Transportation Disadvantaged Program

Community Transportation Coordinator Evaluation

July 1, 2011 to June 30, 2012

December 2012

Prepared by: Hillsborough County Metropolitan Planning Organization’s Transportation Disadvantaged Coordinating Board

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1.0 Introduction

Florida's transportation disadvantaged program was created in 1979 and reenacted in 1989. The 1989 act created the Florida Commission for the Transportation Disadvantaged (CTD). The responsibility for implementing this law was assigned to the Florida CTD by Florida Statute (FS), Chapter 427. Through funding and regulation, the CTD increased local participation in the planning and delivery of coordinated transportation services by creating local transportation disadvantaged coordinating boards (TDCB) and community transportation coordinators (CTC).

According to the Florida Statutes, Chapter 427, Transportation disadvantaged means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in FS 411.202.

Florida's coordinated transportation program is designed to have one entity in each county that functions to ensure all transportation disadvantaged funded services are provided efficiently and effectively. A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of transportation services.

The Florida CTD is an independent commission housed administratively within the Florida Department of Transportation in Tallahassee, Florida. Its mission is to ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons. Metropolitan Planning Organizations (MPOs)

“I just want all of you to remember how important you are in my life and many others. You are wonderful people. God Bless each of you. With much respect, June Cable”
perform long-range planning, and assist Florida’s CTD and local TDCBs in implementing the transportation disadvantaged program in designated service areas.

The CTC may be a business or county department that is responsible for the delivery of transportation services to the transportation disadvantaged. The CTC may provide those trips itself, as a sole source, or the CTC may provide some trips, and subcontract some (partial brokerage); or, the CTC may subcontract out all the trips to approved operators, as a complete brokerage. The Florida CTD approves the CTC for each county, based on the recommendation of the local MPO.

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%) and 215 square miles of it is water (17%).

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. The county's unincorporated area includes approximately 888 square miles, or more than 84 percent of the total land area.

Most trips on Hillsborough County’s local public 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, and Balm-Wimauma offer employment opportunities that are projected to grow in the future.

Hillsborough County’s Board of County Commissioners (BOCC) is designated by the CTD as the CTC and has been since 1990. The re-designation of the Coordinator occurred in 2011.

The Sunshine Line is a Hillsborough County department that operates the transportation disadvantaged service within the County as a partial brokerage. It is funded by the county as well as state and federal grants and user fees. It operated a fleet of 67 vehicles with 56 drivers during the 2011-2012 evaluation year and has the following responsibilities.
• Provide pre-scheduled 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.
• Ensure that transportation services funded through federal, state, and local sources are coordinated with each other in Hillsborough County.
• Provide mobility management functions for a local New Freedom grantee.
• Coordinate work-related transportation through Federal Transit Administration (FTA) Job Access Reverse Commute (JARC) program.

As a means to oversee the transportation disadvantaged program in Hillsborough County, the Hillsborough County MPO’s TDCB is tasked with oversight of the CTC including an annual evaluation of the CTC and the development of recommendations for the CTC based on the results of the evaluation.

**Figure 1** shows how the system is organized in Hillsborough County.

It is the purpose of the annual evaluation to ensure that the most cost-effective, efficient, and appropriate transportation services are provided to the entire transportation disadvantaged population of Hillsborough County.

The Hillsborough County MPO’s TDCB is tasked with the annual evaluation of the services provided by Hillsborough County’s CTC operator and its contractors. A series of five evaluation criteria is used to evaluate the performance of the CTC: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety.

This report documents the CTC’s performance for the period of July 1, 2011 through June 30, 2012.
Figure 1: Hillsborough County Transportation Disadvantaged (TD) Program Organization
2.0 The Service

The mission of the Sunshine Line is to provide safe, cost effective transportation to those who, because of disability, age, or income, are unable to provide or purchase their own transportation.

