Meeting of the Transportation Disadvantaged Coordinating Board (TDCB)
Friday, June 22, 2018, 9:30 a.m.
County Center, 18th Floor – Plan Hillsborough Boardroom

REVISED

I. Call to Order and Pledge of Allegiance

II. Public Comment - 3 minutes per speaker, please

III. Approval of Minutes – April 27, 2018

IV. Action Items

A. Tri County Cross County Trip Pilot Project (Michele Ogilvie, MPO Staff)
B. TDCB By Laws (Michele Ogilvie, MPO Staff)
C. TDCB Grievance Procedure Annual Review and Adoption (Michele Ogilvie, MPO Staff)

V. Roll-Call Vote: Transportation Disadvantaged Service Plan Update (Michele Ogilvie, MPO Staff)

VI. Status Reports

A. It’s Time Tampa Bay: Outreach on Tri-County Growth Concepts (Johnny Wong, MPO Staff)
B. CAC Representative Alternate (Nancy Pacifico)

VII. Old Business & New Business

VIII. Adjournment

IX. Addendum

A. MPO Meeting Summary & Committee Report
B. Regional Transit Feasibility Plan Public Input Survey –
   http://tbregionaltransit.com/survey/
C. Regional Transportation Leadership Workshop #2 – August 27

The full agenda packet is available on the MPO’s website, www.planhillsborough.org, or by calling (813) 272-5940.

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CALL WORKSHOP TO ORDER AND PLEDGE OF ALLEGIANCE

Chairman, Councilman Luis Viera, called the workshop to order at 9:32 a.m. and began with the Pledge of Allegiance. The workshop was held in the Plan Hillsborough Room on the 18th Floor of the County Center. Introductions were made.

Members present: Councilman Luis Viera, Craig Forsell, Dave Newell, Penelope Barnard, Kristina Melling, Tom Canham, Mark Harshbarger, Dr. Leslene Gordon, Shelley Barthel, Commissioner Sandra Murman, Artie Fryer, and Jody Toner.

A quorum was present.

Others present: Michele Ogilvie, Beth Alden, Allison Yeh, Wade Reynolds, Wanda West - MPO Staff; Karen Smith, Scott Clark – H.C. Sunshine Line; Ken Salzer, ACTS; Tristin McCauley, McClain; Carrie Hoeh, Citizen; Brice Wolford, Nancy Pluchino, Gracepoint; Narine Ramlal, Marcia Wynn, QUEST, Inc.; Jackie Davis, Scotty Young, Metropolitan Ministries; Kim Northup Wright, Sunrise Community, Inc.; Jolene de la Gardelle, DACCO; Richard Roberts, APD/Blue Star Transit; Sarah Goolsby, Joel Rey, Tindale Oliver; Kemly Green, HART.

INTRODUCTION AND OBJECTIVES OF WORKSHOP

Michele Ogilvie, MPO Staff, welcomed special guests and thanked TD Board members for attending. This was the first meeting in which the Coordinated Contractors were hosted for a roundtable discussion.

The local coordinating board, the TDCB, was established by state law to identify local service needs and provide information and advice and direction on coordinated services for the transportation disadvantaged. The transportation disadvantaged consists of parents, grandparents, low income families, persons with disabilities, or children at risk. The TDCB advises the MPO Board.

A representative from the MacDonald Training Center was not present; therefore, Councilman Viera provided comments on their services based on a personal experience. The organization gives hope and life to a lot of families.

Jackie Davis & Scotty Young with Metropolitan Ministries host homeless families with children and provided an overview of their services. The Florida Department of Transportation (FDOT) assists them with providing hope for families.
Ken Salzer, with Agency for Community Treatment Services (ACTS) provided an overview of a variety of services. The agency has been around for approximately 40 years and provides substance abuse services to adults and youth. The FDOT assists them with services as well. Mr. Salzer stated that it was a great idea to get the service providers together for discussion.

Kim Northup Wright the Executive Director of Sunrise Community for Hillsborough gave an overview of their agency. They provide people with disabilities the assistance and support necessary to live meaningful lives in the community. They have a large fleet of FDOT vehicles that help provide transportation to grocery shopping, medical appointments, and social events.

Tristin McCauley from McClain, Inc., stated their services are similar to Sunrise Community’s. They are a group home for developmentally disabled adults. They have been around since 1977. FDOT vehicles help them take residents to MacDonald Training Center. The agency would love to have more funding and additional staff support for the growing community.

Commissioner Sandra Murman wanted to know what the needs and the deficit are for transportation. She wanted to know if the information had been communicated to the Legislative Delegation. She stated that this may be a conversation for her to have with FDOT staff later. People need to be made aware of the huge need for these types of services.

Kemly Green, Manager of Customer Service and Paratransit for HART, provided an overview of services. HART provides services for all of Hillsborough County and operates 365 days a year. Their local buses are all ADA Accessible.

Brice Wolford with Gracepoint provided service information. Gracepoint has been around for 65-70 years providing mental health care services. Low income and homeless are the primarily population served. They utilize FDOT vehicles as well and provide a variety of services. Transportation is critical to their organization, because many people would not have access to services.

Marcia Wynn, with QUEST, stated the agency has been around for approximately 56 years. They work with the autism spectrum population for ages currently ranging from 5 to 72. They have programs in Orlando as well. Narine Ramlal provided information on additional services coordinated with Sunshine Line and FDOT. The clients’ lives would be miserable without transportation services.

Jolene de la Gardelle, with DACCO (a behavioral health organization) which covers continuum care, from prenatal, case management, residential, and aftercare. They utilize FDOT vehicles as well to provide services. Their staff utilize their own vehicles as well.

Each organization present participated in a roundtable discussion on how the world of transportation looks for their agency and needs and deficits for the agency in terms of transportation. Concerns expressed were:

- Bus passes are a big expense; bus passes are needed to get people to treatment
- Get to the community without having them go long distances to access services
- Possible rate adjustments for bus passes
- Find opportunities to collaborate in the community on transportation
- Referring citizens for services that are not provided
- Making meetings for this type of discussion more frequent
• Gentrification and citizens being pushed into suburban areas where public transportation is not as readily available
• Feeder bus lines into neighborhoods
• Limited funding for services
• Contractors relying on donations from the general public to provide services
• How do citizens get qualified for Sunshine Line Services? Prescreening on the phone, required forms, and completed application is submitted
• Discuss transportation and have the community provide input prior to changes taking place
• Talk transit and be creative with partnerships
• Keep the conversation going
• Community communicate to leaders where they would like the funding to go
• Looking 5-years from now, is the transportation model sustainable
• Better ways to educate and provide access to available services
• Provide transportation information at the central receiving/one-stop-shop/"no wrong door” facilities

Commissioner Murman suggested that FDOT could fund HART and Sunshine Line because they could provide more adequate services. She also suggested providers showing up at MPO Board, TBARTA, Board of County Commissioner and HART meetings to speak about the needs and the fact that they are not being met; become advocates for more funding.

Scott Clark, from Hillsborough County Sunshine Line, informed the group of transportation disadvantaged services that are provided. They provide door-to-door services and have a bus pass program. They cannot provide duplication of services. For example, they cannot take a citizen who has full Medicaid to a medical appointment, because it is already paid for by Medicaid. Scott suggested agencies give him a call to discuss service gaps that Sunshine Line may be able to assist with. Their hours are Monday – Friday, 6 a.m. – 5 p.m. People served are 60 or older, have a disability, or low income and no other means of transportation. A coordinated system between public transit, transportation disadvantaged, and community coordination contracts.

Commissioner Murman made comments regarding figuring out the needs and funding them; instead of just talking about them. Have something solid on paper to take to the legislature, County Commissioners, or the HART Board and request more service.

Councilman Viera stated that he would like to see some of the representative speak at City Council meetings regarding services. Commissioner Murman suggested the same for Board of County Commissioners meetings as well.

It was suggested that staff provide a list of meeting dates to the providers, so they can plan to attend some of the meetings. She also stated that people with disabilities can only rely on government to help them, and if the funding is unavailable they will not have a good quality of life. The awareness needs to be there with the elected leaders.

Mrs. Ogilvie informed the group of Long Range Transportation Planning efforts and offered a continued conversation with the group on places where providers need clients to get to. She would like to see the group meet in the future to strategize on how to get the voice out and move conversation on long range transportation. The Hillsborough MPO is scheduled to approve support for the Health in All Policies Resolution, which discusses access to behavioral health, continuous sidewalks, and housing. In unity, the group can come together to become a stronger
voice and help each other in a coordinated system. Anyone who would like a one-on-one conversation on the Long Range Transportation Plan can contact Mrs. Ogilvie.

Commissioner Murman recommended a provider subcommittee, and Councilman Viera suggested the composition of stakeholder organizations, that could meet quarterly and suggested the group invite local elected officials. Councilman Viera invited representatives from the meeting to brief City Council members. He will coordinate with Mrs. Ogilvie. Commissioner Murman would like to plan the same thing for a Board of County Commissioner meeting.

*The workshop adjourned at 10:47 a.m.*

**CALL REGULAR MEETING TO ORDER**

Councilman Viera called the regular meeting to order at 10:47 a.m.

**PUBLIC COMMENT**

There were no public comments.

**APPROVAL OF MINUTES – February 23, 2018**

Dr. Gordon made a motion to approve the minutes. The motion was seconded by Ms. Kristine Melling and passed unanimously.

**ACTION ITEMS**

**A. FY19 & FY20 UPWP Draft**

Mrs. Allison Yeh, MPO Staff, provided an overview of the major tasks for the Unified Planning Work Program draft. The new UPWP will be effective July 1, 2018 through June 30, 2020.

There were not questions following the update.

**Commissioner Murman made a motion to approve the FY19-FY20 UPWP document. The motion was seconded by Dr. Leslene Gordon and passed unanimously.**

**B. CTC Rate Model**

Ms. Karen Smith with Sunshine Line provided information on services rates for 2018/2019. Each year the Community Transportation Coordinator (CTC) is required to submit a completed rate calculation model worksheet to the Commission for the Transportation Disadvantaged. **Commissioner Murman made a motion to approve the 2018/2019 service rates and its inclusion in the Transportation Disadvantaged Service Plan update. The motion was seconded by Mr. Artie Fryer and carried unanimously.**

**C. CTC Coordinating Contracts**

Ms. Karen Smith with Sunshine Line informed the group of the two coordinating contracts that are expiring in May: 1) Brandon Sports & Aquatic Center and 2) DACCO Behavioral Health Inc.
Commissioner Murman made a motion for approval to renew the coordinating contract for Brandon Sports & Aquatic Center. The motion was seconded by Mr. Dave Newell and passed unanimously.

Dr. Leslene Gordon made a motion for approval to renew the coordinating contract for DACCO Behavioral Health Inc. The motion was seconded by Mr. Craig Forsell and passed unanimously.

STATUS REPORTS

There were no status reports.

OLD BUSINESS AND NEW BUSINESS

There was no old or new business.

ADJOURNMENT

The next meeting is scheduled for June 22, 2018.

Councilman Viera informed the group that he emailed his legislative assistant, during the meeting, that he will have someone from the TDCB update Tampa City Council on the workshop discussion.

There being no further business, the meeting was adjourned at 10:45 a.m.
Board & Committee Agenda Item

**Agenda Item**
Tri County Cross County Trip Pilot Project

**Presenter**
Michele Ogilvie, MPO Staff

**Summary**
The Tri-County Transportation Disadvantaged (TD) Local Coordinating Board Subcommittee has been working to further regional TD trips.

Staff will present information on the status of this project and anticipated next steps.

**Recommended Action**
Discussion and approval to move forward with the concept.

**Prepared By**
Michele Ogilvie, MPO Staff

**Attachments**
Draft Summary of the April 26, 2018 Tri-County LCB Subcommittee Meeting.
I. CALL TO ORDER AND INTRODUCTIONS
Sarah Caper called the Tri-County Transportation Disadvantaged Local Coordinating Board Subcommittee meeting to order. Introductions were made:

Attendees: Chris DeAnnato, Dave Newell, Mike Dean, Doug Johnson, Hugh Pascoe, Michelle Stemler, Ross Silvers, Deborah Lekenta, Karen Smith, Penelope Bernard, Becki Forsell, Craig Forsell, Michele Ogilvie, Manny Lajmiri, Sarah Caper, Wade Reynolds

II. PUBLIC COMMENTS
No public input was received.

III. RECAP OF OCTOBER 26, 2017 MEETING
There were no comments or corrections made to the meeting recap.

IV. REGIONAL PROJECT UPDATE
Staff reviewed the activity to date on a regional pilot project, including the obstacles that the technology project ran into, and an outline of a revised potential pilot projects that MPO and FDOT staff developed for discussion and reaction. A handout (attached) was provided to those in attendance summarizing the proposed pilot project.

Discussion ensued. Initial discussion included questions on the amount of funding, match requirements, and common regional trip language. There was some concern about this pilot program being limited, but also a discussion on how to balance need with available service. The American Cancer Society was brought up as a potential model program; however, the agency does not receive state or federal funds which may have more stringent requirements of transportation services, such as vehicle inspections.

Attendees continued to discuss potential options and concerns, like using a web-based system, how to develop costs and including mobility management. The group reached consensus with a request of each LCB to:
1. Take a vote of support for moving forward with this concept for the FTA Section 5310 funding cycle
2. Commit to develop regional language for all three Transportation Disadvantaged Service Plans
3. Ask for 1% of the Trip & Equipment Grant to be set aside for the regional pilot program.

Each LCB will discuss these three questions at a meeting between the May and July TCTD LCB
subcommittee meetings. During the same time, FDOT will research FTA Section 5310 and other requirements and procedures that must be followed. The July TCTD LCB subcommittee meeting will focus on the results of each LCB meeting and FDOT’s research and prepare for a potential October FTA Section 5310 grant cycle. Staff will meet with the Tampa Bay Regional Transit Authority, the CTCs and others as needed. All LCB members will be encouraged to attend the July meeting.

There was some discussion on documenting data. While existing data and data sources were discussed and used when documenting the need for regional trips, attending agencies said that specific data on potential trip demand would be useful.

V. LCB & CTC UPDATES
Given time constraints, in lieu of updates from the LCBs and CTCs, everyone at the meeting was given an opportunity to make brief final comments.

VI. ADJOURNMENT
The next meeting will be on Thursday, July 12, 2018. The meeting adjourned at approximately 3:30 p.m.
Tri-County Transportation Disadvantaged Local Coordinating Board Regional Pilot Project
April 2018

Purpose: Provide regional trips across Hillsborough, Pasco and Pinellas counties serving individuals who are transportation disadvantaged. The focus of this pilot project is medical and life sustaining trips.

Outcome: A 5310-eligible agency (or multiple agencies) providing regional trips in partnership with a medical or life sustaining services provider

Guidelines:
- Individuals must qualify for the TD Program in their home county
- Agency must have a CTC agreement
- Propose funding needed for operations and capital
- Applicant agency must be 5310-eligible
- Must include a partnership with at least one provider (medical or life sustaining services) that would be the trip destination (if applicable)
- Estimated duration is 2 years with an option for a 3rd year
- Ideally, the project should be scalable

Questions:
- How to work with the CTCs and others to promote this service when eligible individuals call?
- How to market this service?
- How should CTCs account for the trips? Based on origin location? Is there another method?
- How would this interact with regular TD service?

Next Steps:
- Review with the full LCBs
- Work with FDOT on how to implement project
Board & Committee Agenda Item

Agenda Item
Transportation Disadvantaged Coordinating Board (TDCB) By Laws Annual Review and Adoption

Presenter
Michele Ogilvie, MPO Staff

Summary
Guidance from the Florida Commission for the Transportation Disadvantaged, states that the local coordinating board shall annually develop and adopt a set of By-Laws. Further, the By-Laws shall state that the local Coordinating Board will conduct business using parliamentary procedures according to Robert’s Rules of Order, unless stated otherwise in the By-Laws.

The TDCB By-Laws establishes the formal procedures for the TDCB activities including board meetings, staff, board duties, subcommittees, communication with other organizations.

The By-Laws of all of the MPO’s committees are incorporated into the MPO By-Laws. No issues regarding the TDCB’s By-Laws have been reported since 2011’s adoption. The TDCB’s By-Laws are attached for review (Section 4.2.9).

Recommended Action
Confirm By Laws.

Prepared By
Michele Ogilvie, MPO Staff

Attachments
TDCB By-Laws
1.0 **PURPOSE:** These *By-laws* are adopted by the Hillsborough County Metropolitan Planning Organization hereinafter called the “MPO” to govern the performance of the MPO’s duties as well as those of MPO committees and to inform the public of the nature of the MPO’s internal organization, operations and other related matters.

2.0 **DEFINITIONS:**

2.1 **EMERGENCY:** Any occurrence or threat thereof, whether accidental or natural, caused by man, in war or in peace, which necessitates immediate action because it results or may result in substantial injury or harm to the population or the MPO or substantial damage to or loss of property or public funds.

2.2 **GOOD CAUSE:** A substantial reason which is put forward in good faith.

2.3 **INTERESTED PERSON:** Any person who has or may have or who represents any group or entity which has or may have some concern, participation or relation to any matter which will or may be considered by the MPO.

2.4 **MEMBER(S):** The MPO consists of sixteen (16) official members, with FDOT designated as a non-voting advisor. Each member government or authority may also appoint an alternate member, who may vote at any MPO meeting in place of a regular member. MPO committee membership is as provided in these *By-laws*.

2.5 **PUBLIC HEARING:** A meeting of the MPO convened for the purpose of receiving public testimony regarding a specific subject and for the purpose of taking action on amendment to or adoption of a plan or program. A public hearing may be convened with less than a quorum present; however, no official action other than adjournment or continuation of the public hearing to another time may be taken unless a quorum is present.

2.6 **REGULAR MEETING:** The regular scheduled meeting of the MPO at which all official business may be transacted.

