillsborough County and the cities of Tampa, Temple Terrace, and Plant City;
- Future of the Region, a Strategic Regional Policy Plan (Tampa Bay Regional Planning Council [TBRPC]);
- Tampa Bay Area Regional Transportation Authority (TBARTA) Regional Transportation Master Plan;
- Hillsborough, Pasco, and Pinellas Tri-County Access Plan (TCAP);
- HART’s 2010-2019 Transit Development Plan (TDP);
- State of Florida Five and 20 Year Transportation Disadvantaged Plan;
- Hillsborough County MPO 2035 LRTP and Comprehensive Pedestrian Plan; and
- Hillsborough County TIP.

These plans may be reviewed in the library of the Hillsborough County City-County Planning Commission, 601 East Kennedy Boulevard, 18th Floor, Tampa, Florida.
Local Government Comprehensive Plans

Transportation Elements of most adopted local comprehensive plans support and encourage the use of alternative modes of travel and the special needs of the transit-dependent and TD populations. As examples, the following goals, objectives, and policies are from the Transportation Element of the Hillsborough County Comprehensive Plan adopted August 26, 2008; municipalities with the same or similar goals, objectives, and/or policies are noted in parentheses.

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. (Tampa)

Policy 2.3.1  Continue to work with the designated CTC to assist in the provision of transportation services to the TD. (Tampa, Plant City)

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. (Tampa)

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.

An additional TD objective is found in the City of Tampa’s Comprehensive Plan Transportation Element:

Objective 43.4:  Continue participation in programs to provide transit service for transit-dependent and TD populations.

Policy 43.4.1:  Construct sidewalks, wheelchair ramps, and improve access to bus stops at appropriate
locations to assist the designated CTC and implement the priorities identified in the HART Bus Stop Accessibility Study to provide transportation services to the TD.

Policy 43.4.2: To comply with Chapter 427, F.S. and reduce duplication and fragmentation of services to the TD, the city shall coordinate paratransit services with Hillsborough County, other agencies, and non-profit organizations.

Policy 43.4.3: Continue to make information on the HART service area and the TD Program available to nursing homes, group homes, adult congregate living facilities, and other social service agencies whose clientele may be TD.

Policy 43.4.4: Concurrent with HART’s periodic update of the TDP, the City shall document the estimated percent of dwelling units below the poverty line, and service/retail sector jobs that are situated within 0.25 miles of fixed-route transit service.

The Temple Terrace Mobility Element refers to the TDSP, carriers, and HART paratransit services, but does not identify specific goals or policies.

**Regional Plans**

*The Future of the Region, A Strategic Regional Policy Plan (SRPP)* is a long-range direction-setting guide for the physical, economic, and social development of the region. The SRPP was adopted by the TBRPC in 1995 and last revised in September 2005. Development of revisions to the adopted SRPP was a multi-faceted process taking place over a period of several years and requiring the input of various groups and resources.

The Regional Transportation chapter emphasizes transit and pedestrian mobility and compact development patterns. Three policies address the needs of the TD population:
Policy 5.30 Promote the provision of transportation and access accommodations for the TD and physically challenged to local cultural resources, facilities, and special events.

Policy 5.40 Address the needs of the TD through the design and maintenance of comprehensive public transit systems for the region.

Policy 5.44 Improve, expand, coordinate, and operate as part of the integrated transportation system, transportation services for the region’s seniors, handicapped, and other groups with special needs.

Created by the Florida State Legislature in 2007, TBARTA developed and adopted a Regional Transportation Master Plan (Master Plan) in May 2009 for the seven-county West Central Florida region. Covering Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas, and Sarasota counties, the TBARTA Master Plan consists of a Long-Term Regional Network for 2050 and a Mid-Term Regional Network for 2035, each with a range of regional transit services. The TBARTA Master Plan also consists of a Supporting Network, made up of a range of supporting local transit services, including paratransit service. This service is required under the ADA and is provided for those that are unable to transport themselves due to different circumstances, including those that are lower income, elderly, disabled, or in poor health. Currently the TBARTA Master Plan is being updated and planned to be adopted at the June 2011 TBARTA Board Meeting.

The Hillsborough, Pasco, and Pinellas TCAP was developed and adopted in 2007 by the Hillsborough, Pasco, and Pinellas County MPOs in partnership with the Florida Department of Transportation (FDOT) District Seven to meet the criteria outlined in the Safe, Accountable, Flexible Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU) legislation regarding Job Access and Reverse Commute (JARC), New Freedom, and Elderly and Individuals with Disabilities funding programs. The TCAP is an effort to promote a publicly driven approach to planning, coordinating, and funding transportation services within the tri-county area.
of Hillsborough, Pasco, and Pinellas counties. This planning effort is specifically meant to ensure that public transportation services and improvements benefit elderly, disabled, and low-income populations.

The 2009 TCAP Update was adopted in January 2010. The following TCAP goals address the needs of the TD and were developed to support the plan development process as well as the selection of projects for JARC and New Freedom funding:

- Improve transportation access to employment and employment related activities for welfare recipients and eligible low-income individuals throughout the tri-county area.
- Provide additional tools to overcome existing barriers facing Americans with disabilities who seek integration into the workforce and full participation into society.
- Increase coordination and communication between transportation and social service providers, through public forums.
- Enhance quality of life for elderly and disabled populations by providing greater public transportation access to the community.

**Transit Development Plan**

The 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 Draft 2011-2020 TDP was finalized on September 1, 2010. The 2010 update to the TDP focused on reviewing and updating the goals and performance measures and providing a status report on key trends and projects. The plan also serves to guide the allocation of local, state, and federal monies to where they are most needed.

The HART 2011-2020 TDP expands on strategies and programs from the previous TDP Update, entitled Vision 2016, which will best serve the mobility needs of residents, employees, and visitors over the next decade. It summarizes community needs and recommends strategies. Through an
extensive outreach effort, the focus was to obtain input from riders and the public on the types of new transit services and service improvements they would like to see over the next ten years. HART received feedback from passengers and representatives of special interest groups as well as the general public through this effort. The feedback revealed the importance of transit to many members of the community, particularly low-income residents, and the disabled, as they constitute the majority of HART’s ridership. The 2011-2020 TDP is currently in final draft form, but not yet adopted.

In 2011, HART provided over 14 million passenger trips on all modes including bus, paratransit, streetcar, and vanpool. In addition, there were 123,000 on its paratransit system. The service is provided with a fleet of 177 fixed-route buses and 38 paratransit vans. All of HART’s revenue vehicles are fully accessible to people who use wheelchairs or motorized scooters. The provision of lifts on the fixed-route vehicles enables passengers with mobility limitations to use the fixed route service instead of being limited to the paratransit service. All buses have Public Address systems to announce stops and lighted stop-requested signs. HART Paratransit services are available to persons who are unable to access transit due to physical, mental, or environmental conditions. These services include door-to-door transportation, connections from a point of origin to the bus system, and flexible routes where the transit vehicle leaves a scheduled route to pick up a patron.

State of Florida Five and 20 Year Transportation Disadvantaged Plan

The State of Florida Five 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 an efficient and effective transportation infrastructure that is accessible to all eligible TD citizens while meeting the needs of the community.
Hillsborough County MPO Long Range Transportation Plan

The LRTP coordinates transportation infrastructure planning throughout Tampa, Temple Terrace, Plant City, and in unincorporated areas of Hillsborough County. Plan development incorporates an extensive public involvement process, which includes input from the TDCB. The Hillsborough County MPO adopted the 2035 LRTP on December 9, 2009.

The 2035 LRTP encourages a multi-modal approach in developing the transportation system and supports the expansion of transit, bicycle, pedestrian, and TD facilities and programs. Several policies under the goal of “promote accessibility and mobility by increasing and improving multi-modal transportation choices and the connectivity across and between modes for people and freight” explicitly support the TD population:

Objective 3.1   Maximize access to the transportation system and improve the mobility of the TD.

Policy 3.1A:  Provide facilities that are compliant with the ADA and amenities that support all users of the multi-modal transportation system, including persons with disabilities, the elderly, and economically disadvantaged (such as new sidewalk connections, trails, and enhanced bus stops/shelters).

Policy 3.1B:  Improve or expand the multi-modal transportation system serving the TD by enhancing service availability and providing greater access to connecting bicycle and pedestrian facilities.

Policy 3.1C:  Promote paratransit or alternative services where development patterns do not support fixed-route transit.

In addition to the 2035 LRTP, the Hillsborough County MPO 2025 Comprehensive Pedestrian Plan’s vision is “a pedestrian network that complements the larger transportation system and improves safety, accessibility, and quality of life for people of all ages and abilities.” One goal of the Plan is to support the mobility needs of the elderly and TD.
Transportation Improvement Program

Federal regulation requires, as part of the metropolitan planning process, the development of a Transportation Improvement Program (TIP). The document must include a three year priority list of federally funded transportation projects. Hillsborough County's TIP includes a four year priority list of federally funded projects and all other transportation projects funded with state and/or local monies.

The TIP is a staged multi-year program that prioritizes transportation improvement projects for federal, state, and local funding. The TIP is also the capital improvements element of the Long Range Transportation Plan (LRTP). The TIP has a role in putting the LRTP into action and must be consistent with the Long Range Transportation Plan. In order for transportation projects to receive federal funds they must be included in the TIP. This document has to be prepared in cooperation with State and public transit operators.

The TIP has to be approved by the MPO and the Governor. This document becomes part of the State Transportation Improvement Program (STIP).

The projects in the TIP are grouped into major categories, with order of priority established within each category as applicable. The groupings are established primarily by virtue of funding source and implementing responsibility. These major categories include the Transportation Disadvantaged funding. Table 1-1 depicts the funding for the TD program in Hillsborough County.
### TABLE 1-1 - TRANSPORTATION IMPROVEMENT PROGRAM FY 2012/13 TO FY 2016/17

<table>
<thead>
<tr>
<th>PHASE</th>
<th>Funding Source</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLN</td>
<td>TDTF</td>
<td>$41,910</td>
<td>$52,851</td>
<td>$52,851</td>
<td>$52,851</td>
<td>$42,957</td>
<td>$243,420</td>
</tr>
<tr>
<td>OPS</td>
<td>LFF</td>
<td>$174,518</td>
<td>$176,514</td>
<td>$185,591</td>
<td>$189,241</td>
<td>$167,942</td>
<td>$893,806</td>
</tr>
<tr>
<td>OPS</td>
<td>TDTF</td>
<td>$1,570,661</td>
<td>$1,588,787</td>
<td>$1,670,489</td>
<td>$1,703,346</td>
<td>$1,511,629</td>
<td>$8,044,912</td>
</tr>
<tr>
<td>OPS</td>
<td>LF</td>
<td>$3,013,276</td>
<td>$2,989,417</td>
<td>$2,980,340</td>
<td>$2,976,690</td>
<td>$2,997,989</td>
<td>$14,957,712</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$4,800,365</td>
<td>$4,807,569</td>
<td>$4,889,271</td>
<td>$4,922,128</td>
<td>$4,720,517</td>
<td>$24,139,850</td>
</tr>
</tbody>
</table>

Source: Hillsborough MPO 2012/2013 through 2016/2017 DRAFT TIP.
1.2 COUNTY PROFILE

Hillsborough County includes four political jurisdictions: unincorporated Hillsborough County and the cities of Tampa, Temple Terrace, and Plant City. Transit service is provided through HART. The Public Transportation Commission regulates private taxis, limousine services, ambulance services, paratransit, and other for-profit public transportation, including any private operators under contract to provide services to the CTC. The Public Transportation Commission does not regulate HART and other county-operated services, including the Sunshine Line (operated by the CTC).