Two types of transportation are offered: Door-to-Door service and transportation on HART buses through distribution of bus passes. Door-to-Door service is provided by county staff in county-owned vehicles. Vehicles are wheelchair-lift equipped and meet Americans with Disabilities Act (ADA) standards. Door-to-Door service is made available if someone is unable to ride the HART bus system or needs to get to a location where HART service is unavailable. HART bus passes are issued to those whom are able to ride the HART bus system.

According to the U.S. Census Bureau, Hillsborough County residents aged 65 or older represented 12 percent of the total population in 2010. The Sunshine Line provides transportation to and from medical facilities, aging services daycare, and Senior Nutrition sites for senior citizens. Non-medical trips or other life-sustaining trips, such as group shopping, are also provided on a space available basis.

Fees for the Hillsborough County Sunshine Line are charged for some trips based on client eligibility and funding source rules. It is the responsibility of Sunshine Line to screen clients for eligibility, make appointments for transportation, and distribute bus passes. Reservations for transportation 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 bus pass to be mailed to the client.

2.1 Transportation Disadvantaged Service Plan

The Hillsborough County Transportation Disadvantaged Service Plan (TDSP), a plan that documents and updates existing issues and barriers relative to the provision of transportation services through Hillsborough County’s coordinated system, was updated in June 2011. The performance criteria were updated during the 2011 update. Below are the Six Goals outlined in the 2011 TDSP.
The Goals of the Hillsborough County CTC as stated in the 2011 TDSP are as follows.

- **Goal 1**: Maximize the availability of transportation services to the transportation disadvantaged.
- **Goal 2**: Ensure providers can participate to a level that complements their agency’s services.
- **Goal 3**: Ensure cost-effective and efficient transportation disadvantaged services.
- **Goal 4**: Ensure quality of service provided to the TD.
- **Goal 5**: Ensure necessary funding to support the TD program.
- **Goal 6**: Ensure TD Program accountability.

Transportation disadvantaged program trips are separate from Medicaid Non-Emergency Transportation service. In Hillsborough County, the CTD contracts directly with MMG Transportation, Inc. for the Medicaid Non-Emergency Transportation needs. This service is handled under the auspices of a subcontracted Transportation Provider Agreement. Therefore, although this service is part of the local coordinated transportation program, the CTC has limited capabilities to correct any noted deficiencies. Therefore, the services provided by MMG Transportation, Inc. were not included in this evaluation.

2.2 **Coordination Contracts**

The CTD requires that the CTC enter into a coordination contract with agencies that receive transportation disadvantaged funds serving the general public, and are able to provide their own transportation more effectively and more efficiently than the CTC. The coordination contract covers reporting, insurance, safety, and other requirements. The contractor is approved by the TDCB before the contract is executed.

The coordination agreement between the contracted providers and the CTC allows for coordination of services and to share that information with the general public.

“I am very pleased with the door to door pickup, drivers at my destination just fine. I would most likely not ABLE TO ATTEND THE CLASSES HELD AT THE lighthouse if the Sunshine line did not operate. Thank you.”
The current coordinated contracted providers in Hillsborough County are listed below.

- Agency for Community Treatment Services (ACTS)
- Angels Unaware, Inc.
- Chapters Health PACE
- Child Abuse Council, Inc.
- Drug Abuse Comprehensive Coordinating Office
- Ebenezer Hispanic Christian Church
- HART ADA Complimentary Paratransit
- Hillsborough Achievement and Resource Center, Inc.
- Human Development Center
- MacDonald Training Center, Inc.
- McClain, Inc.
- Mental Healthcare, Inc.
- MMG Transportation
- Northside Mental Health Hospital
- Pyramid, Inc.
- Quality of Life Community Services, Inc.
- Quest, Inc.
- City of Temple Terrace

3.0 2012 Performance

The 2012 Performance Evaluation includes the time period between July 1, 2011 and June 30, 2012. The following five categories were used to evaluate performance of the CTC. The standards were established in the 2011 TDSP.