2.7 **SPECIAL MEETING:** A meeting of the MPO held at a time other than the regularly scheduled meeting time. All official business may be transacted at a special meeting.

2.8 **WORKSHOP:** A conference where members are present and are meeting to discuss a specific subject. A workshop may be convened with less than a quorum present; however, no official action other than adjournment or continuation of the workshop to another time may be taken.
3.0 **MPO OFFICERS:** There shall be a Chair and a Vice-Chair. All officers shall be voting members of the MPO.

3.1 **TENURE:** All officers shall hold office for one (1) year or until a successor is elected. However, any officer may be removed by a majority of the total members.

3.2 **SELECTION:** At the regular meeting in December, the members shall nominate one or more candidates to fill each office. Immediately following the close of nominations, the MPO shall vote to fill each office, with the vote for each office being taken in the order in which candidates for that office were nominated, until one is elected. New officers shall take office immediately upon the conclusion of the election of officers.

3.3 **VACANCY IN OFFICE:** A vacant office shall be filled by the MPO at its first regular meeting following the vacancy. The officer so elected shall serve the remainder of their predecessor’s term in office.

3.4 **DUTIES:** The officers shall have the following duties:

3.4.1 **CHAIR:** The Chair shall:

(a) Preside at all regular and special meetings, workshops and public hearings.
(b) Represent the MPO on the West Central Florida MPO Chairs Coordinating Committee (CCC) and the Florida MPO Advisory Council (MPOAC).
(c) Establish such ad hoc committees as the Chair may deem necessary and appoint their members and chairs.
(d) Call special meetings and workshops and public hearings.
(e) Sign all contracts, resolutions, and other official documents of the MPO, unless otherwise specified by the By-laws or Policies.
(f) Express the position of the MPO as determined by vote or consensus of the MPO.
(g) See that all actions of the MPO are taken in accordance with the By-laws, Policies and applicable laws.
(h) Perform such duties as are usually exercised by the Chair of a commission or board, and perform such other duties as may from time to time be assigned by the MPO.

3.4.2 **Vice-Chair:** the Vice-Chair shall, during the absence of the Chair or the Chair's inability to act, have and exercise all of the duties and powers of the Chair, and shall perform such other duties as may from time to time be assigned to the Chair by the MPO.

4.0 **COMMITTEES:**

4.1 **AD HOC COMMITTEES:**

4.1.1 **Chair and Expiration:** An ad hoc committee shall consist of a committee chair, who shall be a member of the MPO. All ad hoc committees shall have an expiration time identified by the Chair at the time of creation or shall dissolve at the expiration of the Chair's term.
4.1.2 **Purpose:** The purpose of establishing ad hoc committees is to facilitate the accomplishment of a specific task identified by the Chair.

4.2 **STANDING COMMITTEES:**

4.2.1 **Appointment of Committee Members:** Members and alternate members of all committees shall be appointed by action of the MPO. Members representing an organization on a committee, as specified in the committee membership list, shall be nominated in writing by their organization. Members representing the citizens of Hillsborough County, and not representing any particular entity as specified in the committee membership list, shall be recommended for membership by action of the committee on which they would like to serve. Using the same procedure, alternate members may be designated to act on behalf of regular members with all the privileges accorded thereto. The MPO shall not appoint committee applicants who are affiliated with private MPO consultants or contractors. If such an affiliation occurs, an existing committee member shall be deemed to have resigned.

4.2.2 **Termination of Committee Membership:** Any member of any committee may resign at any time by notice in writing to the Chair. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair. Each member of each committee is expected to demonstrate his/her interest in the committee’s activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an unavoidable absence, the absent member should ensure that his/her alternate will attend. The MPO may review, and consider rescinding, the appointment of any member of any committee who fails to attend three (3) consecutive meetings. In each case, the MPO will warn the member in writing, and if applicable the member’s nominating organization, thirty days in advance of an action to rescind membership. At a minimum, committee member attendance will be reviewed annually. In the case of members representing an organization on a committee as specified in the committee membership list, the individual's membership may also be rescinded by the nominating organization, by letter to the Chair.

4.2.3 **Officers of Standing Committees:** The committee shall hold an organizational meeting each year for the purpose of electing a committee chair (unless designated by the MPO), a committee vice-chair, and, at the discretion of the committee chair, an officer-at-large. Officers shall be elected by a majority vote of a quorum of the members. Except as otherwise provided in these By-laws, officers shall serve a term of one year starting with the next meeting. The powers and duties of the committee chair shall be to preside at all meetings; to express the position of the committee as determined by vote or consensus of the committee; and to ensure that all actions of the committee are taken in accordance with the bylaws and applicable law. The committee vice chair shall have these same powers and responsibilities in the absence of the committee chair. The officer-at-large shall, during the absence of both the committee chair and the committee vice-chair or their inability to act, have these same duties and responsibilities, and
in addition shall perform other duties as may from time to time be assigned by the committee chair.

4.2.4 **Conduct of Committee Meetings:** Sections 5 through 9, excluding Section 8.1, of these MPO By-laws shall be used for the conduct of all MPO committee meetings.

4.2.5 **Standing Committee Sub-Committees:** An MPO standing committee or the MPO may establish such sub-committees to a standing committee as deemed necessary to investigate and report on specific subject areas within the scope of the standing committee. Such sub-committees shall be of limited duration and shall dissolve at such time as designated at the time of establishment or upon completion of the task(s) specified at the time of establishment. These MPO By-laws shall be used for the conduct of such sub-committees meetings in the same manner as the MPO committees.

4.2.6 **Transportation Disadvantaged Coordinating Board (TDCB):** The primary purpose of the TDCB is to assist the MPO in identifying local service needs and providing information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged pursuant to Section 427.0157, Florida Statutes.

The following agencies or groups shall be represented on the TDCB as voting members:

- an elected official serving on the Hillsborough County MPO who has been appointed by the MPO to serve as TDCB Chairperson;
- a local representative of the Florida Department of Transportation;
- a local representative of the Florida Department of Children & Families;
- a local representative of the Public Education Community, which could include, but is not limited to, a representative of Hillsborough County Public Schools, School Board Transportation Office or Headstart Program;
- a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- a person recommended by the local Veterans Service Office representing the veterans in the county;
- a person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the county;
- a person over sixty years of age representing the elderly citizens in the county;
- a person with a disability representing the disabled citizens in the county;
- two citizen advocates in the county, one of whom must be a user of the transportation services of the coordinated transportation disadvantaged system as their primary means of transportation;
- a local representative for children at risk;
• the chairperson or designee of the local mass transit system's board except when they are also the CTC;
• a local representative of the Florida Department of Elder Affairs;
• a local representative of the local for-profit transportation industry;
• a local representative of the Florida Agency for Health Care Administration;
• a local representative of the Regional Workforce Development Board, and;
• a representative of the local medical community, which may include, but is not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services.

TDCB Terms of Appointment. Except for the TDCB Chairperson, the members of the TDCB shall be appointed for three (3) year terms which shall be staggered equally among the membership. The TDCB Chairperson shall serve until elected term of office has expired or is otherwise replaced by the MPO.

TDCB Duties. The TDCB shall perform the following duties which include those specified in Chapter 41-2, Florida Administrative Code and Section 427.0157, Florida Statutes.

a. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for the Transportation Disadvantaged and the MPO Chairperson;

b. Review and approve the CTC’s memorandum of agreement and the transportation disadvantaged service plan;

c. On a continuing basis, evaluate services provided under the transportation disadvantaged service plan. Not less than annually provide the MPO with an evaluation of the CTC’s performance relative to the standards adopted by the Commission for the Transportation Disadvantaged and the MPO. Recommendations relative to performance and the renewal of the CTC’s memorandum of agreement with the Commission for the Transportation Disadvantaged shall be included in the report;

d. In cooperation with the CTC, review and provide recommendations to the Commission for the Transportation Disadvantaged and the MPO on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner;

e. Review coordination strategies for service provision to the transportation disadvantaged in the county to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours, and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs and consolidation of adjacent counties when it is appropriate and cost effective to do so;
f. Appoint a Grievance Subcommittee to process, investigate, resolve complaints, and make recommendations to the TDCB for improvement of service from agencies, users, or potential users, of the systems in the county. This Subcommittee shall meet as often as necessary to resolve complaints in a timely manner;

g. In coordination with the CTC, jointly develop applications for funds that may become available;

h. Prepare quarterly reports outlining the accomplishments and activities or other areas of interest to the Commission for the Transportation Disadvantaged and the MPO;

i. Consolidate the annual budget of local and federal government transportation disadvantaged funds estimates and forward them to the Commission for the Transportation Disadvantaged. A copy of the consolidated report shall also be used by the TDCB for planning purposes;

j. Develop and maintain a vehicle inventory and utilization plan of those vehicles purchased with transportation disadvantaged funds for inclusion in the transportation disadvantaged service plan for the Commission for the Transportation Disadvantaged;

k. Assist the MPO in preparing a Transportation Disadvantaged Element in their Transportation Improvement Program (TIP);

l. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys;

m. Work cooperatively with regional workforce boards established in Chapter 445, Florida Statutes, to provide assistance in the development of innovative transportation services for participants in the welfare transition program.
Board & Committee Agenda Item

**Agenda Item**
Transportation Disadvantaged Coordinating Board (TDCB) Grievance Procedure Annual Review and Adoption

**Presenter**
Michele Ogilvie, MPO Staff

**Summary**
The TDCB annually reviews and adopts the Hillsborough County Transportation Disadvantaged Grievance Procedures and a Grievance subcommittee. The purpose of this procedure is 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 TDCB’s Grievance Procedures are also found in Section 4.3 of the Transportation Disadvantaged Service Plan. The procedures include establishing a subcommittee, membership, powers and duties.

The Transportation Disadvantaged Coordinating Board is required to review and approve its Grievance Procedures annually as outlined in its By Laws. Additionally, the Board confirms the members of the Grievance subcommittee. Currently, the following members serve as the Grievance subcommittee: Kelly Kelley, Becki Forsell, Gloria Mills and Nancy Castellano.

**Recommended Action**
Confirm Grievance Procedures and Grievance Subcommittee members.

**Prepared By**
Michele Ogilvie, MPO Staff

**Attachments**
Grievance Procedures 2018
GRIEVANCE PROCEDURES 2018

Hillsborough County Transportation Disadvantaged Coordinating Board

601 E. Kennedy Blvd.
18th Floor
Tampa, FL. 33602
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 Memorandum of Agreement (MOA) between Hillsborough County and the CTD.

Section 2. Definitions

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

(a) CTC: Board of County Commissioners (BOCC) of Hillsborough County of the State of Florida.
(b) TDCB: Entity appointed by the Metropolitan Planning Organization (MPO) that provides assistance to the CTC relative to the coordination of transportation service.
(c) Funding Agency: Those agencies which have a funding contract with the CTC for transportation services for the TD.
(d) MPO: The Hillsborough County MPO, an organization responsible for carrying out transportation planning and staffing the TDCB.
(e) Program Manager: The individual responsible for the operation of the transportation program for the transportation provider.
(f) Transportation Provider: The entity providing transportation services for the TD whether it be the County or private non-profit or private for profit provider.
(g) TD (User): Those persons who because of physical or mental disability, income status or age, or who for other reasons are unable to purchase transportation and are; therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities.
(h) CTD: Entity responsible for fostering the coordination of transportation services statewide provided to the 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 Local Coordinating Board (LCB) and shall be composed of five voting members of the LCB as follows:

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

4.02 The designated representative of the CTC, charged with responsibility of overseeing the TD program shall be an advisory member of the Grievance Subcommittee. The MPO shall staff the Grievance Subcommittee.

Section 5. Terms of Members

5.01 The members of the Grievance Subcommittee shall serve a 2-year term.

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

5.03 The Grievance Subcommittee shall elect a chairperson and a vice chairperson at the first scheduled meeting of each year who shall serve for 1 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 Non-Emergency Transportation (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 (Figure 4-1) from the program managers of the transportation providers care of the MPO. The client will also be advised about the CTD 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.
FIGURE 4-1: HILLSBOROUGH COUNTY TDCB GRIEVANCE FORM

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:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

OFFICIAL USE ONLY

Signature: ____________________________

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)
   Ogilvie@plancom.org
Board & Committee Agenda Item

Agenda Item
Transportation Disadvantaged Service Plan Update

Presenter
Michele Ogilvie, MPO Staff

Summary
The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Metropolitan Planning Organization and the Community Transportation Coordinator (CTC). The Local Coordinating Board reviews and approves the Service Plan and submits it to the Commission for the Transportation Disadvantaged (CTD) for final action.

Through the Local Coordinating Board’s involvement in the review and approval of the Service Plan, the Board can guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

For the 2018 TDSP Update a workshop with Coordinated Contractors was held at the April 27, 2018 TDCB meeting. The purpose was to engage in a conversation of unmet client transportation needs and potential solutions to address these needs. This was the first meeting in which the Coordinated Contractors were hosted for a roundtable discussion. Each organization present participated in a roundtable discussion on how the world of transportation looks for their agency and needs for the agency in terms of transportation.

The Contractors identified many needs of the transportation disadvantaged during this event. Curiously the Contractors like the participants of the 2016 Human Services Transportation Forum, highlighted a need for safe and affordable housing with access to public transportation. Other needs included the need for lower cost transportation was discussed, including the need for lower cost bus passes for the low-income clients served, growing bus service so that the demand for door to door could be reduced and become more sustainable. It was apparent that the greatest needs are in the rural areas of the county, which indicated a significant need to coordinate land use, human services and transportation services was pinpointed.

Recommended Action
Approve the 2018 updated Transportation Disadvantaged Service Plan

Prepared By
Michele Ogilvie, MPO Staff

Attachments
2018 updated Transportation Disadvantaged Service Plan
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Section 1: Development Plan

1.1 Our Program in Context

1.1.1 Background of the Transportation Disadvantaged Program

In 1989, the Florida State Legislature established the Commission for the Transportation Disadvantaged (CTD) to fund and oversee the expansion of transportation services for the Transportation Disadvantaged (TD). The legislation also established a Transportation Disadvantaged Trust Fund (TDTF), funded from vehicle registration fees and gasoline sales taxes.

According to the Florida Statutes (F.S.), Chapter 427:

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

The CTD administers and distributes these funds to each county throughout the state through Community Transportation Coordinators (CTC) according to an established formula, requiring a 10 percent local match. The CTD is responsible for establishing the distribution formula, which is based on several criteria: total service area population, total system vehicle miles, total system passenger trips, and total service area square miles. Funds have been distributed to every county’s CTC each year since 1990.

To assist with their local planning efforts, the CTD appoints a Designated Official Planning Agency (DOPA) for each county to: staff local coordinating boards, appoint Local Coordinating Board (LCB) members, recommend the designation of the service area’s CTC, and assist the CTC in the development of the Transportation Disadvantaged Service Plan (TDSP). The Hillsborough County Metropolitan Planning Organization (MPO) is the DOPA for Hillsborough County.

To maintain presence on a local level, the CTD has established a Transportation Disadvantaged Coordinating Board (TDCB) for each county that: advises them directly on local TD issues, oversees the responsibilities of their local CTC, reviews all existing and proposed TD programs, and recommends the use of funds received from the TDTF.

Based on Code 49 United States Code (U.S.C.), the Federal Transit Administration (FTA) requires a similar plan entitled the Human Services Transportation Coordination Plan. The FTA Fact Sheet indicates the following purpose of the plan:

The human services transportation coordination plan provisions aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources.

The TDSP serves to satisfy the requirements of both the CTD and FTA.
1.1.2 Designation Date/History
Every five years, Chapter 427, F.S., requires the TDCB and the Hillsborough County MPO to recommend a single entity to the CTD, known as the CTC, to manage the county-wide TD system. The purpose of the Transportation Disadvantaged Coordinated System is to ensure the availability of efficient, cost-effective, and quality transportation services for TD persons.

The role of the CTC is to coordinate cost-effective, efficient, unduplicated, and unfragmented TD services within its service area. Hillsborough County’s Board of County Commissioners (BOCC) is designated by the CTD as the CTC and has acted as the CTC since 1990. The latest re-designation went into effect July 1, 2016. Sunshine Line is an agency within Hillsborough County and the operator of the TD services for the county.

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

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

There are 18 members, each representing an aspect of the TD community. Meetings are held on the fourth Friday of every other month at 9:30 a.m. Table 1-1 lists the current membership of the Hillsborough County TDCB.
### Table 1-1 Hillsborough County TDCB

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Representing/Appointed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luis Viera (Chair)</td>
<td>Elected Official</td>
</tr>
<tr>
<td>Gloria Mills (Vice Chair)</td>
<td>Citizen Advocate</td>
</tr>
<tr>
<td>Leslie Pokres</td>
<td>Children at Risk</td>
</tr>
<tr>
<td>Vacant</td>
<td>Persons with Disabilities</td>
</tr>
<tr>
<td>Artie Fryer</td>
<td>Economically Disadvantaged</td>
</tr>
<tr>
<td>Craig Forsell</td>
<td>Elderly</td>
</tr>
<tr>
<td>Dave Newell</td>
<td>FDOT</td>
</tr>
<tr>
<td>Penelope Barnard</td>
<td>Florida Agency for Health Care Administration</td>
</tr>
<tr>
<td>Kristina Melling</td>
<td>Florida Dept. of Elderly Affairs</td>
</tr>
<tr>
<td>Tom Canhan</td>
<td>Florida Dept. of Children and Families</td>
</tr>
<tr>
<td>Mark Harshbarger</td>
<td>Florida Dept. of Education/Div. of Blind Services</td>
</tr>
<tr>
<td>Nancy Castellano</td>
<td>Local For-Profit Transportation</td>
</tr>
<tr>
<td>Dr. Leslene Gordon</td>
<td>Local Medical Providers</td>
</tr>
<tr>
<td>Shelley Barthel</td>
<td>Local Public Education</td>
</tr>
<tr>
<td>Stacy White</td>
<td>Local Transit System Board Chair</td>
</tr>
<tr>
<td>Dr. Fred Barja, Jr.</td>
<td>Local Veteran</td>
</tr>
<tr>
<td>Jody Toner</td>
<td>Regional Workforce Development Board</td>
</tr>
<tr>
<td>Nancy Pacifico</td>
<td>Users of TD System/Citizen Advocate</td>
</tr>
</tbody>
</table>

I certify the current members of the Transportation Disadvantaged Coordinating Board.