The Hillsborough County City-County Planning Commission is the local planning agency responsible under state law for long-range planning for Plant City, Tampa, and Temple Terrace, as well as unincorporated Hillsborough County. The staff provides support to MPO, the Hillsborough River Interlocal Planning Board, the Bicycle/Pedestrian Advisory Committee, the Livable Roadways Committee, as well as the TDCB.

The MPO provides long-range transportation planning for all of Hillsborough County. Members are elected officials, representing each jurisdiction and the county. The MPO is the designated official planning agency for the county’s TD program and staffs the TDCB.

1.2.1 Service Area Description

Hillsborough County is located along the west coast of Florida. The county has a total area of 1,266 square miles of which 1,051 square miles of it is land (83 percent) and 215 square miles of it is water (17 percent).

The county’s unincorporated area includes approximately 888 square miles, or more than 84 percent of the total land area. The three municipalities of Hillsborough County - Tampa, Temple Terrace, and Plant City, account for 163 square miles, or less than 16 percent of the total land area.
Hillsborough County is bordered by Pasco County to the north, Polk County to the east, Manatee County to the south, and Pinellas County to the west. Although primarily urban in nature, Hillsborough County includes a large outlying rural section devoted to agricultural, phosphate mining, and environmental areas. **Figure 1-2** depicts the area designated as urban according to FDOT. The urban area is laid out on a grid; however, significant water features (e.g., Tampa Bay; Hillsborough Bay; and the Hillsborough, Alafia, and Little Manatee rivers) restrict direct access routes to and from some destinations. Also, the existence of many walled and gated communities impede access and impact public transportation service options.
FIGURE 1-2 URBAN AREA BOUNDARIES

Source: 2000 FDOT Urban Area Boundaries and Federal Functional Classification
1.2.2 Demographics

The 2010 Census revealed that the total population of Hillsborough County has grown to 1,229,226, having added more than 230,000 people since 2000. The Hillsborough County MPO’s 2035 LRTP depicted the population and employment densities in 2006 as well as the projected population and employment density growth between 2006 and 2035. The density of population is generally in the city centers and the greatest growth in persons per acre is generally anticipated in downtown Tampa as well as areas in central Tampa, Plant City, and Brandon. Existing employment densities are greatest in downtown Tampa and the Westshore area, while gains in employment density are expected for areas surrounding central Tampa, USF, Westshore, Plant City, and in the Brandon areas. In the future, Hillsborough County is projected to add over 550,000 residents by 2035. Figures 1-3 through Figure 1-6 depict these population and employment trends.
FIGURE 1-4 2006 RELATIVE EMPLOYMENT DENSITY

FIGURE 1-6 RELATIVE EMPLOYMENT GROWTH 2006-2035

Change in Employees per Acre

< 2

> 30

Urban Service Area

City Limits

Environmental Lands

Source: Hillsborough County City-County Planning Commission: 2035 Long Range Transportation Plan Socioeconomic Projections, November, 2008
Major Trip Generators/Attractors

Most trips on Hillsborough County’s local transportation system occur between residential, employment, and shopping centers. While the City of Tampa has the bulk of the county’s employment, areas within the unincorporated county such as Brandon, Ruskin, Sun City Center, Town and Country, Citrus Park, and Balm/ Wimauma offer employment opportunities that are projected to grow in the future. For more information regarding trip generators and attractors, see map series in Appendix A.

1.3 AVAILABLE TRANSPORTATION SERVICES

Each transportation disadvantaged program is coordinated by a CTC. Hillsborough County’s BOCC is designated by the state transportation disadvantaged commission as the CTC and has acted as the Coordinator since 1990 and was redesignated in October 2011.

The **Sunshine Line** is the transportation operator for Hillsborough County as a partial brokerage. It operates a fleet of 66 vehicles with 57 drivers and has the following responsibilities:

- Provide on-demand transportation services to the transportation disadvantaged through Door-to-Door services and distribution of bus passes;
- Distribution of bus passes purchased from Hillsborough Area Regional Transit (HART), the County’s local transit service provider, for those that are financially disadvantaged;
- Act as an informational clearinghouse to the public and refer members of the public to programs for which they may be eligible; and
- Ensure that transportation services funded through federal, state, and local sources are coordinated with each other in Hillsborough County.

The TD Program currently operates under a system of trip priorities for unsponsored trips. Additional trips for adult day health care, nutrition sites and other trip purposes are provided as requested and purchased by funding agencies.
HART provides public transportation for Hillsborough County. The agency provides fixed-route local and express bus service, door-to-door paratransit service (HARTplus) and flex-route neighborhood connector service (HARTFlex). In July 2011, HART expanded HARTFlex service to three new areas in Hillsborough County. HART’s Flex service now operates in Brandon, south Hillsborough County (Wimauma/Sun City Center), Northdale area, Town ‘N Country, and South Tampa. HARTFlex is an on-demand, curb-to-curb van-based service open to all passengers that combines traditional fixed bus routes with curbside pick-up.

HART provides ADA complementary paratransit trips to eligible riders who live and/or travel within three-fourths of a mile in the local fixed-route service area. Paratransit services are provided throughout Hillsborough County including the cities of Tampa and Temple Terrace.

**MMG Transportation** provides federally mandated non-emergency transportation (NET) to eligible Medicaid beneficiaries in Hillsborough County. This service is used for rides to and from medical appointments covered by Medicaid only. MMG provides door to door service-pick up and bus passes. Their fleet consists of ambulatory and wheelchair accessible vans.

Other private providers are available throughout Hillsborough County, including for-hire taxi cabs and rental car and van services. A list of these providers may be found in Appendix B.

### 1.4 SERVICE ANALYSIS

#### 1.4.1 Forecast of Transportation Disadvantaged Population

To quantify the TD population expected to reside in Hillsborough County through 2015, a forecasting methodology developed by the CTD was used¹.

This methodology results in a forecast of both the potential TD population and the TD population. The potential population is referred to as the “Category I” population and includes all disabled, elderly and low-income persons, and children who are “high risk” or “at risk.” The second group is a

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¹ Methodology Guidelines for Forecasting TD Transportation Demand at the County Level (CTD, 1993).
subset of Category I and is referred to as the “Category II” population. It includes those disabled, elderly and low-income persons who are unable to transport themselves or purchase transportation.

The distinction between Category I and II populations is important because of its relationship to funding. Agencies that serve elderly, disabled or low-income persons regardless of their need for transportation often provide “program trips” to specific destinations such as congregate dining facilities, sheltered workshops, job training sites or Medicaid services. Program trips sponsored by these agencies are provided to eligible persons in Category I. On the other hand, Category II persons may need to make a general trip to a destination of his or her choice, such as work, grocery shopping, or recreation. These “non-sponsored” trips for persons who cannot transport themselves or purchase transportation are eligible for TD Trust Fund resources.

**Potential TD (Category I) Population Forecast**

Appendix C provides detailed tables and the step-by-step forecast methodology that follows the CTD guidelines, as updated with the most recent data obtainable. The following briefly summarizes the methodology and data sources.

To forecast the Category I population, an estimate of countywide population as of 2010 was obtained for Hillsborough County from the Bureau of Economic and Business Research (BEBR) at the University of Florida. BEBR estimates both elderly and non-elderly population. BEBR also provided a projection of Hillsborough County population for 2015, also broken down into elderly and non-elderly population. However, because the elderly population provided by BEBR does not conform to the CTD recommended definition of persons age 60 or older, it was adjusted with age-related data from 2008 Population Estimates for Hillsborough County from the Census Bureau. A growth index was calculated for both elderly and non-elderly populations to obtain interim year populations between 2010 and 2015.

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2 BEBR, 2010.
Data for the percentage of persons with a disability in Hillsborough County was obtained from the 2009 American Community Survey (ACS) for both elderly and non-elderly populations⁴. Likewise, the 2009 ACS was used to obtain the percentage of persons in Hillsborough County below the poverty level for both elderly and non-elderly populations.⁵ These percentages were applied to the BEBR population estimates for both elderly and non-elderly populations to determine the number of disabled and low-income persons in Hillsborough County for each year from 2010 to 2015.

The CTD methodology of calculating proportions among population subgroups was used to eliminate overlaps among the elderly, disabled, and low-income populations. The methodology was applied to each year from 2010 to 2015. **Table 1-2** provides the resulting forecast for each subgroup and the total Category I population.

**TABLE 1-2: POTENTIAL TD (CATEGORY I) POPULATION, 2010 – 2015**

<table>
<thead>
<tr>
<th>Subgroup</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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</thead>
<tbody>
<tr>
<td>Non-Elderly Disabled Low Income</td>
<td>12,781</td>
<td>12,893</td>
<td>13,005</td>
<td>13,118</td>
<td>13,232</td>
<td>13,347</td>
</tr>
<tr>
<td>Non-Elderly Disabled Non-Low Income</td>
<td>67,410</td>
<td>67,996</td>
<td>68,588</td>
<td>69,185</td>
<td>69,787</td>
<td>70,394</td>
</tr>
<tr>
<td>Elderly Disabled Low Income</td>
<td>6,742</td>
<td>6,971</td>
<td>7,208</td>
<td>7,453</td>
<td>7,707</td>
<td>7,969</td>
</tr>
<tr>
<td>Elderly Disabled Non-Low Income</td>
<td>67,013</td>
<td>69,291</td>
<td>71,647</td>
<td>74,083</td>
<td>76,601</td>
<td>79,206</td>
</tr>
<tr>
<td>Elderly Non-Disabled Low Income</td>
<td>12,428</td>
<td>12,851</td>
<td>13,288</td>
<td>13,739</td>
<td>14,206</td>
<td>14,689</td>
</tr>
<tr>
<td>Elderly Non-Disabled Non-Low Income</td>
<td>123,529</td>
<td>127,729</td>
<td>132,071</td>
<td>136,561</td>
<td>141,204</td>
<td>146,005</td>
</tr>
<tr>
<td>Low Income neither Elderly nor Disabled</td>
<td>144,965</td>
<td>146,227</td>
<td>147,499</td>
<td>148,783</td>
<td>150,077</td>
<td>151,383</td>
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<tr>
<td>Total Potential (Category I) TD Population</td>
<td>434,868</td>
<td>443,957</td>
<td>453,306</td>
<td>462,922</td>
<td>472,815</td>
<td>482,993</td>
</tr>
</tbody>
</table>

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⁴ 2009 ACS (Table B18101).
⁵ 2009 ACS (Table B17001).
**TD (Category II) Population Forecast**

To forecast Category II population, data for the percentage of elderly and non-elderly populations in Hillsborough County who are transportation disabled was obtained from the CTD. These percentages were multiplied by the elderly and non-elderly populations for each year, and following the CTD’s guidelines, the resulting transportation disabled persons were allocated to only one of four TD market segments (non-elderly transportation disabled persons who are also low-income, non-elderly transportation-disabled persons are not low-income, elderly transportation disabled persons who are also low-income, and elderly transportation-disabled persons who are not low-income).

Low-income persons without access to an automobile were determined by multiplying the total low-income population by the percentage of low-income households lacking access to a vehicle. Transportation-disabled low-income persons without access to a vehicle were determined by multiplying the total transportation-disabled population by the percentage of transportation-disabled, low-income persons without access to a vehicle. Subtracting the latter from the former resulted in the non-transportation-disabled, low-income persons (i.e. “other low-income persons”) without access to a vehicle. These other low-income persons without access to a vehicle were multiplied by the percentage of low-income persons estimated to be living beyond one-quarter mile from a bus route to determine the number of non-transportation disabled, low-income, transportation disadvantaged persons. This was added to the above four TD market segments to produce the total Category II TD population.