- Reliability
- Service Effectiveness
- Service Efficiency
- Service Availability
- Safety

Table 1 details the evaluation criteria outlined in the 2011 TDSP.
Table 1: Evaluation Criteria

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Measurement</th>
<th>2012 Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reliability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Time Performance*</td>
<td>Scheduled appt vs. actual drop off time</td>
<td>90% of trips are on time</td>
</tr>
<tr>
<td>Travel Time**</td>
<td>Time in vehicle</td>
<td>95% time in van &lt; 90 minutes</td>
</tr>
<tr>
<td>Road Calls</td>
<td>Vehicle miles traveled between road calls</td>
<td>&lt; 7 road calls per 100,000 miles</td>
</tr>
<tr>
<td><strong>Service Effectiveness</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trips per Capita</td>
<td>Number of trips compared to countywide population</td>
<td>&gt; 0.5 trips per capita annually</td>
</tr>
<tr>
<td><strong>Service Efficiency</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per Trip***</td>
<td>Average cost per trip (Sunshine Line and Bus Pass)</td>
<td>&lt; $14.64 per trip</td>
</tr>
</tbody>
</table>
### Table 1: Evaluation Criteria (Continued)

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Measurement</th>
<th>2012 Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Availability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles Available</td>
<td>Vehicle per 100,000 persons</td>
<td>≥ 5 vehicles per 100,000 persons</td>
</tr>
<tr>
<td>Percentage of Denials</td>
<td>Unable to provide request for service</td>
<td>&lt; 2.5% of requests denied</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accidents (Chargeable)</td>
<td>Chargeable accidents per 100,000 vehicle miles traveled</td>
<td>≤ 1.2 chargeable accidents per 100,000 vehicle miles traveled</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td>Number of Policy Complaints per 1,000 trips</td>
<td>≤ 2 complaints per 1,000 trips</td>
</tr>
</tbody>
</table>

* On-time performance standard changed in 2011 TDSP.
** Travel Time standard changed to <90 minutes for all trips with 2011 TDSP.
*** New standard based on 2011 TDSP, average cost per trip for CTCs in Florida in 2011.
A summary of the CTC’s 2012 performance is provided in Table 2. In addition, the previous four years are included to demonstrate historical trends.

**Table 2: Hillsborough CTC 2011 Evaluation Results and Historical Performance**

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reliability</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Time Performance*</td>
<td>91% of trips are not late</td>
<td>93.1%⊕</td>
<td>92.3%⊕</td>
<td>92.1%⊕</td>
<td>96.0%⊕</td>
<td>92.1%⊕</td>
</tr>
<tr>
<td>Travel Time**</td>
<td>95% time in van &lt; 90 minutes</td>
<td>97.3%⊕</td>
<td>97.5%⊕</td>
<td>94.3%⊕</td>
<td>95.0%⊕</td>
<td>93.0%⊕</td>
</tr>
<tr>
<td>Road Calls</td>
<td>&lt; 7 road calls per 100,000 miles</td>
<td>8.0⊕</td>
<td>6.0⊕</td>
<td>7.3⊕</td>
<td>5.1⊕</td>
<td>2.5⊕</td>
</tr>
<tr>
<td><strong>Service Effectiveness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trips per Capita</td>
<td>&gt; 0.5 trips per capita annually</td>
<td>1.0⊕</td>
<td>1.0⊕</td>
<td>1.0⊕</td>
<td>0.9⊕</td>
<td>1.1⊕</td>
</tr>
<tr>
<td><strong>Service Efficiency</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per Trip***</td>
<td>&lt; $14.64 trip</td>
<td>$9.30⊕</td>
<td>$9.89⊕</td>
<td>$11.30⊕</td>
<td>$12.35⊕</td>
<td>$8.58⊕</td>
</tr>
</tbody>
</table>
Table 2: Hillsborough CTC 2011 Performance Criteria Standards Results and Historical Performance (Continued)