________________________________________

Executive Director, Hillsborough County

Metropolitan Planning Organization
1.1.4 Consistency Review of Other Plans

The Tampa Bay Region has committed collective support for the use of alternative modes of travel and addressing the special needs of the transit-dependent and TD populations. As examples, the following goals, objectives, and policies are from the following plans.

The Imagine 2040: Tampa Comprehensive Plan of the City of Tampa demonstrates its support through:

MBY Goal 3: Provide a safe, convenient, and efficient mass transit system to provide for mobility throughout the city and serve as a viable alternative to single-occupant vehicles to access the city’s business centers, urban villages, mixed-use corridors, rail transit stations and neighborhoods, and specifically through MBY Objective 3.3.

MBY Objective 3.3: Continue participation to provide transit service for transit-dependent and TD populations.

MBY Policy 3.3.1: Work with transit planners and providers to achieve a transit system that is 100 percent accessible in accordance with the Americans with Disabilities Act (ADA).

MBY Policy 3.3.2: Improve mobility by expanding the fixed-route and paratransit systems.

MBY Policy 3.3.3: Coordinate with Hillsborough Area Regional Transit (HART) to ensure inclusion of TD needs in the Transit Development Plan (TDP) updates and advocate for more fixed-route service where TD bus pass clients live and work.

MBY Policy 3.3.4: Support a safe transportation system by maximizing the availability of bicycle and pedestrian facilities for the TD. Goal 2: Develop a safe, convenient, and efficient transit system for the transit-dependent, as well as a convenient alternative for persons who choose not to drive their own vehicle.

In The Future of the Region, A Strategic Regional Policy Plan (SRPP), the Regional Transportation chapter emphasizes transit and pedestrian mobility and compact development patterns. Specifically, Policy 5.40 addresses the needs of the TD through the design and maintenance of comprehensive public transit systems for the region.

Tampa Bay Area Regional Transportation Authority (TBARTA) has developed and adopted a Regional Transportation Master Plan for the seven-county west central Florida region. The TBARTA Master Plan consists of a network made up of a range of supporting local transit services, including paratransit service.

The Hillsborough, Pasco, and Pinellas Tri-County Access Plan (TCAP) addresses the Hillsborough County, Pasco County, and Pinellas County Metropolitan Planning Organizations’ (MPOs) partnership with the Florida Department of Transportation (FDOT) District Seven to promote a publicly-driven approach to planning, coordinating, and funding transportation services within the tri-county area to ensure that public transportation services and improvements benefit elderly, disabled, and low-income populations. The regional needs are addressed in this TDSP.

The State of Florida 5-year and 20-Year Transportation Disadvantaged Plan was adopted in 1997 and updated in April 2005. The combined Plan provides a framework for the growth of Florida’s TD Program.
and is designed to help the CTD fulfill its mission and achieve its vision. One goal that clearly supports the TD population is Goal 8: Maintain and preserve efficient and effective transportation infrastructure that is accessible to all eligible TD citizens while meeting the needs of the community.

HART’s Transit Development Plan (TDP) sets a 10-year strategy for implementing community transit goals, which includes providing a safe, convenient, and effective mass transit system that is a viable transportation alternative for residents, including the transit-dependent and TD. HART’s 2018-2027 TDP was adopted by the HART Board in September 2017. The 2018 update to the TDP focused on recent accomplishments and future needs. The Plan also included a Comprehensive Operations Analysis (COA) of the HART system, which resulted in Mission MAX, a series of route and schedule changes that were implemented on October 8, 2017.

1.2 County Profile
Located in west central Florida, Hillsborough County is 1,100 square miles in size and has the fourth largest population in Florida with 1.3 million residents according to the Florida Bureau of Economic and Business Research (BEBR). The HART service area is 250 square miles and serves 52 percent of the population within the County. Therefore, 48 percent of the population and 77 percent of the land area is not served by traditional fixed-route transit or HARTPlus paratransit services.

Paratransit services in the county, such as the Hillsborough County Sunshine Line and HARTPlus, provide TD residents in Hillsborough County with needs-based transit for eligible persons who have physical, cognitive, emotional, visual, or other disabilities that prevent them from using the HART fixed-route system.

Hillsborough County has a diverse employment industry that includes the following:

These diverse industries pose a challenge to serving the employment sector with traditional transit due to shift diversities, sprawled employment centers, and distance from the potential workforce.

Three main areas of Hillsborough County hold the majority of major activity centers. These include the University of South Florida (USF) area, Downtown Tampa/Ybor City, and Westshore/Tampa International Airport area.

**USF Area:** This area includes destinations such as USF; Moffit Cancer Center; associated medical facilities (Florida Hospital Tampa, James A. Haley Veterans Hospital, Shriners Hospitals for Children), University Mall, and Busch Gardens amusement park.

**Downtown Tampa/Ybor City:** This area is the county seat and includes associated government facilities in the County Center, Federal Courthouse, City of Tampa facilities, Tampa General Hospital, the University of Tampa, Tampa Museum of Art, Glazer Children’s Museum, the Straz Center, and historic Ybor City with multiple entertainment venues served by the Tampa Electric Company (TECO) Streetcar Line.

**Westshore/Tampa International Airport Area:** This area is the largest commercial business district in the state and includes destinations such as Tampa International Airport, Raymond
1.2.1 Service Area Description

Hillsborough County’s BOCC is designated by the CTD as the Hillsborough County CTC and has been since 1990. The Hillsborough County Coordinated System has two main providers of service available to the general public: Sunshine Line (the provider for the CTC) and HART (the public transit provider). Coordination contractors serve specialized clients and are discussed in more detail in Section 1.4.3. The Sunshine Line is a Hillsborough County agency that operates TD services within the County as a partial brokerage. It is funded by the County as well as state and federal grants and user fees.

1.2.2 Demographics

With a 12.2-percent population growth since 2010, Hillsborough County has the 9th highest population growth rate in the state, according to BEBR. The County is also ranked 6th for percentage of population age 17 and younger, and 59th in the state for percentage of population age 65 and older. According to the U.S. Census Bureau, 35.4 percent of the County population age 65 and older has a disability, and 17 percent of the County population is below the poverty level.

Table 1-2 highlights key demographic statistics for Hillsborough County, and figures in Appendix A depict the demographic base that demonstrates potential TD populations in Hillsborough County based on the 2010 Census; Old-Age, Survivors, and Disability Insurance Social Security (OASDI); and 2010 employment projections from the Tampa Bay Regional Transit Model (TBRTM).

Table 1-2: Demographic Statistics for Hillsborough County

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Statistic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population*</td>
<td>1,352,797</td>
</tr>
<tr>
<td>Median Age**</td>
<td>36.6</td>
</tr>
<tr>
<td>Total Population Age 65 and Older*</td>
<td>172,380</td>
</tr>
<tr>
<td>Per Capita Income*</td>
<td>44,562</td>
</tr>
</tbody>
</table>

*BEBR 2016 Estimates
**American Community Survey 2016 5-Year Estimates

1.3 Service Analysis

1.3.1 Forecast of Transportation Disadvantaged Population

The CTD commissioned the Center for Urban Transportation Research (CUTR) of USF to develop a new methodology to forecast paratransit services demand. The Forecasting Paratransit Services Demand – Review and Recommendations report was adopted by the CTD in 2013 and all counties were directed to use this methodology when forecasting TD populations and demand in future TDSPs. This methodology is detailed in Appendix B.

Tables 1-3 and 1-4 present the forecasted TD population and the projected severely disabled and trip demand, respectively, in 5-year increments between 2015 and 2040.
### Table 1-3: Projected TD Population

<table>
<thead>
<tr>
<th>General TD Population Forecast</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overlapping Circle Component</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E - Estimate non-elderly/disabled/ low income</td>
<td>27,789</td>
<td>30,387</td>
<td>32,806</td>
<td>34,997</td>
<td>37,016</td>
<td>38,909</td>
</tr>
<tr>
<td>B - Estimate non-elderly/ disabled/not low income</td>
<td>67,318</td>
<td>73,612</td>
<td>79,474</td>
<td>84,781</td>
<td>89,672</td>
<td>94,527</td>
</tr>
<tr>
<td>G - Estimate elderly/disabled/low income</td>
<td>7,903</td>
<td>8,642</td>
<td>9,330</td>
<td>9,954</td>
<td>10,528</td>
<td>11,066</td>
</tr>
<tr>
<td>D - Estimate elderly/ disabled/not low income</td>
<td>49,296</td>
<td>53,905</td>
<td>58,197</td>
<td>62,083</td>
<td>65,665</td>
<td>69,022</td>
</tr>
<tr>
<td>F - Estimate elderly/non-disabled/low income</td>
<td>8,413</td>
<td>9,199</td>
<td>9,932</td>
<td>10,595</td>
<td>11,206</td>
<td>11,779</td>
</tr>
<tr>
<td>A - Estimate elderly/non-disabled/not low income</td>
<td>88,957</td>
<td>97,274</td>
<td>105,019</td>
<td>112,033</td>
<td>118,496</td>
<td>124,554</td>
</tr>
<tr>
<td>C - Estimate low income/not elderly/not disabled</td>
<td>172,893</td>
<td>189,057</td>
<td>204,112</td>
<td>217,742</td>
<td>230,304</td>
<td>242,078</td>
</tr>
<tr>
<td><strong>TOTAL GENERAL TD POPULATION</strong></td>
<td>422,568</td>
<td>462,076</td>
<td>498,871</td>
<td>532,185</td>
<td>562,887</td>
<td>591,664</td>
</tr>
<tr>
<td><strong>TOTAL POPULATION</strong></td>
<td>1,304,515</td>
<td>1,426,481</td>
<td>1,540,071</td>
<td>1,642,915</td>
<td>1,737,697</td>
<td>1,826,535</td>
</tr>
</tbody>
</table>

### Table 1-4: Projected Severely Disabled and Trip Demand

<table>
<thead>
<tr>
<th>Critical Need TD Population Forecast</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Critical TD Population</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled</td>
<td>33,031</td>
<td>36,120</td>
<td>38,996</td>
<td>41,600</td>
<td>44,000</td>
<td>46,249</td>
</tr>
<tr>
<td>Low Income Not Disabled No Auto/Transit</td>
<td>6,005</td>
<td>6,566</td>
<td>7,089</td>
<td>7,563</td>
<td>7,999</td>
<td>8,408</td>
</tr>
<tr>
<td><strong>Total Critical Need TD Population</strong></td>
<td>39,036</td>
<td>42,686</td>
<td>46,085</td>
<td>49,162</td>
<td>51,999</td>
<td>54,657</td>
</tr>
<tr>
<td><strong>Daily Trips - Critical Need TD Population</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severely Disabled</td>
<td>1,619</td>
<td>1,770</td>
<td>1,911</td>
<td>2,038</td>
<td>2,156</td>
<td>2,280</td>
</tr>
<tr>
<td>Low Income - Not Disabled - No Access</td>
<td>11,403</td>
<td>12,469</td>
<td>13,462</td>
<td>14,361</td>
<td>15,190</td>
<td>16,066</td>
</tr>
<tr>
<td><strong>Total Daily Trips Critical Need TD Population</strong></td>
<td>12,964</td>
<td>14,152</td>
<td>15,299</td>
<td>16,538</td>
<td>17,878</td>
<td>19,326</td>
</tr>
<tr>
<td><strong>Annual Trips</strong></td>
<td>4,731,735</td>
<td>5,165,583</td>
<td>5,584,015</td>
<td>6,036,342</td>
<td>6,525,309</td>
<td>7,053,885</td>
</tr>
</tbody>
</table>
1.3.2 Public Involvement

Coordinated Contractors Workshop

A workshop was held at the April 27, 2018, TDCB meeting for Coordinated Contractors to engage in a conversation of unmet client transportation needs and potential solutions to address these needs. This was the first meeting in which the Coordinated Contractors were hosted for a roundtable discussion. An introduction was given by MPO staff, then each Coordinated Contractor had a chance to introduce themselves. Each organization present participated in a roundtable discussion on how the world of transportation looks for their agency and needs for the agency in terms of transportation.

A summary of the concerns expressed by the Coordinated Contractors are below:

- Bus passes are a big expense; bus passes are needed to get people to treatment
- Get to the community without having them go long distances to access services
- Possible rate adjustments for bus passes
- Find opportunities to collaborate in the community on transportation
- Referring citizens for services that are not provided
- Making meetings for this type of discussion more frequent
- Gentrification and citizens being pushed into suburban areas where public transportation is not as readily available
- Feeder bus lines into neighborhoods
- Limited funding for services
- Contractors relying on donations from the general public to provide services
- How do citizens get qualified for Sunshine Line Services? Prescreening on the phone, required forms, and completed application is submitted
- Discuss transportation and have the community provide input prior to changes taking place
- Talk transit and be creative with partnerships
- Keep the conversation going
- Community communicate to leaders where they would like the funding to go
- Looking 5-years from now, is the transportation model sustainable
- Better ways to educate and provide access to available services
- Provide transportation information at the central receiving/one-stop-shop/“no wrong door” facilities

Minutes from the Workshop can also be found in Appendix C.

2016 TDSP Public Involvement Efforts

As part of the 2016 TDSP effort, a survey and the first Hillsborough County Human Services Transportation Forum were conducted. The online survey was distributed to social service providers in Hillsborough County to determine the unmet transportation needs of the TD clients served by these agencies. In addition, these providers were invited to a two-hour forum on April 6, 2016, to engage in a conversation of unmet client transportation needs and potential solutions to address these needs.

The online survey was conducted between March 18, 2016, and May 9, 2016. An email invitation was sent to social service providers on March 18, 2016, to invite them to complete the survey. The responses show that there is still a great need for transportation services as many TD are unable to
access life sustaining activities. The results also show that, while the TD are walking and biking and are aware of and using every transportation service available to them, they are still unable to meet their basic needs.

Figures 1-2 and 1-3 show the indicated origins and destinations regarding transportation needs of the TD clients.

The Hillsborough County Human Services Transportation Forum was held at the Robert Saunders Library in Tampa, Florida, on April 6, 2016. Approximately 30 social service providers and members from the public attended the forum. The main purpose of the forum was to engage social service providers to help identify and quantify the transportation needs of the TD community. The forum also provided an opportunity for the social service providers of Hillsborough County to initiate agency partnerships to help meet client needs.

A complete meeting summary is included in Appendix D.
Figure 1-2: Transportation Disadvantaged Origins
Figure 1-3: Transportation Disadvantaged Destinations
1.3.3 Needs Assessment

The TD population in Hillsborough County was estimated in 2015 to be 32 percent of the total county population. This population comprises our most vulnerable citizens including seniors, persons with disabilities, low-income persons, and children-at-risk.

**Seniors:** Residents of age of 60 and over

**Persons with Disabilities:** Residents with disabilities

**Low-Income Persons:** Low-income persons are defined as at or below the median income in Hillsborough County

Unemployment in Hillsborough County was estimated at 3.4 percent in March 2018 by the Bureau of Labor Statistics. It is estimated that 15 percent of the population is living in poverty. Poverty is defined as being very poor, having low income, or no income.

**Children-at-Risk:** It was noted in the July 25, 2015, Tampa Bay Times that children in Hillsborough County are living in poverty at a greater rate than other metropolitan areas.

As defined in Chapter 427, F.S., children-at-risk are defined as:

...children who are handicapped or high-risk or at-risk as defined in s. 411.202.

(8) “Handicapped child” means a preschool child who is developmentally disabled, mentally handicapped, speech impaired, language impaired, deaf or hard of hearing, blind or partially sighted, physically handicapped, health impaired, or emotionally handicapped; a preschool child who has a specific learning disability; or any other child who has been classified under rules of the State Board of Education as eligible for preschool special education services, with the exception of those who are classified solely as gifted.

(9) “High-risk child” or “at-risk child” means a preschool child with one or more of the following characteristics:

(a) The child is a victim or a sibling of a victim in a confirmed or indicated report of child abuse or neglect.

(b) The child is a graduate of a perinatal intensive care unit.

(c) The child’s mother is under 18 years of age, unless the mother received necessary comprehensive maternity care and the mother and child currently receive necessary support services.

(d) The child has a developmental delay of one standard deviation below the mean in cognition, language, or physical development.

(e) The child has survived a catastrophic infectious or traumatic illness known to be associated with developmental delay.

(f) The child has survived an accident resulting in a developmental delay.
(g) The child has a parent or guardian who is developmentally disabled, severely emotionally disturbed, drug or alcohol dependent, or incarcerated and who requires assistance in meeting the child’s developmental needs.

(h) The child has no parent or guardian.

(i) The child is drug exposed.

(j) The child’s family’s income is at or below 100 percent of the federal poverty level or the child’s family’s income level impairs the development of the child.

(k) The child is a handicapped child as defined in subsection (8).

(l) The child has been placed in residential care under the custody of the state through dependency proceedings pursuant to chapter 39.

(m) The child is a member of a migrant farmworker family.

The Census reports that 24 percent of the population is age 18 and under. It is estimated that over 29,000 children, under the age of 18, are defined as disabled in the county. There is no true forecast of how many children are without transportation as many are being accommodated by family members, friends, or special social service agencies addressing the disabled community. Within this demographic group, approximately 1,800 are children in foster care. As these children age out of foster care, access to transportation would help them create viable and stable futures.

**TDCB Identified Needs**

The TDCB identified 'Rides, Rides, Rides' as the slogan for addressing unmet transportation needs in Hillsborough County. As shown in the public involvement effort, the TD population is unable to access basic life services due to limited existing transportation services and service times, as well as supporting sidewalk infrastructure.