This methodology was applied to each year from 2010 to 2015 to arrive at the Category II forecast as shown in Table 1-3.

---

7 33.5%, from 1990 Census.
8 66.75%, from 1990 Census.
9 58%, derived from 1990 National Personal Transportation Study.
**TABLE 1-3: TD (CATEGORY II) POPULATION, 2010 – 2015**

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly Transp. Disabled Low Income</td>
<td>4,417</td>
<td>4,455</td>
<td>4,494</td>
<td>4,533</td>
<td>4,573</td>
<td>4,612</td>
</tr>
<tr>
<td>Elderly Transp. Disabled Low Income</td>
<td>4,639</td>
<td>4,797</td>
<td>4,960</td>
<td>5,129</td>
<td>5,303</td>
<td>5,483</td>
</tr>
<tr>
<td>Elderly Transp. Disabled Non-Low Income</td>
<td>46,111</td>
<td>47,679</td>
<td>49,300</td>
<td>50,976</td>
<td>52,709</td>
<td>54,501</td>
</tr>
<tr>
<td>&quot;Other Low Income&quot; with No Access to Fixed Route Transit</td>
<td>30,869</td>
<td>31,186</td>
<td>31,508</td>
<td>31,834</td>
<td>32,165</td>
<td>32,501</td>
</tr>
<tr>
<td><strong>Total Category II TD Population</strong></td>
<td>109,331</td>
<td>111,615</td>
<td>113,964</td>
<td>116,381</td>
<td>118,867</td>
<td>121,424</td>
</tr>
</tbody>
</table>

**1.4.2 Needs Assessment**

Based on the above methodology, Hillsborough County’s TD population will increase approximately 20,000 persons by 2013. The population is anticipated to be 453,306 in 2012 and 462,922 in 2013.

The unemployment rate in Hillsborough County remained in the double digits at 10.3 percent for 2011. However, it has decreased by 2% from 2010. In an effort to reverse high unemployment, the county continues to offer partial property tax refunds to new or expanding businesses that create at least 10 jobs with better-than-average pay in certain desirable industries such as the sciences.

Transportation is a critical link in getting people back to work. The CTC is currently using JARC funds to provide additional job training trips in Hillsborough County.

Through public private partnerships within the coordinated system, New Freedom (NF) funds are being used to expand TD program services to include more quality-of-life trips. Elderly and Individuals with Disabilities (5310) funding can assist in providing vehicles and other capital to expand TD services. A list of these coordinated contractors can be found in Section 3.2.3.
The application of these funding sources to provide additional trips in Hillsborough County has been reported in the 2011 CTC Evaluation. JARC and New Freedom funding sources are an opportunity to directly address a major barrier to accessing transportation trips for the TD population.

1.4.3 Service Limitations and Barriers to Coordination
Continued success of cost-efficient transportation for the disadvantaged population requires an identification of the limitations and barriers that could restrict the continued success of the system.

Funding
This service plan projects an increase of 20,000 in the TD population through 2013. There is a slight increase in funding annually, and together with additional cost saving measures the CTC has been able to increase service. In the fiscal year ending June 2011, the CTC provided an additional 87,093 trips. Similar increases in trips system wide were also reported.

It is clear that in the short term, local funding for TD service will be limited. There is current support for State legislators to approve an increase in the Transportation Disadvantaged Trust fund. Other funding sources such as Transportation for Elderly and Persons with Disabilities-5310, New Freedom and JARC provide continued support for the system and should be carefully leveraged to increase trips. Improvement Strategy: Continue to advocate for increased TD funding through state (trust fund) and federal revenue sources for service provision.

Fixed-Route Bus Service
An expansion of the fixed-route transit service area would alleviate much of the need for door-to-door trips and assist in providing reliable service to the TD population. If the HART service area were expanded, it would assist in reducing costs and increase the capacity of the TD system and allow residents to have more flexibility in their travel decisions. It is more cost-efficient to serve passengers using fixed routes than individual door-to-door transportation.
Improvement Strategy: Continue to support increased funding to HART for expansion of fixed-route bus services in areas with high demand for TD services and work with TBARTA to expand van pools to increase access to employment.

**Intercounty Service**

Additional private operators available to contract with the CTC could increase TD service in Hillsborough County. In particular, additional providers would create competition, which would improve service efficiency and lower overall costs for providing TD service in Hillsborough County. Private operators can offer trips across county lines for additional services.

Improvement Strategy: Continue to work with Pasco and Pinellas Counties to remove the barriers that impede the flow of tri-county transportation and information, such as coordinated call centers for trip appointment and available resources.

**Jobs-Transportation Access**

The CTC supports access to transportation for employment and employment related activities. The CTC has partnered with several local agencies to further its transportation for jobs component. The Expanded Family Services program issues bus passes for work related transportation needs. Transportation is provided to job fairs, job mentoring events, and job readiness programs under the CTC’s federal JARC grant. Special events related to unemployed veterans and the Tampa Bay Workforce Alliance also receive services from the CTC’s programs.

**Improvement Strategy:** Continue to pursue grant funding, such as JARC, to provide transportation services that meet the transportation needs of the TD population for access employment and employment-related activities.

**Conflicting Requirements of Purchasing Agencies**

It can be difficult to coordinate trips with purchasing agencies due to their individual needs, requirements, and standards of service. The CTD acknowledged this barrier and implemented a mobility management system.

Clients are screened and verified for eligibility for local transit service, ADA public transit, grant-funded transportation services, bus pass programs,
Medicaid service, or other local available programs before they are deemed eligible for TD transportation.

Another component of these mobility management functions performed by the CTC is the Coordination Contract program for local agencies as administered by the CTD.

Additionally, the Hillsborough County Public Transportation Commission regulates commercial vehicles for the County and the CTC works cooperatively with this agency to ensure all transportation providers are in compliance.

**Enforcement of Agency Participation**

In Florida, CTCs were established in each county to implement the concept of coordinated transportation, which is designed to have one entity (known as the broker) arrange transportation between various users and funding agencies. A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of TD services.

This concept is articulated in Section 427.0135, F.S., which states that member departments are to “use the coordinated transportation system for the provision of services to its clients,” but then provides exceptions to this requirement in Section 427.016, F.S. These exceptions relate to using alternate providers when the rates charged are proven to be more cost-effective and are not a risk to the “public health, safety, or welfare.” Section 427.016, F.S., also provides an exception for situations where transportation suited to unique needs cannot be purchased through the coordinated system or where other criteria has been met for using an alternative provider. These exceptions are easily met and, in fact, are in direct conflict with the coordination of TD services. This is quite significant and has been an ongoing complaint of those working to affect genuine coordination of transportation for the disadvantaged. To overcome this barrier, revisions would need to be made to Chapter 427, F.S., to close the loophole.

**Improvement Strategy:** Continue to advocate for legislative changes that strengthen enforcement of agency participation in the coordinated provision of “brokered” TD services.
2.0 GOALS, OBJECTIVES, AND STRATEGIES

HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN 2012 UPDATE
2.1 PUBLIC PARTICIPATION

The public participation process included an interactive Listening Session workshop to provide opportunity for public comment from members of the public, elected officials, human services representatives, FDOT, transportation providers, affordable housing representatives, and workforce representatives. Attendees were asked to rank identified issues taken from existing transportation-related plans within Hillsborough County and the tri-county area of Hillsborough, Pasco and Pinellas Counties, providing insight related to Hillsborough County’s gaps and overlaps in public transportation services and to identify projects and/or strategies to meet unmet transportation needs.

The main objective of the Listening Session held on May 13, 2010, at the Florida Department of Transportation, District Seven office, was to ensure the goals, objectives and strategies identified in the TDSP satisfied the needs of the TD community—individuals with disabilities, older adults, and people of lower incomes.

Funding limitations were ranked as the most important issue to the TD Program, with limited service (hours and routes) as the second most important issue. Other issues included home to work transportation options, limited types of trips for paratransit service, and minimal regional (fixed-route and paratransit) connections.

2.2 GOALS, OBJECTIVES, AND STRATEGIES

The TDSP’s goals, objectives, strategies have been organized according to different “issues” derived from the outcome of the Listening Session, input from the Planning Subcommittee of the TDCB, and recently adopted transportation plans.

Issue: Coordination

What we heard:

- Eliminate scheduling inefficiencies to better accommodate multiple riders to/from same destinations
- More use of flex/circulator transit programs
Use of small buses/vans on a “rental” basis by groups to attend functions, etc.

Online scheduling

Incorporate the use of “chained” or linked trips

**Goal 1:** Maximize the availability of transportation services to the transportation disadvantaged.

**OBJECTIVE 1.1**

*Annually identify transportation resources and rider needs.*

**STRATEGY 1.1.a**
Continue to require all current and new clients who are within 3/4-mile of a local bus route, and can access the route, to use the fixed-route transit system.

Responsible Party: CTC

**STRATEGY 1.1.b**
Continue to contract with operators to provide necessary and appropriate TD services.

Responsible Party: CTC

**STRATEGY 1.1.c**
Improve the mobility of the TD by expanding the fixed-route and paratransit systems.

Responsible Party: HART/CTC

**STRATEGY 1.1.d**
Ensure the availability of reservationists, accessible vehicles, and drivers to serve scheduled ambulatory and wheelchair trips.

Responsible Party: CTC

**STRATEGY 1.1.e**
Conduct surveys of purchasing agencies, as done in the annual evaluation of the CTC. In addition, encourage the participation of all
the purchasing agencies in the coordinated system planning process by inviting them to TDCB meetings and meetings of the annual evaluation subcommittee.

**Responsible Party: MPO**

**STRATEGY 1.1.f**
Coordinate with Hillsborough County, the MPO, and each municipality in Hillsborough County through the comprehensive and long range transportation planning processes to ensure consistency in the planning and delivery of TD services.

**Responsible Party: MPO**

**STRATEGY 1.1.g**
Utilize the ongoing processes of the TCAP, including joint goal-setting and annual program of projects, in order to maximize coordination among cross-county public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility and improve ADA accessibility throughout Hillsborough, Pasco, and Pinellas counties.

**Responsible Party: MPO**

**ISSUE: COLLABORATION**

**What we heard:**

- Increase coordination and communication between transportation and social service providers.

**Goal 2:** Ensure providers can participate to a level that complements their agency’s services.

**OBJECTIVE 2.1**
Identify the role of individual transit providers to ensure the participation by each agency complements their individual missions.
STRATEGY 2.1.a
Continue to staff and support the TDCB. Encourage TDCB members to provide reports to the MPO Board at regular intervals on services provided by their organization. Hold goal-setting workshops for the Board at least biennially.
Responsible Party: MPO

STRATEGY 2.1.b
Explore opportunities to coordinate the provision of TD services with human services providers, churches, and other organizations.
Responsible Party: MPO

STRATEGY 2.1.c
Explore partnering opportunities with neighboring CTCs, as well as other areas of the state, for improved cross-county service and the provision of community trips.
Responsible Party: CTC

STRATEGY 2.1.d
Continue to coordinate with emergency management operations in the event of natural or man-made disaster preparedness.
Responsible Party: CTC

OBJECTIVE 2.2
Increase the public’s awareness and support of the TD Program.