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>2011 Standard</th>
<th></th>
<th>Analysis Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Availability</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles Available</td>
<td>&gt; 5 vehicles per 100,000 persons</td>
<td>22.6 ⊕</td>
<td>25.5 ⊕</td>
</tr>
<tr>
<td>Percentage of Denials</td>
<td>&lt; 2.5% of requests denied</td>
<td>0.5% ⊕</td>
<td>0.6% ⊕</td>
</tr>
<tr>
<td>Telephone Access</td>
<td>&lt; 4 minutes</td>
<td>1:53 ⊕</td>
<td>2:40 ⊕</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accidents</td>
<td>&lt; 1.2 chargeable accidents per 100,000 vehicle miles traveled</td>
<td>0.2 ⊕</td>
<td>0.2 ⊕</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td>&lt; 2 per 1,000 trips</td>
<td>0.05 ⊕</td>
<td>0.03 ⊕</td>
</tr>
</tbody>
</table>
Table 2: Hillsborough CTC 2011 Performance Criteria Standards Results and Historical Performance (Continued)

* On-time performance standard changed in 2011 TDSP.
** Travel Time standard changed to <90 minutes for all trips with 2011 TDSP.
*** On-Demand service is now measured with On-Time performance.
*** New standard based on 2012 TDSP, average cost per trip for CTCs in Florida in 2011.

Note: ⊙ = Standard Met, ⊖ = Standard Not Met
3.1 Reliability

Reliability is an integral component of evaluating a successful transportation provider as it is the most basic objective of the program and involves consistency and meeting or exceeding reasonable expectations. The TDCB has established three standards to be used in the evaluation of reliability of service: on-time performance, travel time, and road calls.

3.1.1 On-Time Performance

The On-Time Performance Standard is measured by the scheduled appointment or return time compared to the actual time the client is dropped off or picked up.

As established in the 2012 TDSP, the standard is that 90 percent of clients are to be delivered “on time.” On-time shall mean that a client arrives at their scheduled destination no later than their scheduled appointment time or picked up for return no more than 35 minutes after requested time.

Based on the trips reviewed for on-time performance of both in-bound and out-bound trips (a total of 165,585 trips), the system transported approximately 93 percent of the clients within the required parameters; therefore, the 2012 On-time Performance standard has been met. Table 3 shows the CTC’s performance for 2011 as measured by this standard.

<table>
<thead>
<tr>
<th>Standard Met</th>
<th>154,125</th>
<th>93.1%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Not Met</td>
<td>11,458</td>
<td>6.9%</td>
</tr>
<tr>
<td>Total</td>
<td>165,585</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

3.1.2 Travel Time

The travel time standard measures the amount of time a client rides in a vehicle. As established in the 2012 TDSP, the standard states 95 percent of clients should not spend more than 90 minutes per trip in a vehicle. This is especially important when transporting medically frail or infirm clients. A
total of 170,715 trips were analyzed from the period between July 2011 and June 2012.

Approximately 97 percent of all trips met the 2012 travel time standard; therefore, the **standard has been met.** Table 4 shows the CTCs performance for 2012 as measured by this standard.

**Table 4: 2012 Travel Time Performance**

<table>
<thead>
<tr>
<th></th>
<th>Combined Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#</strong></td>
<td>161,101</td>
</tr>
<tr>
<td><strong>%</strong></td>
<td><strong>97.3%</strong></td>
</tr>
<tr>
<td><strong>Standard Met</strong></td>
<td>161,101</td>
</tr>
<tr>
<td><strong>Standard Not Met</strong></td>
<td>4,484</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>165,585</td>
</tr>
<tr>
<td><strong>100%</strong></td>
<td></td>
</tr>
</tbody>
</table>

**3.1.3 Road Calls**

Reliability of a system is closely tied to the reliability of the vehicles in that system. This criterion 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. For the 2012 evaluation period, a total of 97 road calls were made, an increase of 25 from the 2011 evaluation period.