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

**Access to Employment and Education**

The TD population has the desire and ability to work if transportation is available. However, the fixed-route transit service area is limited within Hillsborough County. The TD Program provided by the Sunshine Line is limited and is to be used as a last resort for mobility needs. The previous Job Access Reverse Commute (JARC) Grant provided funding for temporary employment trips through the Sunshine Line. The TDCB continues to request support from this funding source to provide door-to-door service by the Sunshine Line for employment.

The 2016 TDSP Human Services Transportation Survey found that over 70 percent of TD clients are unable to get to work. This includes applying for jobs. In particular, it was noted by every group at the Human Services Transportation Forum that clients are unable to access the new Amazon Warehouse in Ruskin where many new jobs are available. Currently, HART has fixed-route service that operates out of Brandon south to the location. This service makes it almost impossible for inner city low-income individuals, who live in rural sections of the county, to get jobs at this new employment center.
Access to Healthcare
Many individuals within the TD population have medical needs that require frequent and specialized visits for healthcare. In general, the need for most medical trips is met through the various existing programs including Medicaid and HARTPlus ADA Paratransit. Not all medical services are available within one county; therefore, the need to travel to other surrounding counties exists and is not available. However, the respondents to the 2016 TDSP Human Services Transportation Survey stated that almost 60 percent of their clients are still unable to access healthcare.

Medicaid clients are facing additional roadblocks in regard to transportation and healthcare. It was learned at the Hillsborough County Human Services Transportation Forum that doctors in Hillsborough and Pinellas Counties have reached capacity in terms of Medicaid patients that they can take. This means that individuals on Medicaid must be able to get to Pasco County for basic medical needs.

Access to Shopping
The TD population, by definition, has few transportation options to reach supermarkets. For the elderly, persons with disabilities, and the low-income, access to healthy food and medicine are critical to promoting healthy neighborhoods and healthy people. Public health policy is emerging on this topic.

The 2016 TDSP public involvement effort estimated that approximately 50 percent of clients were unable to access basic groceries. Limited access to basic groceries are labeled “food desserts”. Further research shows that with limited access to supermarkets that provide fresh produce and other healthy foods, these populations are likely to suffer from high rates of diabetes, cardiovascular disease, and obesity.

Access to Recreation
Recreation is a vital part of an individual’s health and well-being. Those trips that might not be medically necessary can improve the overall mental and physical health of individuals in the TD population. The availability of this type of trip is particularly limited due to a lack of safe, reliable transportation options. The 2016 public involvement effort estimated that approximately 50 percent of clients are unable to access recreational activities.

Access to Transportation-Children-at-Risk
Children-at-risk are defined in Chapter 427, F.S. The complete definition is in Section 1.3.3. Over 50 percent of the Human Services Transportation Survey respondents and Forum participants represent children-at-risk. The public involvement effort showed that these children have the same needs as adult disabled and elderly in Hillsborough County. Special needs noted are:

- Access to after school activities,
- Access to school,
- Access to faith-based activities, and
- Access to therapy and psychiatry appointments.
Regional Needs

The following needs were identified through the Tri-County Access Committee:

- Continue existing transportation services for older adults and individuals with disabilities: the projects and services that are currently being provided should be sustained through future funding programs, if feasible.

- Projects selected for funding should benefit both seniors and individuals with disabilities: projects that can benefit both of the target groups should be given greater priority during the project selection process. Coordination of services, leveraging resources, and vehicle sharing among providers may assist with providing transportation services to both of the targeted groups using limited resources.

- Regional paratransit services: Providing paratransit services across county lines will help older adults and individuals with disabilities access specialized services in other counties regardless of service boundaries. Coordination among providers to provide regional paratransit services on specific days or during certain trips could help to provide expanded service.

- Regional fixed-route/express services: while some regional routes exist, including Pinellas Suncoast Transit Authority (PSTA) to HART in Tampa, Pasco County Public Transportation (PCPT) to PSTA in Tarpon Springs, HART to PCPT in Wesley Chapel, and HART to PSTA in Clearwater, additional services are needed that connect the tri-county area and the surrounding counties, including Hernando County.

- Fixed-route improvements, including improved frequency, later evening service, and weekend service: improvements on the fixed-route system will serve all users including the targeted populations and may reduce the need for door-to-door service in some areas where passengers cannot use the system due to long wait times in between buses or lack of service on the weekends and evenings.

- Infrastructure and technology improvements: additional benches, shelters, audible announcements, sidewalk improvements, landing pads, etc., are needed in Hillsborough, Pasco, and Pinellas Counties.

- Additional transportation services to quality of life/social activities: transportation services that provide quality of life trips for the targeted populations are needed on the weekend and in the evenings. Trips to medical services and other life sustaining activities are often available under specific funding sources; however, trips to church and evening outings are more difficult to obtain since trips may be prioritized due to limited funding.

- Service connecting to major hospitals and hubs: additional transportation services are needed to provide access to the major hospitals, long-term care facilities, and senior centers noted earlier in this needs assessment. However, major hubs and activity centers would also benefit.
1.4 Available Transportation Services

The Hillsborough County TD Coordinated System has two main providers of service available to the general public: Sunshine Line (the provider for the CTC) and HART (the public transit provider). Other providers serve specialized clients.

1.4.1 Sunshine Line

Sunshine Line is the transportation operator for the Hillsborough County CTC as a partial brokerage. In 2017-2018, it operated a fleet of 60 vehicles and has the following responsibilities:

- Provide pre-scheduled transportation services to the TD community through door-to-door services.
- Distribute bus passes purchased from HART, the County’s local transit service provider, for those who are financially disadvantaged but physically able to use HART services.
- Act as an informational clearinghouse for the public and refer members of the public to transportation programs for which they may be eligible.
- Ensure that transportation services funded through federal, state, and local sources for the TD community are coordinated with each other in Hillsborough County.

Sunshine Line provided a total of 152,760 door-to-door trips in FY 2016/2017, and 324,006 bus pass trips for a total of 476,766 trips. These trips were distributed by purpose as indicated in Figure 1-4.

*Figure 1-4: Trips by Purpose, 2017*
1.4.2 Hillsborough Area Regional Transit

HART provides public transportation for Hillsborough County. The agency provides fixed-route local and express bus service, door-to-door paratransit service (HARTPlus), and flex-route neighborhood connector service (HARTFlex).

HART operates 35 local fixed- and flex-routes with varying service spans. Figures 1-5 and 1-6 depict the entire HART system and the off-peak routes that operate before 5:00 a.m. and after 11:00 p.m. along with the low-income population concentrations.
Figure 1-5: Low-Income Transit
Figure 1-6: Low-Income Late Night Transit
1.4.3 Other Transportation Providers
As a partial brokerage CTC, the Sunshine Line provides some services directly and contracts out other services. Florida Statute requires that the CTC enter into a coordination contract with agencies that receive TD funds serving the general public and are able to provide their own transportation more effectively and more efficiently than the CTC. The coordination contract covers reporting, insurance, safety, and other requirements. The contractor is approved by the TDCB before the contract is executed.

The coordination agreement between the contracted providers and the CTC allows for coordination of services and the sharing of that information with the general public. The current coordinated contracted providers for this evaluation period in Hillsborough County are listed in Table 1-5.

Medicaid transportation is provided by the individual’s Managed Medical Assistance (MMA) healthcare plan. Each individual contacts his or her MMA provider to arrange transportation for medical appointments and emergency transportation. For additional support, the Agency for Health Care Administration (AHCA) provides medical representatives for assistance.
### Table 1-5: 2017 Coordinated Contractors

<table>
<thead>
<tr>
<th>Coordination Contractors</th>
<th>Transportation Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Community Treatment Services (ACTS)</td>
<td>Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.</td>
</tr>
<tr>
<td>Angels Unaware, Inc.</td>
<td>Transportation provided for eight group homes operated by the agency. Residents are transported to sheltered workshops and job sites; adult day care; medical appointments; social, educational, and religious activities; and for personal business such as shopping, banking, or other appointments.</td>
</tr>
<tr>
<td>Brandon Sports &amp; Aquatics Center</td>
<td>Transportation to the Center’s after school, summer camp, and special needs sports and swim programs.</td>
</tr>
<tr>
<td>Drug Abuse Comprehensive Coordinating Office</td>
<td>Transportation to treatment services and for residential treatment programs.</td>
</tr>
<tr>
<td>Garden of Grace Ministries</td>
<td>Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.</td>
</tr>
<tr>
<td>HART ADA Complementary Paratransit (Interlocal Agreement)</td>
<td>ADA paratransit.</td>
</tr>
<tr>
<td>Human Development Center</td>
<td>Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.</td>
</tr>
<tr>
<td>MacDonald Training Center, Inc.</td>
<td>Transportation to/from training centers.</td>
</tr>
<tr>
<td>Mental Health Care, Inc.</td>
<td>Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments and any other necessary service to provide help.</td>
</tr>
<tr>
<td>McClain, Inc.</td>
<td>Transportation for grocery trips, employment, medical, and educational needs.</td>
</tr>
<tr>
<td>Northside Mental Health Hospital</td>
<td>Transportation for community support programs that provide a transitional network of social, residential, educational, and vocational activities to develop or refine skills necessary to function in the community. Transportation for clients to medication clinics, recreational activities, scheduled appointments, etc.</td>
</tr>
<tr>
<td>Quality of Life Community Services, Inc.</td>
<td>Quality of life trips where or when not otherwise available.</td>
</tr>
<tr>
<td>Quest, Inc.</td>
<td>Transportation to/from residential facilities, including trips for employment, employment training, and community outings.</td>
</tr>
</tbody>
</table>
1.5 Service Limitations and Barriers to Coordination

The 2014 CTC Evaluation reported innovative programs that have been implemented to address the challenge of declining local revenue. For example, new partnerships with Sunshine Line and HARTPlus to serve dialysis patients have allowed more capacity for Sunshine Line to provide shopping trips to the elderly. Despite such innovation, the TD population will continue to grow and so will the demand for services within the coordinated system.

1.5.1 Funding

The two largest providers of service within the coordinated system are HART and Sunshine Line. Both entities have experienced declining or static revenue. This will pose a problem in future years without additional funding due to the projected increase in TD.

On December 4, 2015, the new transportation bill was signed into law. Fixing America’s Surface Transportation (FAST) Act is the first law enacted in over ten years that provides long-term funding certainty for surface transportation, meaning states and local governments can move forward with critical transportation projects, like new highways and transit lines, with the confidence that they will have a Federal partner over the long-term. The existing requirements and reorganization enacted in Moving Ahead for Progress in the 21st Century (MAP-21) Act remain in effect. However, funding and coordination are highlighted within the FAST Act.

1.5.2 Limited Fixed-Route Bus Service

Approximately 52 percent of the population in Hillsborough County has access to fixed-route transit. Also, 32 percent of the existing population is considered TD. Figures 1-5 and 1-6 show that transit access for much of the county’s low-income population is not readily available. Early morning and late night service that is vital for low-income individuals who tend to work in industries such as retail, food service, etc., is even more limited.

In addition, many potential TD riders do not know how to use the fixed-route system. HART has a travel training program. HART also continues to work toward making every bus stop in the system ADA compliant and accessible to all. The TD population needs to be comfortable in knowing that the buses and bus stops are safe, clean, and accessible. This includes pedestrian facilities from a person’s home to the bus stop, as well as shelters, trash receptacles, and lighting at bus stop locations.
1.5.3 Gaps in Bicycle and Pedestrian Facilities
The lack of continuous sidewalks and bicycle facilities impact a TD individual’s ability to navigate transportation corridors in a comfortable and safe manner. Issues that impact comfortable and safe travel include:

- Overall access impacted by poles, benches, or other elements blocking the clear space on sidewalks, especially for persons who make use of wheelchairs, scooters, or other mobility aids
- Varying widths of sidewalks and bike lanes
- Incomplete sidewalk systems and bicycle facility networks
- The mismatch of sidewalks, bike lanes, and transit stops
- Problematic intersections due to:
  - High traffic volume,
  - Large number of turning movements at an intersection
  - Lack of pedestrian signalization

These factors are barriers to pedestrian and bicyclist safety and put an undue stress on the TD population. These barriers were confirmed as a result of the 2016 TDSP Human Services Transportation Survey and Forum. Eighty percent of the respondents said that their clients walk and 60 percent of the respondents stated that their clients bike. It is known that every fixed-route transit rider is either a pedestrian or a bicyclist at the beginning and end of each trip. Lack of coordination between pedestrian and bicycle infrastructure with the needs of the TD community is a barrier to providing safe and efficient travel for the TD population. Figures 1-7 and 1-8 show where sidewalk gaps occur in relation to the origin and destination zones previously discussed in Section 1.3.2.
Figure 1-7: Sidewalk Coverage – Origin ZIP Codes
Figure 1-8: Sidewalk Coverage – Destination ZIP Codes
1.5.4 Land Use/Low-Density Development Pattern
The urban area is laid out on a grid; however, significant water features (e.g., Tampa Bay; Hillsborough Bay; and the Hillsborough, Alafia, and Little Manatee Rivers) restrict direct access routes to and from some destinations. Also, the existence of many walled and gated communities impede access and impact public transportation service options.

Job sprawl is a land use symptom of urban sprawl and single-occupancy-vehicle-dependent communities. It is defined as low-density, geographically spread-out patterns of employment, spatially mismatched where low-income individuals (urban, predominantly minority citizens) are left without easy access to entry-level jobs and must rely on limited transportation options to facilitate reverse commute to the suburbs.

Health impacts due to land use/low density development patterns include obesity. With longer commutes to the workplace, individuals simply have less time for exercise. Other impacts include asthma due to poor air quality.

The historical patterns of suburban sprawl, high vehicle ownership, and low provision of public transportation have combined to create an environment in which not owning a vehicle is a serious barrier to shopping and accessing daily services.

The public involvement effort in the 2016 TDSP process confirmed that the greatest transportation need for the TD community is in the outlying rural areas of the county. In 2015, the Amazon warehouse opened in Ruskin and provided many job opportunities. As a whole, the TD community did not have access to these jobs and, therefore, were left with fewer opportunities to better themselves. Housing is also significantly less expensive in rural areas of the county compared to areas covered by HART services.

The lack of coordination and consideration of the TD population in land use decisions gravely impact the TD community.
1.6 Calculating Bus Pass Trips

According to the CTD, CTCs have the option of reporting the actual number of trips per pass if an automated accounting system is in place. However, if the actual number of trips cannot be tracked by an automated accounting system, the following methodology must be used:

**Single Ride or Daily Pass:** Counted as one (1) one-way passenger trip per pass.

**Weekly Pass:** Counted as three (3) one-way passenger trips per pass.

**30-Day or Monthly Pass:** Counted as twelve (12) one-way passenger trips per pass.

This methodology was put into place to prevent larger agencies from counting a disproportionate amount of fixed-route trips in their Annual Operating Report and, thereby, drawing down more funds through the funding formula.

For CTCs who must use this methodology, it is presumed that the number of actual trips are being underreported. The method is not seen as fair when PSTA, Pinellas County’s CTC, uses electronic registering farebox data to report trips.

Although it is agreed that this method undercounts the bus pass trips, the CTC should continue using the standard calculation until they are able to count actual trips.
Section 2: Goals, Objectives, and Strategies

2.1 Goals, Objectives, and Strategies

Objective 1: Promote an efficient transportation system.

Strategy 1.1: Establish an annual August meeting of social service providers to develop and implement projects for streamlined Transportation Disadvantaged (TD) trips.

Strategy 1.2: Continue to work with the Tampa Bay Area Regional Transportation Authority (TBARTA) and agencies such as Tampa Bay Workforce Alliance, to develop a pilot project, designed to implement cost-effective transportation for individuals working at locations not served efficiently by public transportation.

Strategy 1.3: Continue to work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to review, rank, and participate in the United States Code (U.S.C.) Section 5310 grant program to ensure that capital projects are designed to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate.

Strategy 1.4: Ensure that the Section 5310 grant program continues to maximize coordination among cross-county public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility and improve Americans with Disabilities Act (ADA) accessibility throughout Hillsborough, Pasco, and Pinellas Counties.

Strategy 1.5: Advocate with Hillsborough County, the Hillsborough County Metropolitan Planning Organization (MPO), and each municipality through the comprehensive and long range transportation planning processes to ensure consideration of the TD population in the planning and delivery of transportation services.

Objective 2: Promote a reliable transportation system.

Strategy 2.1: Assist the Hillsborough County Board of County Commissioners (BOCC) in securing capital and operating funds to increase services to the TD population provided by the Sunshine Line.

Strategy 2.2: Identify capacity within the TD Coordinated System to expand work, school, healthcare, shopping, and social trips for the TD population and fund them. Prioritize expanded trips within the areas outside of the Hillsborough Area Regional Transit’s (HART) service area.

Strategy 2.3: Work closely with HART service planning and paratransit staff, and other transportation providers, to advocate for more late-hour, early-hour, and weekend services for the TD population.

Strategy 2.4: Attend the HART ADA Committee and have representation on the committee to encourage support for access to work, school, healthcare, shopping, and social activities identified in the Transportation Disadvantaged Service Plan (TDSP).

Strategy 2.5: Continue to advocate for improved mobility of the TD through expansion of the HART fixed-route and paratransit systems.
**Strategy 2.6:** Review HART’s Transit Development Plan (TDP) updates to ensure that the needs of the TD to access work, school, healthcare, shopping, and social activities are addressed with expanded fixed-route service.

**Strategy 2.7:** Work with the Florida Legislature, the Commission for Transportation Disadvantaged (CTD), and other entities to increase TD funding through continued documentation of unmet transportation needs.

**Strategy 2.8:** Promote the state voluntary dollar program designed to encourage $1 donations to the TD program when renewing vehicle tags.