STRATEGY 2.2.a
Maintain and distribute the “Ride Guide” (Included as Appendix B) explaining the local TD system, detailing where current and future clients may find information regarding eligibility requirements and inquire to receive service. Distribute this Ride Guide at every public outreach opportunity.
Responsible Party: MPO

STRATEGY 2.2.b
Distribute information on the TD system’s services and operations (such as system policies, times of operation, availability of service,
etc.) through news releases to television stations, print media, radio reading services, mailings to current client population, speakers bureaus, etc., including joint outreach efforts with the MPO and other agencies.
Responsible Party: CTC

STRATEGY 2.2.c
Annually monitor, evaluate, and revise current marketing efforts to increase awareness of TD services and to promote fixed-route transit usage.
Responsible Party: MPO

STRATEGY 2.2.d
Use the “Youth Mentoring Day” to be a catalyst for empowering youth and young adults to be leaders in the TD community.
Responsible Party: MPO/CTC

STRATEGY 2.2.e
Use layman’s terminology (“plain English”) practices in communications with the TDCB and general public.
Responsible Party: MPO/CTC

ISSUE: RESOURCEFULNESS
What we heard:
• Limited funding and limited resources

Goal 3: Ensure cost-effective and efficient transportation disadvantaged services.

OBJECTIVE 3.1
Explore the use of technology to maximize the utilization of available resources.

STRATEGY 3.1.a
Consider the use of volunteers within the TD Program to the greatest extent feasible.
Responsible Party: MPO/TDCB
STRATEGY  3.1.b
Use new technologies, such as GPS and related analytical software, to improve scheduling of TD services, initially focusing on the highest demand and/or most expensive trips.
Responsible Party: CTC

STRATEGY  3.1.c
Explore connections between the Sunshine Line and HART at major transit hubs at designated times.
Responsible Party: MPO/CTC/HART

STRATEGY  3.1.d
Review HART’s bus stop accessibility inventory to identify top priority improvements from the point of view of expanding access to the fixed-route system.
Responsible Party: HART/MPO

STRATEGY  3.1.e
Strive to increase the vehicle load factor by continuing to coordinate TD trips.
Responsible Party: CTC

STRATEGY  3.1.f
Continue to reduce the no-show rate by issuing warning and suspension letters.
Responsible Party: CTC

**ISSUE: RELATIONSHIPS**

*What we heard:*

- Enhance the client’s experience with the TD system.
Goal 4: Ensure quality of service provided to the TD.

OBJECTIVE 4.1

Provide courteous and respectful customer relations.

STRATEGY 4.1.a
Conduct customer service training (courtesy and sensitivity) of reservationists, dispatchers, schedulers, customer service personnel, and drivers at least every six months, but no less than every year, and when specific incidents arise demonstrating the need for additional training.
Responsible Party: CTC

STRATEGY 4.1.b
Utilize surveys through the annual evaluation of the CTC and MPO newsletter to receive feedback from clients, riders, and participating agencies on the quality of service.
Responsible Party: CTC/MPO

STRATEGY 4.1.c
Maintain telephone “wait times” are an average of two minutes or less.
Responsible Party: CTC

STRATEGY 4.1.d
Ensure that the system remains responsive to the needs of the TD population and the community by posting the CTC customer service number on Sunshine Line vehicles, providing comment cards on fixed-route buses, and implementing a specific feedback mechanism on HART’s website (www.goHART.org).
Responsible Party: HART, CTC
OBJECTIVE 4.2

Provide customer comfort and safety.

STRATEGY 4.2.a
Maintain a safety recognition program, as part of the CTC’s driver recognition program, for staff.
Responsible Party: CTC

STRATEGY 4.2.b
Conduct advanced driving and professional defensive driving training for drivers in accordance with County standards and program requirements. Submit periodic status reports on the program to the TDCB.
Responsible Party: CTC

STRATEGY 4.2.c
Maintain and analyze accident records of the TD and fixed-route systems to determine future actions deemed necessary to improve the overall safety record.
Responsible Party: CTC/HART

STRATEGY 4.2.d
Continue vehicle maintenance program per Hillsborough County standards, including an annual full inspection of each vehicle.
Responsible Party: CTC

ISSUE: PROGRAM SUSTAINABILITY

What we heard:

- Examine all options for funding opportunities.
Goal 5: Ensure necessary funding to support the TD program.

OBJECTIVE 5.1

Increase the funding for TD trips to meet demand.

STRATEGY 5.1.a
Continue to pursue local government funding to provide the match for the Non-Sponsored Trip/Equipment Grant.
Responsible Party: CTC/MPO

STRATEGY 5.1.b
Identify, evaluate, and pursue possible alternative TD funding available through local, state, and federal sources.
Responsible Party: CTC/MPO

STRATEGY 5.1.c
Continuously monitor and work with the Florida Legislature, the CTD, and other entities to increase TD funding and streamline operations and service requirements.
Responsible Party: CTC/MPO

STRATEGY 5.1.d
Promote the state voluntary dollar program designed to encourage $1 donations to the TD Program when renewing vehicle tags.
Responsible Party: CTC

ISSUE: RESPONSIBILITY

What we heard:

● Overcome existing barriers facing Americans with disabilities.

Goal 6: Ensure TD Program accountability.

OBJECTIVE 6.1

Adhere to the procedures, rules, and regulations established by the CTD, the Florida Legislature, and the federal government.
STRATEGY 6.1.a
Continue to produce an Annual Operating Report, which includes data from the CTC, transportation operators, and coordinator contracts.
Responsible Party: CTC

STRATEGY 6.1.b
Continue to conduct planning, program development, and competitive selection for the JARC and NF programs in compliance with Federal Transit Administration Circulars 9045 and 9050 and in coordination with the MPO’s LRTP and TIP.
Responsible Party: MPO

STRATEGY 6.1.c
Conduct outreach to ensure that the interests of the general public are reflected in the priorities of the TDSP, TCAP, and coordination activities of the TDCB. Make special efforts to engage individuals with disabilities; older adults; people with low incomes; and public, private, and non-profit providers of human services.
Responsible Party: MPO

STRATEGY 6.1.d
Provide a TDCB and MPO Board member orientation to new members on the goals of the coordinated system and effective guidance and monitoring of plans, programs, and activities.
Responsible Party: MPO

OBJECTIVE 6.2
Collect, compile, and maintain data necessary for the evaluation of the TD Program.

STRATEGY 6.2.a
Maintain and annually review the standards and performance measures adopted by the Florida Legislature, the CTD, and the TDCB used to evaluate the CTC.
Responsible Party: MPO
STRATEGY 6.2.b
Annually evaluate the TD Program (as noted in Strategy 6.2.a) and recommend how the system can be more effective and efficient. The annual evaluation should also outline the activities and accomplishments of the TD system (in-house and contractual), including:

- The number of clients served,
- The number of trips provided,
- The number of vehicles operated, and
- The number of complaints received.

Additional information should be reviewed, if warranted, such as the number of co-payments waived, the number of reservationists employed, the number of staff who has received safety and sensitivity training, and the number of drivers utilized. This additional information is not part of the formal annual evaluation of the CTC.

Responsible Party: MPO

STRATEGY 6.2.c
Continue to provide performance reports at TDCB meetings tracking progress against the adopted standards and performance measures.

Responsible Party: CTC

STRATEGY 6.2.d
Conduct annual rider surveys to ascertain the TD system’s overall performance in order to improve the program’s efficiency.

Responsible Party: CTC

STRATEGY 6.2.e
Investigate research funding and other funding opportunities available in order to update data sources used in forecasting the demand and projected number of TD individuals and trips in the coordinated system.
Responsible Party: MPO

STRATEGY 6.2.f
Ensure clients who are provided trips funded by the TDTF:
- Are not allowed to make a self-declaration of their eligibility; and
- Must have no other means of transportation available or cannot purchase transportation; and
- Must have no other funding sources available to provide them transportation; and
- Are eligible if they are:
  - Physically/mentally disabled; or
  - High-risk or at-risk children as defined in Section 411.202, F.S.; or
  - 60 years of age or older; or
  - Their household income is less than 125 percent of the Federal Poverty Guidelines.
- Must use the fixed-route transit system, if available and if they are able; and
- Must pay appropriate co-payments per trip based on their household income, as determined by the TDCB.

Responsible Party: CTC

STRATEGY 6.2.g
During the annual evaluation of the CTC, if deficiencies are cited or performance standards are not met, MPO staff will recommend corrective actions to help bring the program into compliance. The CTC will be requested to develop plans or strategies to correct these deficiencies and propose timetables for their resolutions.

Responsible Party: MPO
2.3 IMPLEMENTATION PLAN

2.3.1 Three-Year Transportation Disadvantaged Program and Implementation Schedule

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

Anticipated Capital Improvements

Over the next three years, the CTC has identified the need to replace approximately 33 vehicles. (The exact replacement schedule is based on vehicle condition, model year, and mileage.) All capital improvements anticipated during the next three years are detailed in Table 2-1.

<table>
<thead>
<tr>
<th>PRIORITY NO.</th>
<th>DESCRIPTION</th>
<th>NO. OF UNITS</th>
<th>UNIT COST</th>
<th>TOTAL COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vehicle Replacement (Vans with wheelchair lift)</td>
<td>14</td>
<td>$68,139</td>
<td>$953,946</td>
</tr>
<tr>
<td></td>
<td><strong>MAJOR CAPITAL REQUESTS FOR FY 2012</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Vehicle Replacement (Vans with wheelchair lift)</td>
<td>14</td>
<td>$68,000</td>
<td>$952,000</td>
</tr>
<tr>
<td></td>
<td><strong>MAJOR CAPITAL REQUESTS FOR FY 2013</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Vehicle Replacement (Vans with wheelchair lift)</td>
<td>5</td>
<td>$67,000</td>
<td>$335,000</td>
</tr>
<tr>
<td></td>
<td><strong>MAJOR CAPITAL REQUESTS FOR FY 2014</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Cost</strong></td>
<td></td>
<td></td>
<td></td>
<td>$2,900,946</td>
</tr>
</tbody>
</table>
The CTC’s computers and other equipment are generally replaced through the county’s Information and Technology Services (ITS) Department. Currently, such costs are not charged back to the CTC unless the equipment is specific to the TD Program and is not standard for all County programs. Most computer workstations were replaced in 2009. They will likely be replaced next year, depending on evolving technology and requirements.

2.3.2 HART’s 10-Year Capital Program

Bus replacement is a significant and ongoing expense for HART and continues to be one of their highest priority needs. Over the 10-year planning period detailed in their TDP Update (2010-2019), 169 large buses and 113 paratransit vans will need to be replaced, though obtaining sufficient funding to replace buses and vans when they reach the end of their useful life continues to be a challenge. Funding is not projected to be available for approximately 185 vehicles.

HART will continue to explore ways to enhance and expand service to address community needs through service restructuring efforts, cost saving strategies, and funding initiatives.

2.3.3 Currently Unfunded Capital Improvements

As noted previously, CTC staff has indicated that if increased funding becomes available to improve or expand TD services, additional passenger vans could be purchased. As previously stated in Strategy 5.1.b, the MPO, TDCB, and CTC will continue to “identify, evaluate, and pursue possible alternative TD funding available through local, state, and federal sources,” to improve or expand these services in Hillsborough County.