The total vehicle miles traveled in the reporting period were 1,208,398, resulting in an average 18,035 miles traveled per vehicle between road calls, or 8 road calls per 100,000 miles traveled. Therefore, the 2011 Road Calls **standard was not met.**

**3.2 Service Effectiveness**

Effectiveness determines how well the program produces trips to all in need with the resources available. The performance criterion of annual trips per capita is the sole criterion that has been established to evaluate service effectiveness.
3.2.1 Annual Trips per Capita

Annual trips per capita refers to the total number of trips provided by the coordinated transportation disadvantaged system in relation to the county’s population. There are 15 agencies that provide transportation disadvantaged services in Hillsborough County in coordination with the CTC. The total number of trips provided by all 15 agencies is used for this criterion rather than only the number of Door-to-Door trips provided by Sunshine Line. The standard and goal state that systemwide, the coordinator will provide no less than an average of 0.5 trips per capita. According to the US Census Bureau, the 2010 countywide population was 1,229,226. The total number of systemwide trips provided by the agencies during this evaluation period was 1,267,730, an increase of approximately 48,000 trips from 2011. Therefore, the program provided 1.0 trips per capita. Therefore, the 2012 Annual Trips per Capita standard was met.

3.3 Service Efficiency

Financial resources are often limited in government programs, and the same is true for the transportation disadvantaged program. Therefore, what the coordinator is able to accomplish with the available resources becomes increasingly important. Service measures are put in place to assess the CTC’s service delivery compared to its costs. There is one established service efficiency performance criterion, overall cost per trip. The 2011 TDSP changed the standard for this criterion to the median Cost per total trip statewide based on the CTD Annual Performance Report (APR) for 2011. This page of the APR is included in Appendix B for reference.

3.3.1 Cost per Trip

The average cost per trip is determined by the total Door-to-Door transportation costs, bus passes purchased by the CTC operator from HART, and any related administrative costs. A one-day bus pass is equivalent to two trips and a one-month bus pass is equivalent to 40 trips. To meet the 2012 standard, the average cost per trip should be less than $14.64.

In addition, an analysis of the seven urbanized transportation disadvantaged programs was evaluated based on the median cost per
The CTC’s cost per paratransit trip was $20.47, which was also the median of the seven urbanized areas.

The total program cost for the 2012 evaluation period was $5,199,459. The total number of trips for the Door-to-Door and bus passes was 559,019, a decrease of 43,899 trips from the previous evaluation period. The coordinator provided each trip at an average cost of $9.30. Therefore, the 2011 Cost per Trip standard was met.

3.4 Service Availability

Due to the great demand for transportation disadvantaged trips and the challenge of providing such transportation, maximizing the availability of service is one of the most fundamental efforts undertaken by the CTC. The TDCB has two established criteria to measure system capacity and availability. These include the number of vehicles per capita and the percentage of denials for service.

3.4.1 Vehicles per 100,000 Persons

The standard set in the 2012 TDSP states that the CTC will provide no less than five vehicles per 100,000 residents systemwide. According to the US Census Bureau, the 2010 countywide population is 1,229,226. There were 67 vehicles total; therefore the program averaged 25.5 vehicles per 100,000 residents. The 2012 Vehicles per 100,000 persons standard was met.

3.4.2 Percentage of Denials

A denial occurs when eligible transportation disadvantaged clients request service but are denied due to limited capacity of the network. The standard states the coordinator will deny no more than 2.5 percent of client requests for transportation. During this evaluation period there were a total of 195,029 requests made for Door-to-Door service. Of the total requests, 922, or approximately one half of one percent, were denied. Therefore, the 2012 Percentage of Denials standard was met.

3.5 Safety

Safety is one of the most important aspects of quality. A lack of safety can be considered a failure of the program to protect public health and welfare. Further, failures in safety are costly. There are many ways that safety can be measured and predicted. The TDCB has chosen to monitor safety by evaluating the ratio of accidents to miles traveled.
3.5.1 Accidents per 100,000 Miles

The 2012 standard states the coordinator should have no more than 1.2 chargeable accidents per 100,000 vehicle miles. This evaluation criterion applies to Sunshine Line Door-to-Door trips only.

The CTC currently tracks chargeable and non-chargeable accidents, as well as those considered at-fault versus non-fault. An accident in which the CTC driver is at fault is chargeable. Total accidents and the number of chargeable accidents will continue to be noted.