**Strategy 2.9:** Ensure the Community Transportation Coordinator (CTC) maintains its quality assurance measures and work with the Florida Department of Transportation (FDOT) to include 5310 recipient results in the CTC evaluation.

**Objective 3: Promote a safe transportation system for the TD by maximizing available bicycle and pedestrian facilities.**

**Strategy 3.1:** Develop educational materials that describe how to integrate transit into land use decisions.

**Strategy 3.2:** Coordinate with local governments, Hillsborough County, and HART to inventory existing bus stops to promote safe access to transit from the perspective of the TD.

**Strategy 3.3:** Continue to work with the Hillsborough County MPO Bicycle Pedestrian Advisory Committee (BPAC) to promote construction coordination strategies focused on keeping people safe on our streets during construction. Use creative and low-cost solutions like signal timing modifications to ensure safe and predictable movements, especially for people walking and biking.

**Strategy 3.4:** Partner with the Hillsborough County MPO BPAC to promote an inventory of pedestrian infrastructure (existing sidewalks, curb cuts, pedestrian walk signals, and crosswalk technology) to support safe travel for the TD.

**Strategy 3.5:** Work closely with FDOT and other government entities to address difficult existing conditions that place TD populations in danger – the north side of Busch Boulevard between Florida Avenue and I-275 is a point of interest.

**Objective 4: Establish policies and procedures that ensure program effectiveness and integrity.**

**Strategy 4.1:** Ensure that the transportation operators and all agencies with coordination contracts meet their established standards that measure efficiency, reliability, and safety of the services provided.

**Strategy 4.2:** Continue grievance procedure that promotes problem identification and resolution at the local level.

**Strategy 4.3:** Continue to support effective means of communication where customers can give input on the system’s performance through TDCB Meetings.
**Strategy 4.4:** Assist agencies who provide transportation services to TD clients to continue their programs in a high quality and cost-effective manner.

**Strategy 4.5:** Provide ongoing training to all bus operators, dispatchers, and road supervisors to ensure sensitivity for and awareness of the needs and challenges facing those who are TD.

**Strategy 4.6:** Establish and measure standards for reservationists and customer service representatives providing service to TD clients that ensure courtesy and consideration of the needs of the TD community.

**Strategy 4.7:** Utilize the TDCB Grievance Committee to advocate for individuals with complaints that are presented to the TDCB for all providers of service.

### 2.2 Implementation Plan

Strategy 2.7 commits that the Hillsborough County MPO, TDCB, and CTC will continue to “work with the Florida Legislature, the CTD, and other entities to increase TD funding through continued documentation of unmet transportation needs” to improve or expand these services in Hillsborough County. The first step to implementing this strategy is close coordination with the 2040 Long Range Transportation Plan (LRTP), where the need for additional paratransit vans is identified. The 2040 LRTP was adopted in November 2014 and amended in February 2018.

As illustrated in Figure 2-1, coordinated contractors currently communicate individually with the CTC. The discussion facilitated at the TDCB Workshop revealed that there is a need for some form of collaboration among the agencies to share resources and expand the available transportation network. Figure 2-2 illustrates how the new communication process should look in order to better help meet the growing trip demand by better communicating and coordinating available capacity and demand needs.
Figure 2-1: Current Communication

Figure 2-2: Proposed Communication
The Hillsborough County CTC is continuing to improve service in response to ongoing performance evaluations conducted by the TDCB and the CTD. Several major capital improvements are scheduled to be made over the next three years that are consistent with the Hillsborough County MPO’s current Transportation Improvement Program (TIP). In addition, these improvements are consistent with the goals, objectives, and strategies of this TDSP.

Over the next two years, Sunshine Line has identified the need to replace 28 vehicles. The exact replacement schedule is based on funding availability, vehicle condition, model year, and mileage. All capital improvements anticipated during the next two years are detailed in Table 2-1.

Table 2-1: Anticipated Capital Purchase Schedule

<table>
<thead>
<tr>
<th>Description</th>
<th>No. of Units</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Major Capital Requests for FY 2017/18</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Replacement (Vans with wheelchair lift)</td>
<td>16</td>
<td>$77,716</td>
<td>$1,243,456</td>
</tr>
<tr>
<td>Total Cost</td>
<td></td>
<td></td>
<td>$2,179,456</td>
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</table>

**Major Capital Requests for FY 2018/19**

<table>
<thead>
<tr>
<th>Description</th>
<th>No. of Units</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Replacement (Vans with wheelchair lift)</td>
<td>12</td>
<td>$78,000</td>
<td>$936,000</td>
</tr>
<tr>
<td>Total Cost</td>
<td></td>
<td></td>
<td>$2,179,456</td>
</tr>
</tbody>
</table>
Section 3: Service Plan

3.1 Community Transportation Coordinator Priorities

Due to limited resources, Sunshine Line must have priorities when providing service. Table 3-1 details the trips that are considered Priority I through Priority V. All other trips are scheduled as resources are available.

*Table 3-1 Sunshine Line Priorities*

<table>
<thead>
<tr>
<th>Priority I</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Sustaining Medical (dialysis, chemotherapy, radiation, etc.)</td>
<td></td>
</tr>
<tr>
<td>Other Medical Appointments and Treatment</td>
<td></td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
</tr>
<tr>
<td>Dental</td>
<td></td>
</tr>
<tr>
<td>Drug Treatment/Therapy</td>
<td></td>
</tr>
<tr>
<td>Pharmacy</td>
<td></td>
</tr>
<tr>
<td>Physical Therapy/Rehabilitation</td>
<td></td>
</tr>
<tr>
<td><strong>Priority II</strong></td>
<td></td>
</tr>
<tr>
<td>Grocery</td>
<td></td>
</tr>
<tr>
<td>Human Services/Social Services</td>
<td></td>
</tr>
<tr>
<td>Shopping</td>
<td></td>
</tr>
<tr>
<td>Medical Records</td>
<td></td>
</tr>
<tr>
<td>Hospital Discharge</td>
<td></td>
</tr>
<tr>
<td><strong>Priority III</strong></td>
<td></td>
</tr>
<tr>
<td>Personal Business (government office, bank, post office, legal, hair appointments, etc.)</td>
<td></td>
</tr>
<tr>
<td>Employment for Persons with Disabilities</td>
<td></td>
</tr>
<tr>
<td><strong>Priority IV</strong></td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td></td>
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<tr>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>Recreation</td>
<td></td>
</tr>
<tr>
<td>Social</td>
<td></td>
</tr>
<tr>
<td><strong>Priority V</strong></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>
3.2 Operations Element

3.2.1 Types, Hours, and Days of Service
Sunshine Line provides door-to-door (paratransit) services and bus passes for the fixed-route bus system. The use of fixed-route service is mandatory for all clients traveling along a bus route who are capable of using the bus. Sunshine Line also provides fare passes for ADA paratransit service provided by HART for eligible low-income clients. All service is provided to both ambulatory and wheelchair clients. All paratransit service provided by Sunshine Line is door-to-door and includes passenger assistance for clients with special needs. Group trips are provided for groups of five or more going to the same address at the same time. Drivers are required to assist passengers from the door of the origin address to the door of the destination address. The driver is not expected to assist passengers to specific offices, departments, or floors within large medical facilities nor to provide personal attendant care. Confused passengers, or those unable to care for themselves, should be accompanied by an attendant or escort provided by the passenger.

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

3.2.2 Accessing Services

Requesting Transportation
All requests for transportation are taken via telephone by Sunshine Line at (813) 272-7272. The office is open Monday through Friday from 8:00 a.m. through 5:00 p.m.

Reservations may be made up to seven days in advance, and must be made no less than two days in advance. Bus passes must be requested at least five days in advance to allow time for the pass to be 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 select the most appropriate means of transportation, clients may be asked for the following information:

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

In addition, clients must know the correct address of both the origin and destination. Due to the high volume of calls received, reservationists cannot contact doctor’s offices or look up this information for clients.
Cancellations
Clients are requested to make cancellations as early as possible, but no later than two hours before the scheduled pick-up time. Cancellations can be made 24 hours a day by calling (813) 272-7272, and selecting option two (2). Voicemail is available for cancellations when the reservations office is closed, which is before 8:00 a.m. and after 5:00 p.m.

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

Eligibility
Until 2017, client eligibility for transportation funded by the TDTF, various grant-related programs, or County funds was determined over the phone by reservations staff. Currently, a signed and approved written application is needed to determine eligibility. However, reservations staff are able to pre-screen clients over the phone and provide temporary service for 90 days while the paperwork is processed. Client eligibility for transportation funded by the TDTF is based on the following criteria:

- Are not allowed to make a self-declaration of their eligibility.
- Must have no other means of transportation available or cannot purchase transportation.
- No other funding sources can be available to provide them transportation.
- Are eligible if they are: physically/mentally disabled or children-at-risk as defined in F.S. 411.202, sixty years of age or older, or their household income is less than 125 percent of the Federal Poverty Guidelines.
- Must use the fixed-route transit system, if available, and they have the ability.
- Must pay an appropriate co-pay per trip based on their household income, as determined by the TDCB.

Eligibility for all other transportation is determined by the various funding sources and is verified by reservations staff when a request for transportation is made.

Eligibility for door-to-door service, where there is no fixed-route service available, is based on eligibility guidelines that may include a written application form that must be submitted by the client. Eligibility for a fare pass for HART ADA paratransit service is based on a written application form, as well.

3.2.3 Coordination Contractors
Currently, most coordination contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process. The CTC is required before entering into a coordination contract to demonstrate to the TDCB that each agency provides cost-effective, efficient, and necessary service to the TD population. A standard coordination contract has been developed for all such
agencies. Each agency is presented to the LCB for endorsement and then submitted to the Hillsborough County BOCC for approval. Current agencies under coordination agreements are included in Table 1-5.

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

Any client who believes that their physical or mental condition prevents them from using fixed-route transit service and who intends to travel within the fixed-route transit service area is provided information to apply for HARTPlus ADA paratransit service.

It should be noted that there are a large number of clients living in rural Hillsborough County where fixed-route service is not available. The door-to-door service is the only available option for these clients.

In addition to the bus pass program, Sunshine Line works cooperatively with HART to ensure efficient service and to remove any duplication of services.

3.2.5 School Bus Utilization
The Hillsborough County School Board has committed 150 vehicles for emergency evacuation in the county.

3.2.6 Vehicle Inventory
The existing inventory of the agencies listed in Section 3.2.3 and the Hillsborough County Sunshine Line’s existing inventory total 238 vehicles. A detailed vehicle inventory as of 2016 is included in Appendix F.

3.2.7 System Safety Program Plan Certification
The CTC annually certifies compliance with its System Safety Program Plan to the FDOT. A copy of the most recent certification is shown in Figure 3-1.
Figure 3-1: CTC System Safety Program Plan Certification
3.2.8 Inter-County Services
Sunshine Line provides inter-county services to Pasco County and Pinellas County now that the CTD permits cross-county trips. HART, PSTA, and PCPT have cooperative agreements with each other that enable service across county lines.

3.2.9 Natural Disaster/Emergency Preparedness
Sunshine Line is included in Hillsborough County’s Comprehensive Emergency Management Plan and is assigned to special needs evacuation. In addition, upon activation of the Emergency Operation Center, Sunshine Line’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, Hillsborough County hired a marketing firm that conducted focus groups and helped the county to rename the program to Sunshine Line with a new logo and motto, “Hillsborough’s Ride on the Bright Side.” The goal was and continues to be to market the program as a user-friendly transportation service. The program has been featured several times on Hillsborough County government’s television channel. A client-oriented brochure provides information about the available services, applications, and how to access the services. Information about the program is posted on Hillsborough County’s website (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 County MPO website, http://www.planhillsborough.org/the-ride-guide/, which provides descriptions of other available services including contact names and numbers for requesting transportation. The Ride Guide is also included as part of Appendix E to this document.

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

Due to the nature of the service provided by the Hillsborough County Crisis Center, this falls under the latter category. The Crisis Center provides transportation for persons who are confined under the Baker Act. Due to the special nature of this service and the clients served, the Crisis Center provides for its own transportation outside of the TD Coordinated System.
Section 4: Quality Assurance

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

4.1.1 On-Time Performance
The current standard is that 90 percent of clients are to be delivered “on-time.” On-time shall mean that a client arrives at their scheduled destination no later than their scheduled appointment time or are picked up no later than 35 minutes after their scheduled return time.

4.1.2 Travel Time
The current standard is that 95 percent of all trips are to be accomplished in under 90 minutes. Travel Time measures the amount of time a client rides in a vehicle. The maximum ride time for a routinely scheduled trip is 90 minutes. This standard will not apply to certain special charter trips or sight-seeing type transports.

4.1.3 Road Calls
This evaluates the reliability of the fleet with the standard stating that the coordinator should have no more than 7 road calls per 100,000 vehicle miles traveled. This was changed for the 2007 evaluation period from the previous standard of no less than 15,000 vehicle miles between road calls.

4.1.4 Annual Trips per Capita
The CTC will provide no less than an average of 0.5 trips per capita.

4.1.5 Cost per Trip
The average cost per trip will be determined through a comparison based on a statewide “Median Cost per Total Trip” index. The benchmark is that the local cost per trip shall be below the statewide annual median cost, as published each January by the CTD in its Annual Performance Report for the previous year.

Additionally, a separate comparison showing the Cost per Paratransit Trip of the State’s seven urbanized TD programs will be included in the appendix of the CTC Evaluation.

4.1.6 Trips per Revenue Hour
The coordinator will provide no less than 2.0 door-to-door trips per revenue hour.

4.1.7 Vehicles per 100,000 Persons (Measureable Standard)
The coordinator will provide no less than five vehicles per 100,000 residents system-wide.

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

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

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

4.1.11 Complaints (Measureable Standard)
The coordinator will receive no more than 2 complaints, on average, per 1,000 trips. All complaints submitted to the CTC must be investigated and responded to and/or resolved within 30 calendar days of receipt. If a complaint is to be considered valid, the client must contact the CTC within five business days of the incident and supply his/her name, address, and telephone number. The response/resolution shall include written correspondence to the complainant.

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 eat or drink on vehicles.

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

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

4.2.12 Advanced Reservation Requirements (Local Standard)
Clients are required to make their reservations from two to seven working days prior to their desired travel day. Same-day, on-demand requests are provided upon availability of resources.

4.2.13 CPR and First Aid (Local Standard)
All drivers must receive training and maintain accreditation in Cardiopulmonary Resuscitation (CPR) and First Aid. All vehicles will have a First Aid Kit.

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

4.2.15 Out-of-Service Area Trips (Local Standard)
Out-of-county trips 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 that 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 Escort and Dependent Children (Local Standard)
Medically necessary escorts are permitted to assist clients due to physical or mental disabilities. Children under the age of 16 are required to have an escort.

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

4.2.20 Drug and Alcohol Policy (Policy)
All service providers are required to comply with applicable state and federal laws relating to drug testing. These drug-testing requirements also apply to County drivers. In addition, Hillsborough County has a Drug Free Work Place 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)
If a passenger fails to cancel a trip in a timely fashion (that is, no later than two hours before the scheduled pick-up time), he/she will be considered a no-show. A door hanger indicating the time the vehicle arrived and the driver’s name will be left for the client. Return trips are automatically cancelled when the outgoing trip is a no-show. Any client with three or more no-shows in one month may be suspended from the system for 30 days. Prior to being suspended, a client will be advised of the process of their appeal. If requested, the client’s funding agency should also be notified of the suspension.

A client who has been suspended for no-shows and who no-shows three times within a 30-day period within 6 months of having their service reinstated after the suspension will be suspended for 60 days for the subsequent no-show policy violation. When the client follows the no-show policy for 6 consecutive months, the next no-show suspension will be for a 30-day period. The CTC will maintain a record of all no-shows.

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

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

4.2.26 Vehicle Transfer Points (Policy)
The CTC does not currently utilize vehicle transfer points; therefore, no policy or standard has been established.

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

Section 1. Creation of Board
1.01 There is hereby created and established a Hillsborough County Transportation Disadvantaged Grievance Subcommittee, hereinafter referred to as Grievance Subcommittee, a subcommittee of the TDCB, as specified pursuant to Chapter 427, F.S., and Rule 41-2, Rules of the State of Florida and Operations Plan 2c of the Memorandum of Agreement (MOA) between Hillsborough County and the CTD.

Section 2. Definitions
2.01 As used in these Rules and Procedures, the following words and terms shall have the meanings assigned herein:

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

(b) TDCB: Entity appointed by the Hillsborough County Metropolitan Planning Organization (MPO) that provides assistance to the CTC relative to the coordination of transportation service.

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

(d) MPO: The Hillsborough County MPO, an organization responsible for carrying out transportation planning and staffing the TDCB.

(e) Program Manager: The individual responsible for the operation of the transportation program for the transportation provider.

(f) Transportation Provider: The entity providing transportation services for the TD whether it be the County or private non-profit or private for-profit providers.
(g) TD (User): Those persons who because of physical or mental disability, income status or age, or who for other reasons are unable to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities.

(h) CTD: Entity responsible for fostering the coordination of transportation services statewide provided to the TD.

Section 3. Objective
3.01 The objective of the Grievance Subcommittee shall be to develop rules and procedures to ensure quality control and to provide participating users, funding agencies, and transportation providers with an impartial body to hear complaints and make recommendations on disputes concerning services rendered.

Section 4. Membership
4.01 Members of the Grievance Subcommittee shall be appointed by the Chairman of the Hillsborough County Local Coordinating Board (LCB) and shall be composed of five voting members of the LCB as follows:

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

4.02 The designated representative of the CTC, charged with responsibility of overseeing the TD program, shall be an advisory member of the Grievance Subcommittee. The Hillsborough County MPO shall staff the Grievance Subcommittee.

Section 5. Terms of Members
5.01 The members of the Grievance Subcommittee shall serve a 2-year term.