Table 2-2 describes both funded and unfunded paratransit projects listed in the MPO’s 2035 LRTP.
<table>
<thead>
<tr>
<th>PROJECT</th>
<th>TOTAL FUNDED CAPITAL COST IN PDC ($M)</th>
<th>TOTAL UNFUNDED CAPITAL COST IN PDC ($M)</th>
<th>TOTAL FUNDED O&amp;M COST IN PDC ($M)</th>
<th>TOTAL UNFUNDED O&amp;M COST IN PDC ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Paratransit for Local Bus ADA-Complementary Service (36 vehicles)</td>
<td>$14.630</td>
<td>$ -</td>
<td>$3.130</td>
<td>$ -</td>
</tr>
<tr>
<td>Expansion of Paratransit for Local Bus ADA-Complementary Service (80 vehicles)</td>
<td>$5.200</td>
<td>$ -</td>
<td>$6.970</td>
<td>$ -</td>
</tr>
<tr>
<td>Maintenance Facility for Local Bus ADA Complementary Paratransit Service</td>
<td>$5.000</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
</tr>
<tr>
<td>Current Paratransit for Transportation Disadvantaged</td>
<td>$ -</td>
<td>$ -</td>
<td>$13.880</td>
<td>$ -</td>
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<tr>
<td>Expansion of Paratransit for Transportation Disadvantaged (57 vehicles)</td>
<td>$ -</td>
<td>$6.680</td>
<td>$ -</td>
<td>$5.310</td>
</tr>
<tr>
<td>TOTAL ($M)</td>
<td>$24.830</td>
<td>$6.680</td>
<td>$23.980</td>
<td>$5.310</td>
</tr>
</tbody>
</table>
3.0 SERVICE PLAN

HILLSBOROUGH COUNTY TRANSPORTATION
DISADVANTAGED SERVICE PLAN
2012 UPDATE
### 3.1 CTC PRIORITIES

Due to limited resources, the CTC must have priorities when providing service. The following table details the trips that are considered priority I through priority V. All other trips are scheduled as resources are available.

**TABLE 3-1: CTC PRIORITIES**

<table>
<thead>
<tr>
<th>PRIORITY I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialysis</td>
</tr>
<tr>
<td>Radiation</td>
</tr>
<tr>
<td>Chemotherapy</td>
</tr>
<tr>
<td>Doctor's Appointments</td>
</tr>
<tr>
<td>Drug Treatment (Life Sustaining)</td>
</tr>
<tr>
<td>Hospital Visits (Life Sustaining Only)</td>
</tr>
<tr>
<td>Mental Health</td>
</tr>
<tr>
<td>Dentist</td>
</tr>
<tr>
<td>Physical Therapy (Medical Facility Only)</td>
</tr>
<tr>
<td>Pharmacy</td>
</tr>
<tr>
<td>Orthotics (To be fitted for Braces &amp; Prosthetics)</td>
</tr>
<tr>
<td>Medical Equipment (By Prescription Only)</td>
</tr>
<tr>
<td>Rehabilitation</td>
</tr>
<tr>
<td>X-Rays and Medical Records Pickup (Doctor's Request Only)</td>
</tr>
<tr>
<td>Hospital Discharges</td>
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<td>Grocery Trips</td>
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<td>Human Services</td>
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<td>Health and Welfare Agency Eligibility Certification (Appointment Only)</td>
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<td>Food Stamp Office (Limited to Once Per Month)</td>
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<td>Section 8 Housing (Application for Housing Only)</td>
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<td>Women Infants and Children (WIC)</td>
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<td>Court House</td>
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<td>Utility Companies (Final Cut-Off Notice)</td>
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<td>Bay Area Legal Services</td>
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<th>PRIORITY V</th>
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<td>Other Non-Medical Trips</td>
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3.2 OPERATIONS ELEMENT

3.2.1 Types, Hours, and Days of Service

The CTC 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. The CTC also provides fare passes for eligible low-income clients for ADA Paratransit Service provided by HART. All service is provided to both ambulatory and wheelchair clients. Stretcher service is provided for Hillsborough HealthCare Clients. All paratransit service provided by the CTC 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 should not be expected to assist passengers to specific offices, departments, or floors within large medical facilities and cannot provide personal attendant care. Confused passengers, or those unable to care for themselves, should be accompanied by an attendant or escort provided by the passenger.

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

3.2.2 Accessing Services

Requesting Transportation

All requests for transportation are taken by the CTC at (813) 272-7272. The office is open from 7:00 a.m. through 5:00 p.m. Monday through Friday.

Reservations may be made up to seven days in advance, and must be made no less than two days in advance. Bus passes must be requested at least five days in advance to allow time for the pass to be mailed. Same-day service is provided for verified urgent medical trips. Same-day service may also be provided for other trips on a space available basis. Clients with regular, recurring medical appointments are encouraged to establish subscription service, which will schedule their transportation automatically for a specific period of time.
In order to screen clients for eligibility through various funding sources, determine client co-payment levels, and the most appropriate means of transportation, clients may be asked for the following information:

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

In addition, clients must know the correct address of both 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 one hour before the scheduled pickup time. Cancellations can be made 24 hours a day by calling (813) 272-7272, option two (2). Voicemail is available for cancellations when the reservations office is closed, which is before 8:00 a.m. and after 5:00 p.m.

**No-Show**

If a client fails to cancel a trip at least one hour before the scheduled trip, he/she will be considered a no-show. A door hanger indicating the time the vehicle arrived, the vehicle number, and the driver’s name will be left for the client. Drivers can only wait for five minutes. If the client is not ready, the driver will continue to his/her next pick-up. After three no-shows within a 30-day period, the client will be notified that service will be suspended for
30 days unless he/she can provide a valid explanation for the no-shows. The client has 10 days to appeal a no-show suspension. A client who has been suspended for no-shows and who “no-shows” three times within a 30-day period within six months of having their service reinstated after the suspension, will be suspended for 60 days for the subsequent no-show policy violation.

**Eligibility**

Client eligibility for transportation funded by the TDTF, the Community Services Block Grant, or county funds is determined by reservations staff. Normally, client eligibility is determined over the phone based on information provided by the client; however, additional documentation or information may also be required. Client eligibility for transportation funded by the TDTF is based on criteria described in Section 5.2.f. 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.

Once client eligibility is established, eligibility for door-to-door service, where there is fixed-route service available, is based on a written application form that must be submitted by the client and may also include an in-person assessment. Eligibility for a fare pass for HART ADA paratransit service is based on a written application form.

**3.2.3 Transportation Operators and Coordination Contractors**

Transportation contracts are normally awarded through competitive bids. The local Medicaid NET provider provides service through a contract with the CTD; they provide all Medicaid transportation and have a coordination contract with the CTC. The CTC currently has no contract operators, providing all door-to-door services through its own fleet; occasional backup and some same-day trips are provided by taxi. The Hillsborough County Sunshine Line is the transportation operator for the CTC.

**Hillsborough County Sunshine Line (County Owned and Operated)**

Contact: Ed Wisniewski, Manager
Address: 3402 N 22nd Street, Tampa FL 33605
Phone: (813) 272-7272
Coordination Contracts

Recent direction from the Commission for Transportation Disadvantaged will reduce the number of coordinated contracts the CTC enters into in the future.

The CTC will continue require that before entering into a coordination contract, each agency must demonstrate that it provides cost effective, efficient, and necessary service to TD persons. A standard coordination contract has been developed for all such agencies. Each agency is presented to the LCB for endorsement before the CTC enters into a coordination agreement. Each coordination contract is submitted to the BOCC for approval.

 Agencies under coordination agreements include:

- **Agency for Community Treatment Services (ACTS)**
  
  Address:  4612 56th Street, Tampa, FL 33610
  
  Contact:  Ken Salzer
  
  Clients:  Juveniles and adults who are chemically dependent assigned by the courts.
  
  Service:  Residential and outpatient services are provided; transport to job interviews, school, medical appointments, AA meetings, legal obligations, and social functions.
  
  Hours:  As needed

- **Angels Unaware, Inc.**
  
  Address:  P.O. Box 270040, Tampa, FL 33688-0040
  
  Contact:  Ross O’Banion
  
  Clients:  Persons with moderate, severe, and profound mental deficiencies, with secondary disabilities including severe behavioral disorders, deafness, blindness, autism, cerebral palsy, and epilepsy.
  
  Service:  Because of the special needs of their clients, Angels Unaware provides on-board aides to ensure the safety of their residents during transport. Transportation is provided for 9 group homes operated by this agency. Residents are transported to sheltered workshops and job sites; adult day care; medical appointments; social, educational,
and religious activities; and for personal business such as shopping, banking, or other appointments.

Hours: As needed

- **Child Abuse Council, Inc.**

  Address: 3108 W. Azeele Street, Tampa, FL 33609
  Contact: Sinziana Bularca
  Clients: Children who have been victims of child abuse and neglect, and their parents.
  Service: Transport from three family learning centers and one family residential center to clinics, schools, public services, and for other family support services for the children and their parents. Their vans serve the entire county. Sites are located in Ruskin, Hyde Park (Tampa), Thonotosassa, and Plant City.
  Hours: As needed

- **Drug Abuse Comprehensive Coordinating Office**

  Address: 4422 E. Columbus Drive, Tampa, FL 33605
  Contact: Tricia Pierce
  Service: To treatment services and for residential treatment programs.
  Hours: As needed

- **Ebenezer Hispanic Christian Church**

  Address: 4020 Laurel Crest Dr, Mulberry, FL 33860
  Contact: Jessie Delgado
  Clients: Elderly and disabled persons in their ministry in Plant City, Mulberry, West Tampa and other areas.
  Service: Transportation to various appointments or social activities
  Hours: As needed
• HART ADA Complimentary Paratransit (Interlocal Agreement)
  Address: 1201 E. 7th Avenue, Tampa, FL 33605
  Contact: Sylvia Castillo
  Clients: ADA Paratransit
  Service: ADA Paratransit
  Hours: Same as HART fixed-route service

• Hillsborough Achievement and Resource Center, Inc.
  Address: P.O. Box 9537, Tampa, FL 33674
  Contact: Richard Lilliston
  Clients: Persons with developmental disabilities.
  Service: Transport to and from day programs and on community outings, to employment and job training, and for doctor's appointments, and consumer training such as food shopping and other community-based needs.
  Hours: As needed

• Human Development Center
  Address: 5904 N. Armenia Avenue, Tampa, FL 33603-1024
  Contact: Jim Bell
  Clients: Adults with developmental disabilities.
  Service: Transport for medical, training, education, life sustaining, employment, nutrition, and social trips.
  Hours: As needed

• LifePath Hospice, Inc., d/b/a Chapters Health PACE
  Address: 5102 W Linebaugh Ave, Tampa, FL 33624
  Contact: Cheryl Hamilton
  Clients: Elderly and disabled program participants who qualify for nursing home care but choose to live in their own home and community
  Service: Transportation to medical appointments
  Hours: As needed
• **MacDonald Training Center, Inc.**
  
  **Address:** 5420 W. Cypress Street, Tampa, FL 33607-1706  
  **Contact:** Deane Viers  
  **Clients:** Persons with physical and developmental disabilities.  
  **Service:** Transport to/from training centers.  
  **Hours:** Monday through Friday 7:00 a.m. to 4:30 p.m.

• **Mental Health Care, Inc.**
  
  **Address:** 5707 N 22nd Street, Tampa, FL 33610  
  **Contact:** Amanda Sherman  
  **Clients:** Predominately indigent persons with a history of mental illness  
  **Service:** Transport in-patient, residential and homeless clients to medical and other appointments.  
  **Hours:** As needed

• **McClain, Inc.**
  
  **Address:** 7211 N. Dale Mabry Highway, Suite 210, Tampa, FL 33614  
  **Contact:** Faye Gordon  
  **Clients:** Adults with developmental disabilities who reside in group homes.  
  **Service:** Transport for grocery shopping, personal needs shopping, recreational trips, employment, medical, and educational.  
  **Hours:** As needed

• **MMG Transportation**
  
  **Address:** 4413 N. Hesperides Street, Tampa, FL 33614  
  **Contact:** Kevin Murdy  
  **Clients:** Medicaid  
  **Service:** Medicaid Non-Emergency Transportation to Medicaid compensable services.  
  **Hours:** 24 hours per day, 7 days per week
• **Northside Mental Health Hospital**
  
  **Address:** 12512 Bruce B. Downs Boulevard, Tampa, FL 33612  
  **Contact:** Kathrina Duenas  
  **Clients:** Adults with mental disabilities in need of an alternative to institutionalization.  
  **Service:** Transport for community support programs that provide a transitional network of social, residential, educational, and vocational activities to develop or refine skills necessary to function in the community. Transport clients to medication clinics, recreational activities, scheduled appointments, medical and dental services, the SSI office, the Public Assistance office, the Food Stamp office, HRS offices, Foster Care offices, employment training, shopping, apartment viewing, and psychiatric evaluations.  
  **Hours:** As needed. Normally 6 days per week, 12 to 14 hours per day.  