In 2012, there were a total of 10 accidents, a decrease of 25 accidents from the 2011 evaluation period. Two of those 10 accidents were chargeable accidents. Sunshine Line vehicles traveled 1,208,398 miles during the 2012 evaluation year, resulting in 0.2 chargeable accidents per 100,000 miles. Therefore, the 2012 Accidents per 100,000 miles standard was met.

3.6 Other

3.6.1 Complaints

The 2012 TDSP states the coordinator will receive no more than two complaints, on average, per 1,000 trips. The grievance procedures are outlined in section 4.2 of the TDSP.

During this evaluation period, nine complaints were received related to Sunshine Line service delivery. Sunshine Line provided 194,107 total trips in the evaluation period. Therefore, there were 0.05 complaints per 1,000 trips and the 2012 Complaints standard was met.

3.7 Client Survey

As an additional means to determine whether or not the transportation disadvantaged services in this county are meeting client needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. The TDCB’s Evaluation Subcommittee developed two client satisfaction surveys, and administer them to existing Door-to-Door and bus pass clients on an annual basis.

To encourage participation, the cover letter and survey questions are distributed in both English and Spanish, and pre-addressed postage-paid
return envelopes are provided. A total of 2,666 client surveys were distributed by mail in August and September 2012.

3.7.1 Door-to-Door Transportation Client Survey

Of the 1,088 Door-to-Door surveys distributed, 581 surveys were completed for a return rate of 53 percent. The percent of positive results for each question on the 2012 Door-to-Door user survey is shown in Table 5. Responses were considered positive if the respondent answered “Agree” or “Strongly agree” to the question. In addition to percentage of positive results from the current evaluation, results from the past four evaluation years have been included to show the historical trend.

In general, the Door-to-Door user survey results suggest that satisfaction with the service has remained very high since the 2007 evaluation year, with a 99% approval rating for this year. Question 9: “Telephone Calls are answered promptly” has gone up a total of 25% over the last two years.

3.7.2 HART Bus Pass Program Client Survey

The survey of clients of the bus pass program had a 30 percent return rate (475 out of 1,578 surveys). Because the bus pass program utilizes HART to provide transportation services, the survey questions generally relate to HART-specific service, and do not reflect the CTC’s transportation services.

The percent of positive results for each question on the 2012 Bus Pass user survey are shown in Table 6. Responses were considered positive if the respondent answered “Agree” or “Strongly agree” to the question. In addition to positive results from the current evaluation, positive results from the past four evaluation years have been included to show the historical trend.

In general, the level of satisfaction with HART services has remained fairly constant over the last five years. There has been steady improvement as it relates to the handling of complaints.
Table 5: 2012 and Historical Sunshine Line Door-to-Door User Survey Results

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</tr>
</thead>
<tbody>
<tr>
<td>1. Vehicles are clean.</td>
<td>-1%</td>
<td>99%</td>
<td>100%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>2. Vehicles are free of litter.</td>
<td>-1%</td>
<td>99%</td>
<td>100%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>3. Vehicles are kept in safe condition.</td>
<td>-1%</td>
<td>99%</td>
<td>100%</td>
<td>98%</td>
<td>99%</td>
<td>100%</td>
</tr>
<tr>
<td>4. Equipment works well.</td>
<td>-1%</td>
<td>99%</td>
<td>100%</td>
<td>97%</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>5. Drivers are courteous.</td>
<td>+1%</td>
<td>99%</td>
<td>98%</td>
<td>97%</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>6. Drivers practice safe driving.</td>
<td>0</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>7. Drivers know how to help people with different types of disabilities.</td>
<td>-1%</td>
<td>98%</td>
<td>99%</td>
<td>97%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>8. Drivers correctly use equipment.</td>
<td>+1%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>9. Telephone calls are answered promptly.**</td>
<td>+15%</td>
<td>95%</td>
<td>80%</td>
<td>70%</td>
<td>78%</td>
<td>89%</td>
</tr>
<tr>
<td>10. Reservationists are courteous.</td>
<td>+4%</td>
<td>97%</td>
<td>93%</td>
<td>93%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>11. Reservationists are helpful.</td>
<td>+4%</td>
<td>97%</td>
<td>93%</td>
<td>94%</td>
<td>96%</td>
<td>95%</td>
</tr>
</tbody>
</table>
### Table 5: 2010 and Historical Sunshine Line Door-to-Door User Survey Results (Continued)