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

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

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

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

Section 6. Grievance Procedures
6.01 Grievance procedures will be those as specified by the Grievance Subcommittee as set forth below.
6.02 Complaints that emanate from continued tardiness; driver behavior; passenger discomfort; irregularities in the system of delivery; or decisions made to deny, reduce, or terminate services constitute grievances for users or funding agencies. Complaints about charges or billing constitute grievances by a funding agency or transportation provider. Other complaints can be heard at the discretion of the Grievance Subcommittee.

6.03 Clients or funding agencies shall contact the CTC Program Manager verbally, or in writing, in an attempt to resolve the complaint following the procedures of his/her agency.

6.04 If this effort is not successful, the grievant may present their grievance to the Grievance Subcommittee by securing a grievance form (Figure 4-1) from the program managers of the transportation providers in care of the Hillsborough County MPO. The client will also be advised about the CTD Ombudsman Program.

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

The grievance may also be sent to:

CTC Ombudsman Program  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0700  
1-800-983-2435  
1-800-648-6084 (TTY)  
www.dot.state.fl.us/ctd

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

Section 7. Powers and Duties of the Grievance Subcommittee

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

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

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

7.04 The CTC shall, within 15 working days from the receipt of the recommendations, address in writing the Grievance Subcommittee’s recommendations, and send them to the TDCB staff.
7.05 The Grievance Subcommittee will report the CTC’s response to the full TDCB at their next scheduled meeting.

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

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

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

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

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

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

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

7.13 At any time during the process, the grievant may present the grievance to the CTD through its Ombudsman Program.
Section 8. Notification of Procedures

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

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

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

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

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

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

Hillsborough County MPO staff members tabulate this information and draft a report for the review of the TDCB Evaluation Committee. Hillsborough County MPO staff members revise the document per the committee’s request and gather any additional information needed to fully evaluate the CTC’s performance.

Next, the evaluation is presented to the TDCB. The TDCB reviews the draft report, directs staff to make any appropriate revisions, and recommends the adoption of the document. Finally, the evaluation report is forwarded to the Hillsborough County MPO for its review, comment, and adoption. The adopted evaluation of the CTC is then supplied to the Hillsborough County BOCC and CTD.

4.4.2 CTC Monitoring Procedures of Operators
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 may be requested to appear before the TDCB.

4.4.4 Planning Agency Evaluation Process
Staff members of the TDCB, provided through the Hillsborough County 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 Hillsborough County 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 Hillsborough County CTC, TDCB, and MPO.
Section 5: Cost/Revenue Allocation and Fare Structure Justification

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

This section also includes the cost worksheet from the most recent CTC evaluation, backup documentation provided as justification in the development of the CTC’s rates, and the current rate structure. Information on the various client co-payments required by each funding source and co-pay assistance that is available are also included.
### FLCTD
Annual Operations Report
Section VI: Revenue Sources

<table>
<thead>
<tr>
<th>County: Hillsborough</th>
<th>Fiscal Year: July 1, 2016 - June 30, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<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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<thead>
<tr>
<th>Revenue Source</th>
<th>CTC and Transportation Providers</th>
<th>Coordination Contractors</th>
<th>TOTAL REVENUES</th>
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<tr>
<td><strong>Agency for Workforce Innovation</strong></td>
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<td>WAGES/Workforce Board</td>
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<td>Local Non-Government</td>
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<td>Purchased Transportation Services (508)</td>
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<td><strong>$11,112,557.00</strong></td>
<td><strong>$16,928,558.00</strong></td>
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Preliminary Information Worksheet

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

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**
- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**
- Fully Brokered
- Partially Brokered
- Sole Source

*Once completed, proceed to the Worksheet entitled “Comprehensive Budget”*
### Comprehensive Budget Worksheet

#### CTC: Hillsborough County

<table>
<thead>
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<th>Revenues (CTC/Operations Only, Do NOT include coordination contracts)</th>
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<td><strong>Local Government</strong></td>
</tr>
<tr>
<td>General Revenue Fund</td>
</tr>
<tr>
<td>General Sales Tax</td>
</tr>
<tr>
<td>County Wide Program Services</td>
</tr>
<tr>
<td>Other Local Government Services</td>
</tr>
<tr>
<td><strong>Bus Fare Program Revenue</strong></td>
</tr>
<tr>
<td><strong>Total Local Government Revenue</strong></td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
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#### Expenditures

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<thead>
<tr>
<th><strong>Local Government</strong></th>
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</thead>
<tbody>
<tr>
<td>General Revenue Fund</td>
</tr>
<tr>
<td>General Sales Tax</td>
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<tr>
<td>County Wide Program Services</td>
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<td>Other Local Government Services</td>
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<td><strong>Bus Fare Program Revenue</strong></td>
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<tr>
<td><strong>Total Local Government Expenditures</strong></td>
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<tr>
<td><strong>Total Expenditures</strong></td>
</tr>
</tbody>
</table>

#### Budget Balance

- **Current Year Actual**: $0
- **Current Year Budget**: $0
- **Proposed Budget**: $0
- **Proposed % Change from Current Year**: $0%
### Comprehensive Budget Worksheet

#### Version 1.0

**CTC:** Hillsborough County  
**County:** Hillsborough County

#### Operating Expenditures

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<th>2017</th>
<th>2018</th>
<th>% Change</th>
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<td>Wages/Compensation &amp; Benefits</td>
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<td>Non-Travel/Supplimentary</td>
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<tr>
<td>School Bus Transportation</td>
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<td>Equipment/Supplimentary</td>
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<td>Intangible Assets</td>
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<td>Total Expenditure</td>
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#### Capital Expenditures

- Capital Purchases & Investments
- Bond Purchases and Related Expenditures
- Capital Project Revenue (if any)
- Capital Debt Service (if any)
- Total Expenditures

**Total Expenditures:** $8,581,070

---

*Once completed, proceed to the Worksheet entitled “Budgeted Rate Base”*
## Budgeted Rate Base Worksheet

| CTC: Hillsborough County | 5-8 |

1. Complete applicable GREEN cells in column 1; YELLOW and BLUE cells are automatically completed in column 3.
2. Complete applicable GOLD cells in column 2.

### METADATA - TRANSPORTATION

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### OPERATIONS

- **Local**
- **Capital**
- **Other**

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### BOND DEBT FINANCING

- **Local**
- **Capital**
- **Other**

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### MATCHING DEBT FINANCING

- **Local**
- **Capital**
- **Other**

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### REVENUE

- **Local**
- **Capital**
- **Other**

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### GRANTS

- **Local**
- **Capital**
- **Other**

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### OFFERED SERVICES

- **Local**
- **Capital**
- **Other**

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### CONSTRUCTION

- **Local**
- **Capital**
- **Other**

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### OPERABLE RESOURCES

- **Local**
- **Capital**
- **Other**

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### TECHNICAL ASSISTANCE

- **Local**
- **Capital**
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### TRAINING

- **Local**
- **Capital**
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### COLLECTED NON-REVENUE

- **Local**
- **Capital**
- **Other**

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### COLLECTED OTHER

- **Local**
- **Capital**
- **Other**

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### COMMENTS

Fill in that portion of budgeted revenues in Column 2 that will be DEDUCTED through the application of authorized rates per mile. The actual reduction is the amount of funds that are transferred to local match, for Transportation Services, and ICT Capital Equipment purchase.

Facts Note: All Funds are used as a source of Local Match Only. Then identify the appropriate amount of local revenue that represents the separation of Local Match, required as any state or federal grants. This does not mean that Funds are the only source for Local Match.

Please review all direct applications and agreements containing State and/or Federal funds for the proper match requirement levels and allowable sources.
### Budgeted Rate Base Worksheet

<table>
<thead>
<tr>
<th>Category</th>
<th>Budgeted Rate Base</th>
<th>Impaired Operations Rate Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit Operations</td>
<td>$2,000,000</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>$500,000</td>
<td>$300,000</td>
</tr>
<tr>
<td>Total</td>
<td>$2,500,000</td>
<td>$1,800,000</td>
</tr>
</tbody>
</table>

**Operating Expenses:**
- Salaries and Wages: $1,500,000
- Benefits: $300,000
- Material and Supplies: $200,000
- Property Taxes: $100,000
- General Overhead: $50,000
- Total Operating Expenses: $2,100,000

**Impaired Operations:**
- Salaries and Wages: $1,200,000
- Benefits: $200,000
- Material and Supplies: $100,000
- Property Taxes: $50,000
- General Overhead: $50,000
- Total Impaired Operations: $1,600,000

**Net Rate Base:**
- $2,500,000 - $2,100,000 = $400,000

**Net Revenues:**
- Bus ridership: $1,200,000
- Toll revenues: $500,000
- Total Revenues: $1,700,000

**Rate Base Adjustments: (a)**
- **Bus ridership:** The rate base was increased by $100,000 due to an unexpected rise in ridership.
- **Toll revenues:** The rate base was decreased by $50,000 due to a reduction in toll revenues.

**Total Adjusted Revenue:**
- $1,700,000 + $100,000 - $50,000 = $1,760,000
## Worksheet for Program-wide Rates

**CTC:** Hillsborough County

**County:** Hillsborough County

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

   **Do NOT** include trips or miles related to Coordination Contractors!
   **Do NOT** include School Board trips or miles UNLESS,........

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

### PROGRAM-WIDE RATES

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2018 - 2019</th>
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<tbody>
<tr>
<td><strong>Total Projected Passenger Miles</strong></td>
<td>1,485,589</td>
</tr>
<tr>
<td><strong>Rate Per Passenger Mile</strong></td>
<td>$3.20</td>
</tr>
<tr>
<td><strong>Total Projected Passenger Trips</strong></td>
<td>150,000</td>
</tr>
<tr>
<td><strong>Rate Per Passenger Trip</strong></td>
<td>$31.46</td>
</tr>
</tbody>
</table>

**Avg. Passenger Trip Length = 9.8 Miles**

### Rates If No Revenue Funds Were Identified As Subsidy Funds

- **Rate Per Passenger Mile = $4.16**
- **Rate Per Passenger Trip = $40.89**

---

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

**Vehicle Revenue Miles (VRM)**
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

**Passenger Miles (PM)**
The cumulative sum of the distances ridden by each passenger.
**Worksheet for Multiple Service Rates**

1. **SECTION I: Services Provided**
   - Will the CTC be providing any of these services to transportation disadvantaged passengers in the upcoming budget year? [ ] Yes [ ] No

   | Eligibility | Mobility | Independent Transportation | On-demand Services for Individuals | Shared Ride for Shared Ride Services | Optional Services
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<td>Yes</td>
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</table>

2. **SECTION II: Contracted Services**
   - Will the CTC be contracting any of these services TO TRAVEL in the upcoming budget year? [ ] Yes [ ] No

   | Eligibility | Mobility | Independent Transportation | On-demand Services for Individuals | Shared Ride for Shared Ride Services | Optional Services
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3. If you answered YES to #1 above, do you presently receive this funding? [ ] Yes [ ] No

4. If you answered YES to #2 above, how much is the proposed contract amount for these services? [ ] Yes [ ] No

   - How many of the eligible disadvantaged passengers will be affected by the proposed contract amount? [ ] Yes [ ] No

5. **Effective Miles for Contracted Services**
   - Per Passenger Mile:
     - [ ] Yes [ ] No

6. **Combination Trip and Mile Rate**
   - Per Unit:
     - [ ] Yes [ ] No

---

**Hillsborough MPO** | **Hillsborough County Transportation Disadvantaged Service Plan** 5-11
Worksheet for Multiple Service Rates

1. Answer the questions for completing the DPAR in order starting at Section III for all services.

2. Follow the DPAR's format: starting with the first question, then going to the next question based on previous answers.

### Section III: Exact Services

1. Do you need to charge all customers a fixed fare? [ ] Yes [ ] No

2. If you answered Yes, do you need to charge a fixed fare per passenger mile? [ ] Yes [ ] No

3. If you answered Yes in question 2 and completed question 3, be sure to list the passenger miles for each service.

4. How much will you charge each passenger? (if applicable)

### Section IV: Group Service Loading

1. If the service is "Zero-Fare Complete Trip Service," please fill in the table as requested by the Federal guidelines.

   - [ ] Yes
   - [ ] No

2. If yes, what is the maximum number of passengers per vehicle? [ ]

### Section V: Rate Calculations for Multiple Services

1. Rate Projections: Passenger Mileage and Passenger Trip Mileage per Service.

   - [ ] Yes

2. If you answered Yes in question 1, you must fill in the table below to calculate the rate per passenger mile:

<table>
<thead>
<tr>
<th>Rate per Passenger Mile</th>
<th>Rate per Passenger Trip</th>
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</thead>
<tbody>
<tr>
<td>[ ] Yes</td>
<td>[ ] Yes</td>
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</table>

3. If you answered Yes in question 2, you must fill in the table below to calculate the rate per passenger trip:

<table>
<thead>
<tr>
<th>Rate per Passenger Mile</th>
<th>Rate per Passenger Trip</th>
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<tbody>
<tr>
<td>[ ] Yes</td>
<td>[ ] Yes</td>
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</table>

4. If you answered Yes in question 3, you must fill in the table below to calculate the rate per passenger:

<table>
<thead>
<tr>
<th>Rate per Passenger Mile</th>
<th>Rate per Passenger Trip</th>
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<tbody>
<tr>
<td>[ ] Yes</td>
<td>[ ] Yes</td>
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</table>

5. If you answered Yes in question 4, you must fill in the table below to calculate the rate per vehicle:

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<thead>
<tr>
<th>Rate per Passenger Mile</th>
<th>Rate per Passenger Trip</th>
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<tr>
<td>[ ] Yes</td>
<td>[ ] Yes</td>
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</table>

6. If you answered Yes in question 5, you must fill in the table below to calculate the rate per service:

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<thead>
<tr>
<th>Rate per Passenger Mile</th>
<th>Rate per Passenger Trip</th>
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</thead>
<tbody>
<tr>
<td>[ ] Yes</td>
<td>[ ] Yes</td>
</tr>
</tbody>
</table>
The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2017/2018 Trip/Equipment Grant year. Beginning July 1, 2007, this Rate Calculation Model is required to be used to determine rates to be charged by the CTC to the Trip/Equipment Grant from the CTD. Rates are determined by the model using budget and estimated trip and mileage data for 2018/2019.

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, 2018

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Rate per One-Way Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMBULATORY TRIP</td>
<td>$35.73</td>
</tr>
<tr>
<td>WHEELCHAIR TRIP</td>
<td>$61.25</td>
</tr>
<tr>
<td>(Requiring the use of a vehicle lift)</td>
<td></td>
</tr>
<tr>
<td>GROUP TRIP* PER PASSENGER</td>
<td>$16.49</td>
</tr>
<tr>
<td>*5 or more passengers transported in one vehicle at the same time and being picked up at multiple origins and travelling to one single destination or being picked up from one single origin and travelling to multiple destinations.</td>
<td></td>
</tr>
<tr>
<td>GROUP TRIP* PER GROUP</td>
<td>$79.00</td>
</tr>
<tr>
<td>* 5 or more passengers in one vehicle being picked up from a single origin and travelling to a single destination at the same time.</td>
<td></td>
</tr>
<tr>
<td>BUS PASSES/TICKETS: Cost of pass or ticket plus administration.</td>
<td></td>
</tr>
<tr>
<td>The per-trip co-payment is on a sliding scale, depending on the client’s household income as follows. Co-payments will not be charged to group trips.</td>
<td></td>
</tr>
</tbody>
</table>

<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>
Section 6: Glossary of Terms

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

**Annual Operating Report:** An annual report prepared by the Community Transportation Coordinator (CTC) detailing its designated service area operating statistics for the most recent operating year.

**Bureau of Economic Business Research (BEBR), University of Florida:** Under a contract with the Florida Legislature, this organization develops the population estimates for the state, its counties, incorporated cities, and unincorporated areas. Guidelines for generating population estimates are contained in Chapter 23, Section 23.019, Florida Statutes (F.S.).

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

**Chapter 427, F.S.:** The chapter within F.S. establishing the Commission for the Transportation Disadvantaged (CTD) and prescribing its duties and responsibilities.

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

**Commission for the Transportation Disadvantaged (CTD), State of Florida:** An independent agency overseen by a gubernatorial-appointed board that was created to coordinate the various transportation services provided to the TD population.

**Coordinated Transportation System:** Includes the CTC, the transportation operators, and coordination contractors under contract with the CTC, the official planning agency, and the Local Coordinating Board (LCB) involved in the provision of service delivery to the TD population within the designated service area.

**Coordinated Trips:** Passenger trips provided by or arranged through a CTC.

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

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

**Designated Service Area:** A geographical area subject to approval by the CTD that defines the community where coordinated transportation services will be provided to the TD.
Drop-Off Time: This refers to the actual time that a client arrives at a destination, as shown on the driver’s log.

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

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

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

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

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

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

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

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

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

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

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

Non-Sponsored Trip: TD services that are sponsored in whole by the Transportation Disadvantaged Trust Fund (TDTF).

Objective: A specific, measurable action that can be taken toward achieving a goal.

Passenger Trip: A one-way trip consisting of one person traveling in one direction from an origin to a destination.
Potential TD Population (Category I): Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: A passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: Transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Ridesharing: The sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Road Call: Any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Rule 41-2, Florida Administrative Code (F.A.C.): The rule adopted by the CTD to implement provisions established in Chapter 427, F.S.

Rural Trip: A passenger trip where the origin or destination is located within Hillsborough County’s designated rural area, which is east of US 301 and/or south of the Palm River.

Sponsored Trip: A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TDTF).

Standard: Established by authority, custom, or general consent as a model or example.

Strategy: Specific actions that will be taken to achieve objectives. Strategies represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the CTC should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress toward reaching or achieving the corresponding objectives.

Total Fleet: Includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

Transportation Disadvantaged (TD): As defined by F.S., those persons who because of physical or mental disability, income status, age, or for other reasons are unable to transport themselves or to purchase transportation and, therefore, are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, F.S.