• **Paragon Care, Inc.**  
  **Address:** 1903 E Hanna Ave, Tampa FL 33610  
  **Contact:** Victoria Riley  
  **Clients:** Adults with developmental disabilities who reside in group home.  
  **Service:** Transport for grocery shopping, personal needs shopping, recreational trips, employment, medical, and educational  
  **Hours:** As needed  

• **Pyramid, Inc.**  
  **Address:** 1349 E. Lafayette Street, Tallahassee, FL 32301  
  **Contact:** Bill Fuller  
  **Clients:** Adults with developmental disabilities  
  **Service:** Transportation to arts classes and events.  
  **Hours:** As needed, particularly evening and weekends
• **Quality of Life Community Services, Inc.**
  
  **Address:** 5900 Central Ave, Suite J, St Petersburg FL 33707  
  **Contact:** Michael Moses  
  **Clients:** Elderly and disabled  
  **Service:** Quality of life trips where or when not otherwise available  
  **Hours:** As needed  

• **Quest, Inc.**
  
  **Address:** PO Box 531125, Orlando, FL 32853  
  **Contact:** Debbie Snyder  
  **Clients:** Persons with a range of disabilities including physical and mental challenges.  
  **Service:** Transport to/from residential facilities, including trips for employment and employment training.  
  **Hours:** As needed  

• **City of Temple Terrace**
  
  **Address:** 11250 N. 56th Street, Temple Terrace, FL 33687  
  **Contact:** Karl Langefeld  
  **Clients:** Temple Terrace resident seniors who are unable to drive.  
  **Service:** With a 48-hour notice, transportation is available to local stores, doctors, beauty salons, and other local facilities. The van also provides transportation for three field trips per month.  
  **Hours:** Monday, Wednesday, and Thursday 8:00 a.m. to 12:00 p.m. Transportation to the senior recreation center on Tuesdays and Fridays. Field trip information is provided monthly on the senior events calendar.
3.2.4 Public Transit Utilization

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

Any client who feels that their physical or mental condition prevents them from using fixed-route service may apply for door-to-door service by completing an application for door-to-door service. The application includes a section completed by a doctor. The application is reviewed by program staff to determine if the applicant’s medical condition prevents them from riding the bus. Review of the application may include an in-person assessment. All applications are reviewed using ADA accessibility standards.

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, the CTC works cooperatively with HART to ensure efficient service and to remove any duplication of services. The parties recently entered into a pilot project to coordinate the transportation services provided to certain dialysis centers which both agencies had been serving.

3.2.5 School Bus Utilization

The School Board has committed 150 vehicles or service for emergency evacuation in Hillsborough County.
3.2.6 **Vehicle Inventory**

The existing inventory of the agencies listed in Section 3.2.3 and the Hillsborough County Sunshine Line’s existing inventory total 342 vehicles. A detailed vehicle inventory is included as Appendix D.

3.2.7 **System Safety Program Plan Certification**

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

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

![System Safety Program Plan Certification Image]
3.2.8 **Inter-county Services**

The CTC provides out of county trips for Ryan White programs only, at the request of case managers for that program. The CTC does not provide inter-county services.

Hillsborough County’s HART, Pinellas County’s PSTA and Pasco County’s PCPT each have cooperative agreements with each other that provide service across county lines.

3.2.9 **Natural Disaster/Emergency Preparedness**

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

3.2.10 **Marketing**

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

A Ride Guide, developed by the TDCB, is also available from the Hillsborough MPO website (from the Transportation Disadvantaged page, [http://www.hillsboroughmpo.org/welcome/areas/areas_folders/folderdis/](http://www.hillsboroughmpo.org/welcome/areas/areas_folders/folderdis/)), which provides descriptions of other available services; including contact names and numbers for requesting transportation. The Ride Guide is also included as Appendix B to this document.
3.2.11 Acceptable Alternatives

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

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

Thank you! For all your care and support! I would not have been able to get to the doctor appointments without you!
4.1 PERFORMANCE STANDARDS

Performance standards are integral to the continued operation of a high quality TD system. The following standards were developed by the TDCB and the CTC. These standards are divided in five categories: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety. Annually, the TDCB utilizes the standards to evaluate the performance of the CTC.

4.1.1 On-Time Performance

The 2012 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.

4.1.2 Travel Time

The 2012 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, sightseeing type transports.

4.1.3 Road Calls

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

4.1.4 Annual Trips per Capita

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

4.1.5 Cost per Trip

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

Additionally, a separate comparison showing the Cost per Paratransit Trip, of the state’s 7 urbanized transportation disadvantaged programs will be included in the appendix of the CTC Evaluation.

4.1.6 Vehicles per 100,000 Persons (Measurable Standard/Goal)
The coordinator will provide no less than five vehicles per 100,000 residents systemwide.

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

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

4.1.9 Accidents (Measurable Standard/Goal)
The CTC will have no more than 1.2 accidents per 100,000 vehicle miles. This evaluation criterion applies to Sunshine Line door-to-door trips only.

4.1.10 Complaints (Measurable Standard/Goal)
The coordinator will receive no more than two complaints, on average, per 1,000 trips.

All complaints submitted to the CTC must be investigated and responded to and/or resolved within 30 calendar days of receipt. If a complaint is to be considered valid, the client must contact the CTC within five business days of the incident and supply his/her name, address, and telephone number.
The response/resolution shall include written correspondence to the complainant. Copies of the complaint, the client correspondence, and the response and/or resolution must be forwarded to the TDCB within 30 calendar days of receipt. (See Section 4.3, which details grievance procedures.)

4.2 SERVICE POLICIES

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

4.2.1 Adequate Seating (Commission Standard)

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

4.2.2 Air Conditioning/Heating (Commission Standard)

All vehicles will have operating air conditioners and heaters.

4.2.3 Billing Requirements (Commission Standard)

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

4.2.4 Driver Identification (Commission Standard)

All drivers are required to wear photo identification.

4.2.5 Local Toll Free Phone Number must be posted in All Vehicles (Commission Standard)

The coordinator will maintain a local or toll-free telephone number for the entire service area.
4.2.6 Passenger Assistance (Commission Standard)
All drivers are required to open and close the door when the client enters or exits the vehicle, and to provide additional assistance if required or requested. This does not include assistance beyond door-to-door service. (This does not require the driver to assist the client into the home or take the client upstairs to the doctor’s office.) All drivers must abide by the requirements listed in the System Safety Program.

4.2.7 Passenger/Trip Database (Commission Standard)
The coordinator will maintain a database of all clients within the program. The database should track information such as home address, mailing address, passenger type, passenger needs, birth date, and trip history.

4.2.8 Smoking (Commission Standard)
No smoking is allowed on vehicles

4.2.9 Eating and Drinking (Commission Standard)
Clients are not allowed to drink or eat on vehicles

4.2.10 Two-Way Communications (Commission Standard)
All vehicles will be equipped to have two-way communications that are in good working order. All service providers will obey all federal and state regulations regarding in-vehicle communications.

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

4.2.12 Advance Reservation Requirements (Local Standard)
Clients are required to make their reservations from two to seven working days prior to their desired travel day. Same day on demand requests are provided upon availability of resources.
4.2.13 CPR and First Aid (Local Standard)
All drivers must receive training and maintain accreditation in CPR and First Aid. All vehicles will have a First Aid Kit.

4.2.14 Driver Criminal Background Screening (Local Standard)
All new drivers must pass a criminal background check, per the strictest minimum requirements of each purchasing agency and the CTC.

4.2.15 Out-of-Service Area Trips (Local Standard)
Out-of-county trips will be provided when authorized and funded by a purchasing agency. Normally, out-of-county trips are provided when comparable services are not available in Hillsborough County. Currently, no out-of-county trips are being provided by funds from the TDTF.

4.2.16 Pick-Up Window (Local Standard)
Clients may be picked up as early as 90 minutes prior to their appointment time.

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

4.2.18 Transport of Escorts and Dependent Children (Local Standard)
Medically necessary escorts are permitted to assist clients due to physical or mental disabilities. Children under the age of 16 are required to have an escort.

4.2.19 Consumer Comment Telephone Numbers (Policy)
A consumer comment telephone number must be posted in all vehicles.
4.2.20 Drug and Alcohol Policy (Policy)

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

4.2.21 Monitoring Requirements (Policy)

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

4.2.22 Passenger No-Shows (Policy)

Any client with three or more no-shows in one month may be suspended from the system for 30 days. If a passenger fails to cancel a trip in a timely fashion (that is, no later than one hour 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 passenger. A client who is a no-show for an outgoing trip must call the coordinator one hour before his/her scheduled return trip to receive service. Prior to being suspended, a client will be advised of the process of their appeal. If requested, the client’s funding agency should also be notified of the suspension.

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

The CTC will maintain a record of all no-shows. The CTC will report on a bi-monthly basis (in conjunction with LCB meetings) to the LCB or its staff the total no-shows as a percentage of total trips requested so that trends in no-show rates can be monitored.
4.2.23 **Provide Additional Service (Policy)**

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

4.2.24 **Public Transit Ridership (Policy)**

Public transit will be the preferred mode of transport. Clients must use the fixed-route transit system if it is available and if he/she is able to use it. The coordinator will determine the availability of service, which is normally defined as when the client’s trip origin and destination are within ¾ mile on either side of a local bus route during its hours of operation. The process of receiving a waiver from this policy begins with a note from a medical provider (a doctor or registered nurse).

4.2.25 **Sensitivity Training (Policy)**

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

4.2.26 **Vehicle Transfer Points (Policy)**

The CTC does not currently utilize vehicle transfer points; therefore, no policy or standard has been established.
4.3 GRIEVANCE SUBCOMMITTEE POLICIES AND PROCEDURES

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

Section 1. CREATION OF BOARD

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

Section 2. DEFINITIONS

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

(a) Community Transportation Coordinator (CTC): Board of County Commissioners (BOCC) of Hillsborough County of the State of Florida.

(b) Transportation Disadvantaged Coordinating Board (TDCB): Entity appointed by the MPO that provides assistance to the CTC relative to the coordination of transportation service.

(c) Funding Agency: Those agencies which have a funding contract with the CTC for transportation services for the transportation disadvantaged.

(d) Metropolitan Planning Organization (MPO): The Hillsborough County MPO, an organization responsible for carrying out transportation planning and staffing the Coordinating Board.

(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 transportation disadvantaged whether it be the County or private non-profit or private for profit provider.

(g) Transportation Disadvantaged (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) Florida Commission for the Transportation Disadvantaged (CTD): Entity responsible for fostering the coordination of transportation services statewide provided to the transportation disadvantaged.

Section 3. OBJECTIVE

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

Section 4. MEMBERSHIP

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

(a) One user of transportation services,
(b) One representative of a recognized disabled group, and
(c) Three representatives of the LCB at large.

4.02 The designated representative of the CTC, charged with responsibility of overseeing the Transportation Disadvantaged Program shall be an advisory member of the Grievance Subcommittee. The MPO shall staff the Grievance Subcommittee.
Section 5. TERMS OF MEMBERS

5.01 The members of the Grievance Subcommittee shall serve a two-year term.

5.02 A member of the Grievance Subcommittee may be removed for cause by the Chairman of the LCB. Vacancies in the membership of the subcommittee shall be filled in the same manner as the original appointments. An appointment to fill a vacancy shall only be for the remainder of the unexpired term being filled.