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>12. Trip information is recorded accurately.</td>
<td>+7%</td>
<td>98%</td>
<td>91%</td>
<td>90%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>13. The automated phone system is helpful.</td>
<td>+9%</td>
<td>94%</td>
<td>85%</td>
<td>83%</td>
<td>88%</td>
<td>89%</td>
</tr>
<tr>
<td>14. I am picked up on time.**</td>
<td>+2%</td>
<td>95%</td>
<td>93%</td>
<td>86%</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>15. I am dropped off on time.</td>
<td>+2%</td>
<td>96%</td>
<td>94%</td>
<td>91%</td>
<td>95%</td>
<td>93%</td>
</tr>
<tr>
<td>16. I am dropped off at the correct location.</td>
<td>+1%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>17. Length of travel time on the vehicle is reasonable.</td>
<td>+1%</td>
<td>98%</td>
<td>97%</td>
<td>96%</td>
<td>98%</td>
<td>97%</td>
</tr>
<tr>
<td>18. Problems are resolved quickly.</td>
<td>+1%</td>
<td>97%</td>
<td>96%</td>
<td>93%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>19. Complaints are handled in a satisfactory manner.</td>
<td>+3%</td>
<td>96%</td>
<td>93%</td>
<td>91%</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>20. Over the past year, Door-to-Door transportation has improved.</td>
<td>+4%</td>
<td>97%</td>
<td>93%</td>
<td>89%</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>Overall, I am satisfied with Door-to-Door transportation.</td>
<td>+1%</td>
<td>99%</td>
<td>98%</td>
<td>96%</td>
<td>96%</td>
<td>97%</td>
</tr>
</tbody>
</table>

* Positive comments were combined counts of Strongly Agree and Agree.
** Results improved or declined by at least five percentage points.
### Table 6: 2012 and Historical HART Bus Pass User Survey Results

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Vehicles are clean.</td>
<td>-2%</td>
<td>89%</td>
<td>91%</td>
<td>91%</td>
<td>91%</td>
<td>89%</td>
</tr>
<tr>
<td>2. Vehicles are free of litter.</td>
<td>0</td>
<td>86%</td>
<td>86%</td>
<td>83%</td>
<td>88%</td>
<td>87%</td>
</tr>
<tr>
<td>3. Vehicles are kept in safe condition.</td>
<td>-1%</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>4. Equipment works well.</td>
<td>-1%</td>
<td>93%</td>
<td>94%</td>
<td>94%</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>5. Drivers are courteous.</td>
<td>+2%</td>
<td>86%</td>
<td>84%</td>
<td>86%</td>
<td>80%</td>
<td>84%</td>
</tr>
<tr>
<td>6. Drivers practice safe driving.</td>
<td>+1%</td>
<td>92%</td>
<td>91%</td>
<td>92%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>7. Drivers know how to help people with different types of disabilities.</td>
<td>+3%</td>
<td>92%</td>
<td>89%</td>
<td>90%</td>
<td>91%</td>
<td>88%</td>
</tr>
<tr>
<td>8. Drivers correctly use equipment.</td>
<td>-2%</td>
<td>95%</td>
<td>97%</td>
<td>97%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>9. Complaints are handled in a satisfactory manner.**</td>
<td>+2%</td>
<td>81%</td>
<td>79%</td>
<td>84%</td>
<td>83%</td>
<td>80%</td>
</tr>
</tbody>
</table>

* Positive comments were combined counts of Strongly Agree and Agree.
** Results improved or declined by at least five percentage points.
4.0 2012 CTC Evaluation Recommendations

The CTC has met or exceeded all minimum standards in this evaluation, with the exception of Road Calls. However, due to the fact that the CTC has recently purchased a significant number of replacement buses, this is not a factor that needs to be addressed. The following recommendations have been made by the TDCB based on the 2012 CTC Evaluation:

1. It is recommended that the TDCB recommend a commendation of the CTC to the BOCC for a job well done.

2. Explore and provide, if feasible, alternative methods for survey forms. This could involve telephone survey, Survey Monkey or similar program available to MPO staff.