Transportation Disadvantaged Population (Category II): Persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Coordinating Board (TDCB): This Board oversees the provision of TD services in a specific county. Rule 41-2, F.A.C., which implements Chapter 427, F.S., requires the creation of this Board within each MPO.
Transportation Disadvantaged Funds: Any local government, state, or available federal funds that are for the transportation of the TD. Such funds may include, but are not limited to funds for planning; Medicaid transportation; transportation provided pursuant to the ADA; administration of TD services; operation, procurement, and maintenance of vehicles or equipment; and capital investments. TD funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Service (also known as Paratransit Service): A specialized transportation service provided by many vehicle types (including automobiles, vans, and buses) between specific origins and destinations that are typically used by TD persons.

Transportation Disadvantaged Trust Fund (TDTF): A fund administered by the CTD in which all fees collected for the TD Program shall be deposited. The funds deposited will be appropriated by the legislature to the CTC to carry out the CTD’s responsibilities. Funds that are deposited may be used to subsidize a portion of a TD person’s transportation costs that are not sponsored by an agency.

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

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

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

Vehicle Inventory: An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of TD services.

Volunteers: Individuals who do selected tasks for the CTC or its contracted operator, for little or no compensation.
Appendix A: Demographic Maps
Appendix B: TD Population Forecasting Methodology

The Commission for the Transportation Disadvantaged (CTD) commissioned the Center for Urban Transportation Research (CUTR) to develop a new methodology to forecast paratransit services demand. The *Forecasting Paratransit Services Demand – Review and Recommendations* report was adopted by CTD in 2013 and all counties were directed to use this methodology when forecasting Transportation Disadvantaged (TD) populations and demand in future TDSPs. This methodology uses several data sources to determine the current and projected TD population. The main source of data is the American Community Survey (ACS). ACS data is collected annually and is reported in one-year, three-year, and five-year datasets. The 3-year estimate from 2009-2011 was used for this analysis. Other data sources used include the 2009 National Household Transportation Survey, and the 2010 Survey of Income and Program Participation (SIPP).

CUTR developed an Excel-based model to project TD populations and TD trip demand. This model is available on the CTD website for download and was utilized in this analysis. There are required inputs to this model. First, utilizing the ACS 3-year dataset for 2009-2011, basic population characteristics were input into the model. These inputs included:

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

In addition, the Metropolitan Planning Organization’s (MPO) population projections for 2015, 2020, 2025, 2030, 2035, and 2040 were entered. The percent of transit coverage was entered based on the population within the Hillsborough Area Regional Transit (HART) service area divided by the total population of the county.

Utilizing these inputs, the CUTR model then performs calculations to eliminate duplicate populations. As shown in Figure 1, there are overlaps in the population characteristics and it is necessary to eliminate those duplications. The resulting TD population for 2011 was 393,408, or 32.4 percent of the population.

Next the 2010 SIPP was used to determine the portion of the TD population considered severely disabled. The SIPP defines a person with a severe disability as:

- Deaf, blind, or was unable to see, hear, or have speech understood (aged 6 and older);
- Unable to perform one or more of the functional activities (aged 15 and older);
- Used a wheelchair, cane, crutches, or walker (aged 6 and older);
- Needed assistance of another person to perform one or more of the Assistance with Activities of Daily Living;
• Needed assistance of another person to perform one or more of the Instrumental Activities of Daily Living;
• Had difficulty finding a job or remaining employed (aged 16 to 72);
• Had Alzheimer’s disease, dementia, or senility (aged 15 and older);
• Had a developmental delay (under 6 years);
• Had an intellectual disability of developmental disability, such as autism or cerebral palsy (aged 6 and older);
• Had some other developmental condition for which received therapy or diagnostic services (aged 6 to 14); or,
• Had one or more selected symptoms that interfere with everyday activities: was frequently depressed or anxious, had trouble getting along with others, had trouble concentrating, or had trouble coping with stress (aged 15 and older).

The SIPP determined nationwide percentages by age group of those considered to have a severe disability. These percentages were applied to the TD populations defined by age group. The result was that 30,752 persons in Hillsborough County were determined to have a severe disability, or 2.53 percent of the total population.

In addition, the number of persons that were low-income not disabled and had no access to a vehicle or transit was determined. First, the number of persons deemed low-income and not disabled was multiplied by a factor of 6.9 percent to determine the number of people without access to a vehicle based on 2008-2012 American Community Survey 5-year estimates for Hillsborough County. (This number is different from the original CUTR model that used a nationwide document that stated 27.2 percent of all low-income households do not have access to a vehicle.) Then, that number was multiplied by 48 percent because there is only 52 percent transit coverage in Hillsborough County.

Finally, based on the 2009 National Household Transportation Survey (NHTS), a trip factor was applied to the number of severely disabled (0.049) and to the number of low-income not disabled with no access to a vehicle or transit (1.899). The result of these calculations is the total number of needed trips for these populations. This is used to define the unmet trip need in Hillsborough County on a given day of 12,123, which is 4,424,941 for the year of 2011.

The annual percent projected growth for Hillsborough County was determined for each five-year period from 2015 to 2040. This was then applied to the TD Population numbers and the projected trip demand.
**Table B-1: CUTR Model Data Inputs**

**DATA INPUT PAGE**

<table>
<thead>
<tr>
<th>Area Name: Hillsborough County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Year of Census Data Used: 2011</td>
</tr>
<tr>
<td>Percent Transit Coverage: 52%</td>
</tr>
<tr>
<td>Number of Annual Service Days: 365</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>County Population by Age</th>
<th>Total Pop by Age</th>
<th>Population Below Poverty Level by Age</th>
<th>Total Population with a Disability by Age</th>
<th>Total Pop with Disability and Below Poverty Level by Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Years of Age</td>
<td>79,830</td>
<td>21,097</td>
<td>530</td>
<td>280</td>
</tr>
<tr>
<td>5-17</td>
<td>209,673</td>
<td>45,845</td>
<td>10,872</td>
<td>3,806</td>
</tr>
<tr>
<td>18-34</td>
<td>292,938</td>
<td>58,321</td>
<td>16,563</td>
<td>4,611</td>
</tr>
<tr>
<td>35-64</td>
<td>488,152</td>
<td>61,570</td>
<td>60,579</td>
<td>17,174</td>
</tr>
<tr>
<td>Total Non-Elderly</td>
<td>1,070,593</td>
<td>186,833</td>
<td>88,544</td>
<td>25,871</td>
</tr>
<tr>
<td>65-74</td>
<td>79,002</td>
<td>7,822</td>
<td>20,295</td>
<td>2,958</td>
</tr>
<tr>
<td>75+</td>
<td>64,900</td>
<td>7,368</td>
<td>32,957</td>
<td>4,400</td>
</tr>
<tr>
<td>Total Elderly</td>
<td>143,902</td>
<td>15,190</td>
<td>53,252</td>
<td>7,358</td>
</tr>
<tr>
<td>Total</td>
<td>1,214,495</td>
<td>202,023</td>
<td>141,796</td>
<td>33,229</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>County Population Projections</th>
<th>5-year growth</th>
<th>Annual % Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1,314,000</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>1,432,500</td>
<td>118,500</td>
</tr>
<tr>
<td>2025</td>
<td>1,543,100</td>
<td>110,600</td>
</tr>
<tr>
<td>2030</td>
<td>1,643,500</td>
<td>100,400</td>
</tr>
<tr>
<td>2035</td>
<td>1,736,200</td>
<td>92,700</td>
</tr>
<tr>
<td>2040</td>
<td>1,823,200</td>
<td>87,000</td>
</tr>
</tbody>
</table>
Table B-2: 2016 General TD Population
Calculation of General Transportation Disadvantaged Population

<table>
<thead>
<tr>
<th>County Pop. by Age</th>
<th>Total Pop by Age</th>
<th>% of Total Pop (136,400)</th>
<th>Population Below Poverty Level by Age</th>
<th>% of Total Pop Below Poverty Level by Age</th>
<th>Total Population with a Disability by Age</th>
<th>% of Total Pop with a Disability by Age</th>
<th>Total Pop with Disability and Below Poverty Level by Age</th>
<th>% Total Pop with a Disability and Below Poverty Level by Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Years of Age</td>
<td>79,830</td>
<td>6.6%</td>
<td>21,097</td>
<td>1.7%</td>
<td>530</td>
<td>0.4%</td>
<td>280</td>
<td>0.84%</td>
</tr>
<tr>
<td>5-17</td>
<td>209,673</td>
<td>17.3%</td>
<td>45,845</td>
<td>3.8%</td>
<td>10,872</td>
<td>0.9%</td>
<td>3,806</td>
<td>0.31%</td>
</tr>
<tr>
<td>18-34</td>
<td>292,938</td>
<td>24.1%</td>
<td>58,321</td>
<td>4.8%</td>
<td>16,563</td>
<td>1.4%</td>
<td>4,611</td>
<td>0.38%</td>
</tr>
<tr>
<td>35-64</td>
<td>488,152</td>
<td>40.2%</td>
<td>61,570</td>
<td>5.1%</td>
<td>60,579</td>
<td>5.0%</td>
<td>17,174</td>
<td>1.41%</td>
</tr>
<tr>
<td>Total Non-Elderly</td>
<td>1,070,593</td>
<td>88.2%</td>
<td>186,833</td>
<td>15.4%</td>
<td>88,544</td>
<td>7.3%</td>
<td>25,871</td>
<td>2.13%</td>
</tr>
<tr>
<td>65-74</td>
<td>79,002</td>
<td>6.5%</td>
<td>7,822</td>
<td>0.6%</td>
<td>20,295</td>
<td>1.7%</td>
<td>2,958</td>
<td>0.24%</td>
</tr>
<tr>
<td>75+</td>
<td>64,900</td>
<td>5.3%</td>
<td>7,368</td>
<td>0.6%</td>
<td>32,957</td>
<td>2.7%</td>
<td>4,400</td>
<td>0.36%</td>
</tr>
<tr>
<td>Total Elderly</td>
<td>143,902</td>
<td>11.8%</td>
<td>15,190</td>
<td>1.3%</td>
<td>53,252</td>
<td>4.4%</td>
<td>7,358</td>
<td>0.61%</td>
</tr>
<tr>
<td>Total</td>
<td>1,214,495</td>
<td>100%</td>
<td>202,023</td>
<td>16.6%</td>
<td>141,796</td>
<td>11.7%</td>
<td>33,229</td>
<td>2.74%</td>
</tr>
</tbody>
</table>

Double Counts Calculations

- E - Estimate non-elderly/disabled/low-income
  - From Base Data (I11)
  - 25,871
- B - Estimate non-elderly/disabled/not low-income
  - Subtract I11 from G11
  - 62,673
- G - Estimate elderly/disabled/low-income
  - From Base Data (I14)
  - 7,358
- D - Estimate elderly/disabled/not low-income
  - Subtract I14 from G14
  - 45,894
- F - Estimate elderly/non-disabled/low-income
  - Subtract I14 from E14
  - 7,832
- A - Estimate elderly/non-disabled/not low-income
  - Subtract sum of J17, J18 and J19 from C14
  - 82,818
- C - Estimate low-income/non-elderly/non-disabled
  - Subtract I11 from E11
  - 160,962

Total - Non-Duplicated: 393,408

General TD Population

<table>
<thead>
<tr>
<th>Non-Duplicated General TD Population Estimate</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>393,408</td>
<td>32.4%</td>
</tr>
</tbody>
</table>

Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan | B-1
### Table B-3 2016 Critical Need TD Population
*Calculation of Critical Need Transportation Disadvantaged Population*

<table>
<thead>
<tr>
<th>Hillsborough County</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>County Pop. by Age</strong></td>
</tr>
<tr>
<td>&lt; 5 Years of Age</td>
</tr>
<tr>
<td>5-17</td>
</tr>
<tr>
<td>18-34</td>
</tr>
<tr>
<td>35-64</td>
</tr>
<tr>
<td><strong>Total Non-Elderly</strong></td>
</tr>
<tr>
<td>65-74</td>
</tr>
<tr>
<td>75+</td>
</tr>
<tr>
<td><strong>Total Elderly</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Census Data from:</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>% of Severe Disability Below Poverty Level</strong></td>
<td><strong>Total Severe Disability Below Poverty Level</strong></td>
</tr>
<tr>
<td>Non-Elderly</td>
<td></td>
</tr>
<tr>
<td>Elderly</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>

#### Critical Need - Severely Disabled TD Population

<table>
<thead>
<tr>
<th></th>
<th>Not Low-income</th>
<th>Low-income</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Elderly</td>
<td>7,073</td>
<td>2,833</td>
<td>9,906</td>
</tr>
<tr>
<td>Elderly</td>
<td>18,407</td>
<td>2,439</td>
<td>20,845</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>25,480</strong></td>
<td><strong>5,272</strong></td>
<td><strong>30,752</strong></td>
</tr>
</tbody>
</table>
Table B-3: Critical Need TD Population (Continued)

<table>
<thead>
<tr>
<th>TRIP RATES USED</th>
<th>Low-income, Non-Disabled Trip Rate</th>
<th>Low-income &amp; Not Disabled = C + F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>2.400</td>
<td>168,794</td>
</tr>
<tr>
<td><strong>Less</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit</td>
<td>0.389</td>
<td></td>
</tr>
<tr>
<td>School Bus</td>
<td>0.063</td>
<td></td>
</tr>
<tr>
<td>Special Transit</td>
<td>0.049</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>1.899</strong></td>
</tr>
</tbody>
</table>

Assumes:
- 6.9% xx % without auto access
- 27.2% Transict
- 48.0% xx % without transit access

### Calculation of Daily Trips

<table>
<thead>
<tr>
<th>Trip Rates</th>
<th>Total Actual Critical TD Population</th>
<th>Daily Trip Rates Per Person</th>
<th>Total Daily Trips</th>
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<tbody>
<tr>
<td><strong>Severely Disabled</strong></td>
<td>30,752</td>
<td>0.049</td>
<td>1,507</td>
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<tr>
<td><strong>Low-income ND</strong></td>
<td>5,590</td>
<td>1.899</td>
<td>10,616</td>
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<tr>
<td><strong>Totals</strong></td>
<td>36,342</td>
<td></td>
<td>12,123</td>
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</table>
Table B-4: Forecasted TD Population and Needed Trips

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<tr>
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<tr>
<td><strong>Overlapping Circle Component</strong></td>
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<tr>
<td>E - Estimate non-elderly/disabled/low-income</td>
<td>25,871</td>
<td>27,296</td>
<td>27,789</td>
<td>30,387</td>
<td>32,806</td>
<td>34,997</td>
<td>37,016</td>
<td>38,909</td>
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<tr>
<td>B - Estimate non-elderly/disabled/not low-income</td>
<td>62,673</td>
<td>66,126</td>
<td>67,318</td>
<td>73,612</td>
<td>79,474</td>
<td>84,781</td>
<td>89,672</td>
<td>94,257</td>
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<tr>
<td>G - Estimate elderly/disabled/low-income</td>
<td>7,358</td>
<td>7,763</td>
<td>7,903</td>
<td>8,642</td>
<td>9,330</td>
<td>9,954</td>
<td>10,528</td>
<td>11,066</td>
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<tr>
<td>D - Estimate elderly/disabled/not low-income</td>
<td>45,894</td>
<td>48,422</td>
<td>49,296</td>
<td>53,905</td>
<td>58,197</td>
<td>62,083</td>
<td>65,665</td>
<td>69,022</td>
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<tr>
<td>F - Estimate elderly/non-disabled/low-income</td>
<td>7,832</td>
<td>8,263</td>
<td>8,413</td>
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<td>9,932</td>
<td>10,595</td>
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<td>A - Estimate elderly/non-disabled/not low-income</td>
<td>82,818</td>
<td>87,381</td>
<td>88,957</td>
<td>97,274</td>
<td>105,019</td>
<td>112,033</td>
<td>118,496</td>
<td>124,554</td>
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<tr>
<td>C - Estimate low-income/non-elderly/no-disabled</td>
<td>160,962</td>
<td>169,830</td>
<td>172,893</td>
<td>189,057</td>
<td>204,112</td>
<td>217,742</td>
<td>230,304</td>
<td>242,078</td>
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<td><strong>TOTAL GENERAL TD POPULATION</strong></td>
<td>393,408</td>
<td>415,081</td>
<td>422,568</td>
<td>462,076</td>
<td>498,871</td>
<td>532,185</td>
<td>562,887</td>
<td>591,664</td>
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<tbody>
<tr>
<td>Total Critical TD Population</td>
<td>30,752</td>
<td>32,446</td>
<td>33,031</td>
<td>36,120</td>
<td>38,996</td>
<td>41,600</td>
<td>44,000</td>
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<td>Low-income, Non-Disabled, No Auto/Transit</td>
<td>5,590</td>
<td>5,898</td>
<td>6,005</td>
<td>6,566</td>
<td>7,089</td>
<td>7,563</td>
<td>7,999</td>
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<tr>
<td><strong>Total Critical Need TD Population</strong></td>
<td>36,342</td>
<td>38,345</td>
<td>39,036</td>
<td>42,686</td>
<td>46,085</td>
<td>49,162</td>
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<td>54,657</td>
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<tbody>
<tr>
<td>Severely Disabled</td>
<td>1,507</td>
<td>1,590</td>
<td>1,619</td>
<td>1,770</td>
<td>1,911</td>
<td>2,038</td>
<td>2,156</td>
<td>2,280</td>
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<td>Low-income, Non-Disabled, No Access</td>
<td>10,616</td>
<td>11,201</td>
<td>11,403</td>
<td>12,469</td>
<td>13,462</td>
<td>14,361</td>
<td>15,190</td>
<td>16,066</td>
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<tr>
<td><strong>Total Daily Trips (Critical Need TD) Population</strong></td>
<td>12,123</td>
<td>12,748</td>
<td>12,964</td>
<td>14,152</td>
<td>15,299</td>
<td>16,538</td>
<td>17,878</td>
<td>19,326</td>
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<tr>
<th>Annual Trips</th>
<th>4,424,941</th>
<th>4,653,098</th>
<th>4,731,735</th>
<th>5,165,583</th>
<th>5,584,015</th>
<th>6,036,342</th>
<th>6,525,309</th>
<th>7,053,885</th>
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Assumes Annual Service Days = 365

- 2015-2020 percent growth = 1.80%
- 2020-2025 percent growth = 1.54%
- 2025-2030 percent growth = 1.30%
- 2030-2035 percent growth = 1.13%
- 2035-2040 percent growth = 1.00%
Appendix C: TDCB Workshop Minutes
Appendix D: 2016 Human Services Transportation Forum Summary
Hillsborough County Social Services Transportation Forum Summary

April 6, 2016

Robert Saunders Library

The purpose of the forum was to seek input from social service providers of Hillsborough County/public to better determine the activities and services that clients need or want to access and if/how they are able to access the identified destinations. The information will assist in identifying gaps in the transportation system and potential solutions. The forum also provided an opportunity for the social service providers of Hillsborough County to initiate agency partnerships to help meet client needs. Approximately 30 social service providers and members from the public attended the forum.