5.03 The Grievance Subcommittee shall elect a chairperson and a vice chairperson at the first scheduled meeting of each year who shall serve for one year.

5.04 A quorum (three voting members) shall be present for any official action. In the event of a tie vote, the chairperson shall then have the deciding vote. Meetings shall be held at such times as the Grievance Subcommittee may determine.

5.05 No voting member will have a vote on an issue that is deemed a conflict of interest.

Section 6. GRIEVANCE PROCEDURES

6.01 Grievance procedures will be those as specified by the Grievance Subcommittee as set forth below.

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

6.03 Complaints involving Medicaid NET will be referred directly to the full TDCB in lieu of the Grievance Subcommittee. The TDCB will make a determination as to whether the complaint is a Medicaid NET issue or a CTC-related issue. If a complaint is determined by the TDCB to be a Medicaid NET issue, then the grievant will be informed of his/her right to file a grievance directly with the CTD.
The CTC is selected and recommended by the MPO, while the Medicaid NET in Hillsborough County is selected directly by the CTD without MPO involvement. Therefore, the TDCB cannot make recommendations on complaints regarding Medicaid NET. Medicaid clients should direct grievances to the CTD Ombudsman Program.

6.04 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.

6.05 If this effort is not successful, the grievant may present their grievance to the Grievance Subcommittee by securing a grievance form from the program managers of the transportation providers care of the MPO. The client will also be advised about the Commission for the Transportation Disadvantaged Ombudsman Program.

6.06 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.

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

Section 7. POWERS AND DUTIES OF THE GRIEVANCE SUBCOMMITTEE

7.01 The Grievance Subcommittee shall have the power to hold hearings, conduct investigations, and take testimony in all matters relating to complaints or grievances brought before the subcommittee by a user, funding agency, or transportation provider.

7.02 Each party, at their own expense, shall have the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, and to examine opposing witnesses on any relevant matter. Information presented at the grievance hearing that is irrelevant, immaterial, or unduly repetitious will be excluded from consideration. All other information of a type commonly relied upon by reasonable prudent persons in the conduct of their affairs will be admissible. The
Grievance Subcommittee will determine whether the information presented is relevant to the hearing and that decision is final.

7.03 The Grievance Subcommittee shall review the material presented and make recommendations to all parties involved and the TDCB within 15 working days. The said notice shall be sent to all parties by certified mail, return receipt requested.

7.04 The CTC shall, within 15 working days from the receipt of the recommendations, address in writing the Grievance Subcommittee’s recommendations, and respond them to the TDCB staff.

7.05 The Grievance Subcommittee will report the CTC’s response to the full TDCB at their next scheduled meeting.

7.06 All meetings and hearings shall be open to the public.

7.07 Minutes shall be kept at each hearing and filed with the LCB staff, in care of the MPO, and shall be public record.

7.08 If the grievance cannot be resolved pursuant to the procedures set forth, the grievant may notify the local TDCB, who shall recommend solution(s).

7.09 If the local TDCB cannot resolve the grievance, the grievant may appeal it to the MPO Board, who shall recommend solution(s).

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

7.11 Upon receipt of an appeal, MPO/TDCB staff shall, within 15 working days, request an appeal hearing date from the appropriate party and notify relevant individuals.

7.12 Any person or entity aggrieved by the decision of the TDCB or the MPO may appeal in any manner provided by law.

7.13 At any time during the process, the grievant may present the grievance to the Florida CTD through their Ombudsman Program.
Section 8. NOTIFICATION OF PROCEDURES

8.01 The CTC and transportation subcontractors (including coordination contractors) must make a written copy of their grievance procedures and rider policies available to anyone, upon request.

8.02 The CTC and transportation subcontractors (including coordination contractors) must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of the riders.
HILLSBOROUGH COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

GRIEVANCE FORM

Name: ______________________________ Date: ___________________________
Address: ____________________________ Telephone: ______________________

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

Description of relief desired:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Signature: ______________________________

OFFICIAL USE ONLY

Date Chairperson Received Report: ________________________________________
Date Presented to Grievance Board: ________________________________________

Recommendation:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Date Parties Notified of Results:
____________________________________________________________________

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

Florida Commission for the Transportation Disadvantaged 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
4.4 EVALUATION PROCESSES

4.4.1 CTC Evaluation Process

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

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

The CTC is evaluated according to the required sections of the Quality Assurance and Program Evaluation LCB CTC Evaluation Workbook, which was developed by the CTD. The CTC is also evaluated by locally adopted performance standards, which are described above.

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

Hillsborough County MPO staff tabulates this information and drafts a report for the review of the TDCB Evaluation Committee. Staff revises the document per the committee’s request and gathers any additional information needed to fully evaluate the CTC’s performance.

Next, the evaluation is presented to the TDCB. The Board 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 MPO for its review, comment, and adoption. The adopted evaluation of the CTC is then supplied to the Hillsborough County BOCC and CTD.

“I love Sunshine Line and wouldn’t be able to get around without it.”
4.4.2 CTC Monitoring Procedures of Operators Contractors

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

4.4.3 Coordination Contract Evaluation Criteria

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

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

4.4.4 Planning Agency Evaluation Process

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

Every three years, the CTD conducts a quality assurance review of each LCB. This review process is designed to ensure that LCBs and CTCs receive adequate support to accomplish their assigned tasks. The results of the local evaluations are supplied to the CTC, TDCB, and MPO.
5.0 COST/REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN
2012 UPDATE
INTRODUCTION

In Hillsborough County, the CTC contracts with eight (8) organizations that provide funding for transportation to the TD. The following Annual Operations Report outlines the level of funding these organizations provide. This section also includes the cost worksheet from the most recent CTC evaluation, backup documentation provided as justification in the development of the CTC’s rates, and the current rate structure. Information on the various client co-payments required by each funding source and co-pay assistance that is available is also included.

<table>
<thead>
<tr>
<th>FLCTD Annual Operations Report</th>
<th>Section VI: Revenue Sources</th>
</tr>
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<tbody>
<tr>
<td>County: Hillsborough</td>
<td>Fiscal Year: July 1, 2010 - June 30, 2011</td>
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<td>Status: Submitted to FLCTD</td>
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### Section VI: Financial Data

#### 1. Detailed Revenue and Trips Provided by Funding Source

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<tr>
<th>Revenue Source</th>
<th>CTC and Transportation Providers</th>
<th>Coordination Contractors</th>
<th>TOTAL REVENUES</th>
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<td>Comm Care for Dis Adults/Aging &amp; Adult Services</td>
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<td>Developmental Services</td>
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<tr>
<td>Agency for Workforce Innovation</td>
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<td>WAGES/Workforce Board</td>
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<td>Commission for the Transportation Disadvantaged</td>
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<td><strong>Department of Children and Families</strong></td>
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<td><strong>Department of Education</strong></td>
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<td>Carl Perkins Vocational Ed. Act</td>
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<td>Division of Blind Services</td>
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<td>Vocational Rehabilitation</td>
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<td><strong>Department of Elder Affairs</strong></td>
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<td>Older Americans Act</td>
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<td>Children's Medical Services</td>
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<td>Source</td>
<td>2011</td>
<td>2012</td>
<td>2013</td>
</tr>
<tr>
<td>---------------------------------------------</td>
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<td>Office of Disability Deter.</td>
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<td>490 USC 5311(f) (Section 18i)</td>
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<td>Commuter Assistance Program</td>
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<td>Other DOT (Specify)</td>
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<td><strong>Local Government</strong></td>
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<td>School Board Service</td>
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<td>Complementary ADA Service</td>
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<td>Other Cash (specify)</td>
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<td>Other In-Kind (specify)</td>
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<td><strong>Local Non-Government</strong></td>
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<td>Category</td>
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<td>2014</td>
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<tr>
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<tr>
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<td><strong>Other Federal or State Programs</strong></td>
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<td>(specify)Ryan White &amp; HVRP</td>
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<td>(specify)JARC</td>
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<td><strong>GRAND TOTAL:</strong></td>
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### FLCTD Annual Operations Report

#### Section VII: Expense Sources

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<tr>
<th>Expense Item</th>
<th>Community Transportation Coordinator</th>
<th>Coordination Contractor</th>
<th>Total Expenses</th>
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</thead>
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<td>Labor (501)</td>
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<td>$4,884,053.00</td>
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<td>Fringe Benefits (502)</td>
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<td>Materials and Supplies Cons. (504)</td>
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<td>Utilities (505)</td>
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<td>Casualty and Liability (506)</td>
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<td><strong>Purchased Transportation Services (508)</strong></td>
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<td>Bus Pass Expenses</td>
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<td>$26,583.00</td>
<td>$71,406.00</td>
<td>$97,989.00</td>
</tr>
<tr>
<td>Interest (511)</td>
<td>$0.00</td>
<td>$1,959.00</td>
<td>$1,959.00</td>
</tr>
<tr>
<td>Leases and Rentals (512)</td>
<td>$96,009.00</td>
<td>$62,065.00</td>
<td>$158,074.00</td>
</tr>
<tr>
<td>Annual Depreciation (513)</td>
<td>$0.00</td>
<td>$420,473.00</td>
<td>$420,473.00</td>
</tr>
<tr>
<td>Contributed Services (530)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Allocated Indirect Expenses</td>
<td>$0.00</td>
<td>$381,680.00</td>
<td>$381,680.00</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>$5,983,245.00</strong></td>
<td><strong>$10,400,759.00</strong></td>
<td><strong>$16,384,004.00</strong></td>
</tr>
</tbody>
</table>
The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2011/2012 MOA 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 2011/2012.

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, 2012

<table>
<thead>
<tr>
<th>DOOR-TO-DOOR SERVICE</th>
<th>RATE PER ONE-WAY TRIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMBULATORY TRIP</td>
<td>$25.56</td>
</tr>
<tr>
<td>WHEELCHAIR TRIP</td>
<td>$43.81</td>
</tr>
<tr>
<td>GROUP TRIP</td>
<td>$12.46</td>
</tr>
</tbody>
</table>
  (5 or more passengers going to or from the same address at the same time such that all passengers can be picked up and dropped off within one hour)  
| BUS PASSES/TICKETS   | Cost of pass or ticket plus administration |

**Client Co-Payments**

Client co-payments are required for some Hillsborough HealthCare Program funded trips and for "non-sponsored" trips funded through the CTD. Co-pay requirements for trips funded by the TD Trip/Equipment Grant are as follows:
**Non-Sponsored:**
The per trip co-payment is on a sliding scale, depending on the client’s household income as follows:

<table>
<thead>
<tr>
<th>Household Income</th>
<th>Co-Pay per Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>125% (or less) of Federal Poverty Guidelines</td>
<td>No Co-Pay</td>
</tr>
<tr>
<td>126%-300% of Federal Poverty Guidelines</td>
<td>$2.00</td>
</tr>
<tr>
<td>More than 300% of Federal Poverty Guidelines</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

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

In addition, clients who use HART’s ADA Paratransit Service may apply to the County for a HART punch pass at no cost, which is used to pay the co-payment for this service. Eligibility is based on income and expenses.
6.0 GLOSSARY OF TERMS

HILLSBOROUGH COUNTY TRANSPORTATION
DISADVANTAGED SERVICE PLAN
2012 UPDATE
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 for those individuals who are unable to use the fixed-route system.

Annual Operating Report (AOR): An annual report prepared by the 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, F.S.