3. Continue to work on consistency between CTC Evaluation process and TDSP reviewing Goals and Objectives and Strategies.

4. Review CTC Evaluation process to include any necessary changes due to the newly implemented MAP-21 (The 2012 Transportation Bill).

5.0 Response to 2011 CTC Evaluation Recommendations

The following recommendations were made by the TDCB following last year’s evaluation of the CTC. Steps taken to address each of the 2009 recommendations are summarized below.

Recommendation

1. It is recommended that the TDCB commend the CTC for a job well done ending the current 5-year period as the designated provider of service for Hillsborough County.

Response

The TDCB commended the CTC.

Recommendation

2. It is recommended that the 2011 CTC Evaluation be included as an appendix to the TDSP.

Response

The 2012 TDSP included the CTC Evaluation as an appendix.
**Recommendation**

3. It is recommended that during the 2012 TDSP update opportunities to address Service Limitations and Improvement strategies are explored.

**Response**

These were explored and will continue to be visited with the 2013 TDSP update.

**Recommendation**

4. It is recommended that future customer surveys be mailed as soon as possible after the close of the evaluation period.

**Response**

The surveys were mailed out in early August for this evaluation. This was one month earlier than previous years and resulted in a record number of responses.

**Recommendation**

5. It is recommended that the TDCB make the customer surveys ADA compliant by increasing the font size and consider using colored paper to increase contrast.

**Response**

The font size was increased in the survey and was unsuccessful as it required an additional page to the survey. Colored paper was not available. Alternative ways to distribute the survey will be explored in future years.
Appendix A

Glossary of Terms
Glossary of Terms

Americans with Disabilities Act (ADA) – ADA gives federal civil rights protections to individuals with disabilities, guaranteeing equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications. For transportation, this requires that all fixed route services are accessible to the disabled, and that complementary Door-to-Door services are provided for those individuals who are unable use the fixed route system.

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

Community Transportation Coordinator (CTC) – The CTC is the agency responsible for the delivery of transportation disadvantaged services in each county, and operates under an agreement with the Florida Commission for the Transportation Disadvantaged (CTD). The CTC provides these services directly, or acts as a broker of services, using a range of providers.

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

Goal – The goal represents the optimal level of operation and is the ultimate level of performance the CTC seeks to achieve.

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.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). The MPO also serves as the official planning agency referred to in Chapter 427, F.S.

On-Time Performance – This refers to the efficiency of an operator in regards to picking-up and dropping off clients.

Passenger Trip - A passenger trip is a one-way trip, consisting of one person traveling in one direction from an origin to a destination.

Road Call – A road call is a maintenance call that results in an interruption in transportation of a vehicle in service.

Standard – The standard is the level of performance used to determine whether the CTC performed to the desired level during a given evaluation year.
Transportation Disadvantaged Coordinating Board (TDCB) – This board oversees the provision of transportation disadvantaged services in a specific county. Rule 41-2, which implements Chapter 427, requires the creation of this board within each MPO.

Transportation Disadvantaged (TD) Population – TD persons include those who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Service – This is a specialized transportation service provided by many vehicle types (including automobiles, vans, and buses) between specific origins and destinations that are typically used by transportation disadvantaged persons.

Travel Time – Travel time refers to the time a client spends in the vehicle to complete a passenger trip.
Appendix B

CTD 2011 Annual Performance Report
Appendix C

CTC Evaluation Workbook