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

Chapter 427, Florida Statutes (F.S.): The F.S. establishing the CTD and prescribing its duties and responsibilities.

Community Transportation Coordinator (CTC): The CTC is the agency responsible for the delivery of 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 LCB involved in the provision of service delivery to the TD within the designated service area.
**Coordinated Trips:** Passenger trips provided by or arranged through a CTC.

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

**Coordination Contract:** A written contract between the CTC and an agency who receives TD funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The CTD’s standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

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

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

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

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

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

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

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

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

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

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

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

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

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

**Non-Sponsored Trip:** TD services that are sponsored in whole by the 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 (formerly referred to as TD 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 in the county’s designated rural area, which is east of US 301 and/or south of the Palm River, within Hillsborough County.

**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 TD Trust Fund).

**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 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 Section 411.202, F.S.

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

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

Transportation Disadvantaged Population (formerly referred to as TD 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 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 Commission’s responsibilities. Funds that are deposited may be used to subsidize a portion of a TD person’s transportation costs that are not sponsored by an agency.

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

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

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

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.
In order to show a picture of some general demographic characteristics in Hillsborough County that contribute to the transportation disadvantaged population, the following map series depicts data from three different data sources. These sources include the 2010 U.S. Census, the American Community Survey for the 5-years of 2006-2010, and data from the Old Age Survivors Disability Insurance (OASDI) better known as Social Security. These data were collected by MPO staff from the various sources and manipulated in Geographic Information Systems (GIS) to produce the following map series.
FIGURE 1: POPULATION DENSITY

Persons by Square Mile
- Less than 100
- 101 - 500
- 501 - 1,000
- 1,001 - 5,000
- More than 5,000
- Urban Service Area

Source: U.S. Census Bureau, 2010 Census.
FIGURE 2: POPULATION DENSITY FOR AGE 60 AND ABOVE

Persons Over 60 by Square Mile

- Less than 10
- 11 - 100
- 101 - 500
- 501 - 1,000
- More than 1,000

Source: U.S. Census Bureau, 2010 Census.
FIGURE 3: DENSITY OF BLACK POPULATION (NON-HISPANIC)

Source: U.S. Census Bureau, 2010 Census.
FIGURE 4: DENSITY OF ASIAN POPULATION

Source: U.S. Census Bureau, 2010 Census.
FIGURE 5: DENSITY OF OTHER MINORITY POPULATIONS

Source: U.S. Census Bureau, 2010 Census.
FIGURE 6: DENSITY OF HISPANIC POPULATION

Source: U.S. Census Bureau, 2010 Census.
FIGURE 7: DISABLED WORKERS RECEIVING OASDI BENEFITS

Social Security Disability Recipients by Zipcode

- Less than 50
- 51 - 300
- 301 - 500
- 501 - 700
- More than 700

Source: 2010 OASDI Data, Social Security Administration, Accessed 2012
FIGURE 8: ALL OASDI BENEFITS

Social Security Recipients by Zipcode
- Less than 100
- 101 - 1,500
- 1,501 - 3,000
- 3,001 - 6,000
- More than 6,000

Source: 2010 OASDI Data Social Security Administration, Accessed 2012
FIGURE 9: CENSUS TRACTS WITH MEDIAN INCOME LESS THAN 80% OF HILLSBOROUGH COUNTY MEDIAN

Census Tracts with Median Income Less than 80% of Hillsborough County Median Income

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Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.
FIGURE 10: DENSITY OF HOUSEHOLDS WITH INCOME TO POVERTY RATIO LESS THAN 125%

Households with Income to Poverty Ratio less than 125% Per Square Mile

- Less than 10
- 11 - 100
- 101 - 1,000
- 1,001 - 2,000
- More than 2,000

Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.
FIGURE 11: DENSITY OF HOUSEHOLDS WITH NO VEHICLES AVAILABLE

Households with No Vehicle Available Per Square Mile

- Less than 10
- 11 - 100
- 101 - 500
- 501 - 1,000
- More than 1,000
- Urban Service Area

Source: U.S. Census Bureau, 5-year 2006 - 2010 American Community Survey.
APPENDIX B
Available Transportation Services

HILLSBOROUGH COUNTY TRANSPORTATION
DISADVANTAGED SERVICE PLAN
2012 UPDATE
Methodology for TD Population Projections

1. Estimate Category I – Potential TD Populations
   a. Identify non-elderly and elderly populations
      i. Data was compiled from BEBR 2010 and 2015 projections for 0 to 64 and 65+ age groups.
      ii. 55 to 64 age cohort was divided into 55 to 59 and 60 to 64 age cohorts using percentages derived from 2008 Population Estimates for Hillsborough County from US Census. The 60 to 64 age cohort was added to 65+ age group to conform to the definition of elderly (age 60+) recommended by the Florida Commission for the Transportation Disadvantaged.
      iii. Growth index was calculated for non-elderly and elderly populations for interim years using formula \( \frac{\text{Pop}(\text{Year } 5)}{\text{Pop}(\text{Year } 0)} = (1+r)^{n-1} \), where \( n \) = number of years and \( r \) = growth rate. When solving for \( r \) (as in this case), the growth rate and the growth index simply eliminate the “-1” from the formula. The final formula used is \( \left( \frac{\text{Pop}(\text{Year } 5)}{\text{Pop}(\text{Year } 0)} \right)^{1/(n-1)} = I \), where \( I \) = growth index.
      iv. Growth index was applied to 2010 elderly and non-elderly populations to determine interim year populations between 2010 and 2015.
   b. Estimate disabled population
      i. Utilizing 2009 ACS (Table B18101) data for persons with a disability in Hillsborough County, the percentage of disabled elderly and non-elderly populations were calculated at 35.17% and 8.10% respectively.
      ii. These percentages were multiplied by projected elderly and non-elderly population for years 2010 to 2015 (from step 1.a).
   c. Estimate Low Income population
      i. Utilizing 2009 ACS (Table B17001) data for persons for whom poverty status is determined in Hillsborough
County, the percentage of low income elderly and non-elderly populations was calculated at 9.14% and 15.94% respectively.

ii. These percentages were multiplied by projected elderly and non-elderly population for years 2010 to 2015 (from step 1.a).

d. Estimate populations of Children who are “High risk” or “at-risk”
   i. Assumed that most of the children who are “high-risk” or “at-risk are included in other categories on Category I TD population.

e. Eliminate double-counting of elderly, disabled and low-income persons
   i. Non-elderly disabled persons who are also low income were estimated as follows: non-elderly low-income persons (from step 1.c) were divided by non-elderly persons (from step 1.a) and the result multiplied by non-elderly disabled persons (from step 1.b).
   ii. Non-elderly disabled persons who are not low income were estimated as follows: subtract non-elderly low-income persons (from step 1.e.i) from non-elderly disabled persons (from step 1.b).
   iii. Elderly disabled persons who are also low income were estimated as follows: elderly low income persons (from step 1.c) were divided by elderly persons (from step 1.a) and the result was multiplied by elderly disabled persons (from step 1.b).
   iv. Elderly disabled persons who are not low income were estimated as follows: elderly disabled low-income persons were subtracted (from step 1.e.iii) from elderly disabled persons (from step 1.b).
   v. Elderly non-disabled persons who are also low income were estimated as follows: elderly disabled low-income persons (from step 1.e.iii) were subtracted from elderly low-income persons (step 1.c).
vi. Elderly non-disabled persons who are not low income were estimated as follows: the total of elderly disabled low-income persons (from step 1.e.iii), elderly disabled non-low income persons (from step 1.e.iv), and elderly non-disabled low income persons (from step 1.e.v) was subtracted from elderly persons (from step 1.a).

vii. Low income persons who are neither elderly nor disabled were estimated as follows: non-elderly disabled low income persons (from step 1.e.i) were subtracted from non-elderly low-income persons (from step 1.c).

f. Estimate total Category I TD population by adding results of steps 1.e.i through 1.e.vii.

g. Steps 1.e.i through 1.e.vii were repeated for each year of the forecast period.

h. The growth index of the TD Category I population was calculated using the same formula as in 1.a.iv.

2. Estimate Category II TD Populations

a. Using data from the Florida Commission for the Transportation Disadvantaged, TD Population Estimates thru 2025.xls (2008), the percentage of elderly and non-elderly populations who are transportation disabled (24.2% and 2.8%, respectively) was multiplied by the elderly and non-elderly populations (from step 1.a).

b. Allocate transportation disabled persons to only one of four TD market segments

i. Non-elderly low-income persons who are also low income were estimated as follows: non-elderly low-income persons (from step 1.c) were divided by non-elderly persons (from step 1.a) and the result was multiplied by non-elderly transportation disabled persons (from step 2.a).
ii. Non-elderly transportation-disabled persons are not low income were estimated as follows: non-elderly transportation-disabled low-income persons (from step 2.b.i) were subtracted from non-elderly transportation disabled persons (from step 2.a).

iii. Elderly transportation disabled persons who are also low income were estimated as follows: elderly low-income persons (from step 1.c) were divided by elderly persons (from step 1.a) and the result was multiplied by elderly transportation-disabled persons (from step 2.a).

iv. Elderly transportation-disabled persons who are not low income were estimated as follows: elderly transportation-disabled low-income persons (from step 2.b.iii) were subtracted from elderly transportation-disabled persons (from step 2.a).

c. Estimate low-income transportation disadvantaged population

i. Total low-income population was estimated by adding low income non-elderly and low income elderly persons (from step 1.c).

ii. Non-transportation-disabled low-income persons (i.e. “other low-income persons”) who lack access to an automobile were estimated as follows:
   1. Total low-income population (from step 2.c.i) was multiplied by 33.5%, which is the percentage of low income households in Hillsborough County without access to a vehicle from the 1990 Census.
   2. Transportation-disabled low-income persons were calculated by adding non-elderly transportation-disabled persons (from step 2.b.i) plus elderly transportation-disabled persons (from step 2.b.iii) and multiplying the result by 66.5%, which is the percentage of low income,
transportation disabled persons without access to a vehicle from the 1990 Census.

3. Non-transportation-disabled, low income persons without access to an automobile (i.e., “other low income” persons) were estimated by subtracting transportation-disabled, low income persons without access to an automobile (from step 2.c.ii.2) from low income persons without access to an automobile (from step 2.c.ii.1)

iii. Other low-income persons who lack access to an automobile also lack access to public transit were estimated as follows.

1. The percent of low income population living within ¼ mile of a bus route (42%) was derived from the 1990 National Personal Transportation Study.

iv. That percentage was subtracted from 100% and the result was multiplied by other low income persons who lack access to an automobile (from step 2.c.ii.3). The result is the number of non-transportation-disabled low income transportation disadvantaged persons.

d. The total Category II TD Population was estimated as the sum of non-elderly transportation disabled low income (from step 2.b.i) plus non-elderly transportation disabled non-low income (from step 2.b.ii) plus elderly transportation disabled low income (from step 2.b. iii) plus elderly transportation disabled non-low income (from step 2.b.iv) plus “other low income” without access to an automobile (from step 2.c.iv)

e. Steps 2.a through 2.d were repeated for each year of the forecast period.

f. The growth index of the TD Category II population was calculated using the same formula as 1.a.ii.
Updated TD Population Projections Compared to Previous Projections

Compared with the TD population projections for 2010 in the previous TDSP:

- There are an estimated 15,000 more elderly persons
- There are an estimated 22,000 more low income persons

These two factors combined to result in:

- a 2010 Category I potential TD population estimate for Hillsborough County of almost 435,000, or 22,500 more than was forecasted previously.
- a Category II TD population in estimate for Hillsborough County of more than 109,000, or 13,000 more than was forecasted previously.