The forum opened with a presentation that provided an overview of the history of the Transportation Disadvantaged Florida Commission for the Transportation Disadvantaged (CTD), created in 1989, which is dedicated to funding/providing mobility for: elderly, disabled, children at risk, and low income (defined TD population). The presentation also reviewed previously identified needs and barriers of the Transportation Disadvantaged (TD) community (as collected as part of the Transportation Disadvantaged Service Plan (TDSP) effort), as well as results from a survey distributed on March 21, 2016. The results presented were those received prior to March 28, 2016.

The purpose of presenting previously identified needs and barriers, as well as the survey results at the forum, was to confirm and seek further input from the meeting participants on client needs; client barriers to access essential services, destinations, and activities; as well as to identify potential solutions to address the needs and barriers. Needs and barriers previously identified as part of the TDSP efforts were identified.

Following the presentation, the participants were divided into breakout groups. Each participant received a color dot on his/her respective nametag upon entering the forum. Results from each breakout group discussion are presented below:

Group 1 (Green)

1. Needs Identified
   a. Limited on-time and reliable transportation
   b. Difficult to travel across county lines
   c. Difficult to access employment
   d. Difficult to access health care and health education facilities
   e. Incomplete sidewalks

   Biggest challenge - pedestrian safety

   f. Limited (bus) service to rural clients, limited accessibility for low income
   g. Limited service/transportation from/to all rural areas of the county, Plant City, New Tampa
2. Potential Solutions

   a. Educate providers about availability of 5310 funds to purchase vehicles
   b. Find a way to provide efficient and reliable cross county trips

   c. Complete sidewalks and repair existing sidewalks (especially at Florida Avenue and Busch Boulevard to access major social service hub)
   d. Make pedestrian facilities at intersections Americans with Disabilities Act (ADA) compliant and consistent
   e. Provide rideshare programs combined with Uber
   f. Provide premium transit service
   g. Encourage agency collaboration regarding transportation options
   h. Provide Tampa Bay Area Regional Transportation Authority (TBARTA) carpool programs
   i. Encourage faith-based communities (churches) with vans to provide transportation services during the day
   j. Encourage veteran associations to provide transportation services
   k. Encourage combined cab rides

Group 2 (Red)

1. Needs Identified

   a. Difficult to access mental health facilities and substance abuse programs – also difficult for families to assist with recovery process due to limited access to these services (especially in Southshore/Northdale/rural areas of county)
   b. Difficult for individuals and families to access health services (such as medical, dental, walk-in clinics, etc.)
   c. Difficult for unemployed to access classes/vocational training
   d. Difficult for individuals and families to access adult daycare centers/group meal sites (such as soup kitchens)
   e. Individuals of assisted living facilities experience isolation issues due to limited transportation options available
   f. Difficult for patients to access dialysis services
      i. Delay with ambulance transport due to limited equipment
      ii. Providers of stretcher trips (drivers and dispatchers) need knowledge of requirements for dialysis patients (time schedule). Early or late arrival in transportation causes issues with dialysis center operation. Providers have to stay after normally scheduled times to wait for transportation for their patients.
   g. Taxi service form of payment and processing for transport can pose as barriers for client travel
   h. Service per length of trip and affordability can pose as barriers for client travel
   i. Difficult and/or expensive to access pharmacy, blood work or other short medical activity due to transportation policies
   j. Difficult to access State identification and social security offices
   k. Difficult for former incarcerated individuals to access housing offices, financial assistance facilities, jobs, etc.
   l. Cross-county trips are difficult and difficult to travel across county lines
m. Limited hours of transportation make it difficult for family members to visit other family members in hospitals
n. Limited sidewalks and pedestrian facilities (Ruskin and Lutz)
o. Limited bicycle facilities (East Tampa, rural areas (Ruskin, Lutz, etc.))
p. Difficult to access VA facilities and hospitals (St. Joe’s Hospital and Tampa General Hospital)
q. Limited wheelchair and scooter areas available on buses. If bus comes with no space available, person with disability must wait for next bus.

2. Potential Solutions

a. Expand/upgrade neighborhood service center centers to include more essential services in one place and more transportation options

b. Expanding transportation options to following geographic areas:
   i. Southshore to Bruce B Downs
   ii. Lutz and outskirts of Hillsborough Area Regional Transit (HART) area (rural areas)
   iii. Town and Country to Westchase
   iv. Odessa
   v. Pasco County to Tampa
   vi. Ruskin/Apollo Beach to Brandon
   vii. Brandon connections to other destinations

c. Expand bus service hours and coverage to improve availability and convenience

d. Provide premium transit service (such as subway system/light rail)

e. Increase equipment on buses to accommodate persons with disabilities and educate bus drivers on supporting persons with disabilities. For example, if wheelchair or scooter space isn’t available on a bus for a disabled transit user, the driver can notify dispatch who can then notify a shuttle to pick up and transport the disabled passenger. A bus app should also notify transit users if space/no space for wheelchairs/scooters is available on next bus.

f. Represent the TD population in the upcoming tax referendum

g. Provide street lights in Town and Country (especially along Memorial Highway)

h. Provide more pedestrian facilities at intersections and sidewalks etc.

i. Encourage agency partnerships to serve client transportation needs!

j. Educate users of road (pedestrians/bicyclists/drivers)
k. Address construction stress (perform one project at a time)

l. Explore additional funding options to allow clients to get longer passes, to allow more trips – especially for low income

**Group 3 (Yellow)**

1. Needs Identified

   a. Difficult to access jobs:

   i. Retail, manufacturing, and warehouse jobs are in South County and Plant City with limited bus service
   ii. HARTPlus will only go ¾-mile around fixed route; jobs are not in that area
   iii. Buses do not connect well east/west and north/south
   iv. Multiple transfers are necessary and reliability is limited; employees have been late for work because of missing transfers
   v. Limited bus times for jobs - need 24-hour service
   vi. An individual is sometimes forced to leave a good job because bus times would not accommodate the schedule
   vii. No bus service for jobs located on US 41 or in Ruskin or Gibsonton
   viii. No bus service to Amazon facility which provides good jobs, 24-hour shifts (3350 Laurel Ridge Ave., near Interstate 75 and State Road 674 in Ruskin)
   ix. Difficult for children/young adults to access jobs – no transportation from school
   x. No access to transportation if working after 9pm
   b. There is a new development with no sidewalk - Public Works needs to build a sidewalk!
   c. Need access to night daycare
   d. Need better/more accessible sidewalks and ADA compliant facilities
   e. HART needs new buses - buses are old, no A/C (need to consider transport of dogs, allergies and crowding are issues, etc.)
   f. Medical transportation issues:
      i. Plant City
      ii. South County transfers do not match up
      iii. Pick up for low income
      iv. Cross county transfers
      v. Sunshine Line- not enough passes, lack of communication
      vi. HartPlus access - 24-hour notice is not always possible
      vii. Difficult to access multiple appointments
      viii. Better coordination of trips
      ix. No bus service within 3 miles of Brandon Cancer Services
      x. Dialysis starts at 5:45 am and there is limited service available
      xi. Medicaid and Medicare trips are limited or not available
      xii. Dental appointments are hard to get to – including revisits and availability of Medicaid transportation.
   g. Able-Bodied Adults Without Dependents (ABAWDs) require access to work + Food Stamps + Social Services (ages 18-49)
   h. Homeless have difficulties accessing meal sites (no money, no trip)
i. Housing and transportation options are limited for single women
j. Eviction housing is expensive or people have to live in unsafe areas
k. Access to food stamps is limited
l. Section 8 transitional housing is now in hotels/motels and unsafe. Transportation is a challenge. Need more affordable housing in safe areas.

2. Potential Solutions
   a. More bus hubs and transfer points (Pulsing)
   b. More bus routes and times
   c. Expand transportation options further out
   d. Expand transportation options across county lines
   e. Provide light rail service – 24 hours
   f. Provide affordable housing options for families
   g. Encourage more doctors/dentists to take Medicaid
   h. Provide counselling for families (TD)
   i. Educate clients on transportation options that are available
   j. Revisit and expand ADA facilities—Enforce ADA code for sidewalks and curb cuts; inform public regarding days areas are closed for repair/construction
   k. Provide transit stops that are covered and more bus shelters
   l. Provide contact person to help agencies navigate the system
   m. Educate HART drivers (Disability Awareness)
   n. Improve transfer opportunities between north/south routes and east/west routes
   o. Providing different options would help address transportation issues
   p. Need resource officers to help with affordable housing and safety
   q. Need to improve timing between employment hours and bus hours
   r. Need to improve pedestrian, bicycle, and transit facilities
   s. Need to improve sidewalk connectivity

**Group 4 (Blue)**

1. Identified Needs
   a. South County and Plant City have limited transportation access
   b. Other areas of county do not have transit service
   c. Limited transportation makes it hard to drop off and pick up from school which leads to absences and causes a snowball effect (Children at Risk)
   d. Limited bus frequency
   e. Transfers are difficult and many times bus is late and transfer is missed
   f. Medical transportation issues:
      i. Cross county trips (especially Pinellas to Hillsborough and access to Tampa General Hospital and Largo)
      ii. Access to dialysis is difficult
      iii. Sunshine Line– not enough passes, lack of communication
      iv. HartPlus access - 24-hour notice is not always possible
      v. Difficult to access multiple appointments
vi. People who live on the edge of the county have doctors near to them that they
could access but transportation services do not cross county lines
g. HARTPlus and Sunshine Line have scheduling times that are complicated and difficult to
understand, incorrect addresses, inflexibility, better coordination of trips is needed.
Specific user issues are as follows:
i. For elderly taking care of kids, are the kids allowed on Sunshine Line if elderly
care takers need to access doctor?  If not, is child care available to elderly?
ii. It is difficult for homeless to get picked up since these individuals have no fixed
address and are frequently changing locations/staying with family, etc.
iii. Some drivers get lost in picking up/dropping off; HART is improving in this area
iv. Need to educate transit users when evacuation service/stops are available (is
there a certain wind level, etc.?)
h. Employees need access to more flexible transportation options for jobs; people need to
work later than buses run
i. HART issues
   i. Need more shelters, trash cans etc. at stops
   ii. Service perceived to be unreliable
   iii. Schedules need to be more clear
   iv. Difficult to navigate the system for visually impaired
   v. HARTPlus drivers need to pick up the visually impaired clients from their
      respective homes
j. Sidewalk connectivity is an issue
k. Education of systems and services available for social service providers is needed
l. Access/transportation issues associated with dialysis centers
   i. Dialysis centers are not notified on days when HARTPlus is unavailable - patients
could be in a life or death situation
   ii. Patients have to reorganize transportation if center moves
   iii. Many times dialysis center is far from rehab center
   iv. Patients must use closest facility - what happens if there are no openings at that
center?
   v. Policies do not work for everyone; some medical issues require flexibility
m. Access/transportation issues associated with South County
   i. Many specialists are in Tampa
   ii. Connections between east/west and north/south bus routes are long waits and
sometimes don’t meet up
   iii. bus stops have limited amenities (parking lot of strip mall)
n. Construction issues around bus stops
   i. Sidewalks closed
   ii. Must walk in street or ditch
o. Access/transportation issues associated with adults with disabilities
   i. Group homes sometimes have transportation
   ii. Many do not know there are other options due to past problems.
p. Sunshine Line issues
   i. Needs call back policy
   ii. Need emergency drivers for surgery/emergency trips
iii. Need someone to override regulations when there are extenuating circumstances – individuals may be penalized by Sunshine Line for not showing up because of hospital stay or unavoidable issue

q. Difficult to schedule Sunshine Line and HARTPlus service because it is unknown when a hospital discharges will occur
r. Delay for patients getting to or getting back home
s. Delay for taxi service rides
t. Change is needed so information is free flowing between agencies (primarily between transportation providers and social service providers)
u. Access to services and transportation is limited in Lutz/Odessa
v. Need to expand voucher programs
w. Need to educate transit users and drivers

2. Potential Solutions

a. Provide an online portal for information access
b. Provide a mobile app to assist with transportation service scheduling/Uber-like solutions:
   i. App so user can see when transportation service is arriving
   ii. Text/Call to notify user when transportation service has arrived
   iii. Allows for on-demand service
   iv. Holds drivers accountable
   v. Provides reliable service
c. Educate clients and agencies staff on Emergency Ride Home Program and HART taxi vouchers
d. Provide light rail service using the concepts from existing communities
e. Discourage affordable housing options from moving away from existing affordable housing options
f. Work with Medicaid and Medicare where more doctors are willing to take clients
g. Educate clients and staff on available resources/options
h. Expand ADA guidelines and enforce the ADA guidelines
i. Provide covered transit stops

These identified needs and solutions will be included in the 2016 TDSP as appropriate. The potential solutions will be further defined in order to provide approximate costs associated with each. These defined solutions will be used to facilitate discussions between transportation agencies/providers, city and county staff, as well as social service providers to present opportunities for potential funding to be identified and planned. The solutions will additionally be prioritized based on the coordinated discussions in order to focus efforts in meeting the transportation needs of the TD community.
Appendix E: Available Transportation Services
RESERVATIONS

Call at least 2-7 days in advance to request a trip. Medical trips receive first priority. Non-medical trips are available on a first-come, first-served basis.

Please provide information pertaining to:
- Trip date
- Appointment time and return time
- Pick-up address
- Destination address
- Use of wheelchair or scooter/walker
- Escort or extra rider
- Trip purpose

We may ask if you can adjust the time so your trip will fit in a route. If the trip does not fit in the schedule, the request will not be accepted.

NOTE: We are unable to transport wheelchairs larger than 30 inches wide by 48 inches long when measured 2 inches from the ground or more than 600 lbs. when occupied.

SUNSHINE LINE
Hillsborough’s Ride on the Bright Side
3402 N. 22nd Street
Tampa, FL 33605
813-272-7272

Option 1: Information
Option 2: Cancellations
Option 3: Bus Passes
Option 4: Reservations
Option 5: Today’s Trip
Option 6: Complaints
FAX: 813-272-5131

State of Florida Commission for the Transportation Disadvantaged
Ombudsman Hotline
1-800-983-2435

This document will be made available in accessible formats upon request.

For information on other Hillsborough County services call 813-272-5900.

This information is current as of March 2014. Funding agency rules may change at any time.
Sunshine Line is a service of the Hillsborough County Board of County Commissioners, funded by the County, State and federal grants and user fees.

Our mission 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.

We have two types of transportation: door-to-door and HART bus passes. Door-to-door service is provided by County staff in County-owned vehicles. Vehicles are wheelchair-lift equipped and meet ADA standards. HART bus passes are issued to those who are able to ride the HART bus.

**APPLICATIONS**

You will need to provide:
- Name
- Address
- Phone number
- Social Security number
- Date of birth
- Disability
- Household income
- If you need an escort

**BUS PASS PROGRAM**

If you travel within 3/4 of a mile from a HART bus route, you may be issued a daily or monthly bus pass. Passes will be mailed. Please allow five days for delivery. You may have a co-payment. You may also be required to come to our office one time, to show a photo identification.

**DOOR-TO-DOOR SERVICE**

Door-to-door service is provided if you are unable to ride the HART bus. You may also qualify for door-to-door transportation if you are going to a location where HART service is not available. A doctor’s statement explaining your medical condition and how it prevents you from riding the bus is required to qualify for this service. County staff will review the statement to determine eligibility. All requests are reviewed using Americans with Disabilities Act (ADA) accessibility standards. There may also be a co-payment for each trip. Co-payments are determined on a sliding scale based on income and range from no co-pay to $5. per trip. You will be billed monthly for any co-payments.

**MEDICAID TRANSPORTATION**

The County does not provide Medicaid service. Medicaid clients should call the Medicaid provider MMG Transportation at 813-253-3618.

**SUNSHINE LINE SERVICE**

Hours are Monday - Friday, 6 a.m. to 5 p.m. Transportation is provided to the nearest location available.

Drivers will not go inside buildings to find you. Drivers will offer assistance to and from the building, and into the vehicle, including assisting with the seat belt, and securing wheelchairs.

Return trips are scheduled when you make your trip reservation. Changes to return times will be accepted only if possible.

For your safety we recommend that you move to a seat in the vehicle if you are riding with your “scooter.” There is no securement device designed for scooters. The driver will secure them as safely as possible with the available equipment; however, securement may not be possible at all.

You must be able to provide for your own needs or bring an escort. A reservation must be made for the escort. Packages are limited to what you can safely carry. Eating, drinking, chewing tobacco and smoking is not permitted.

Audio/video devices, radios and video games that have sound effects, are not allowed.

Guide dogs are allowed. Remind us of your service animal when you make your reservation. Pets are not allowed.

Clients who are on continuous, self-administered oxygen may be transported if the equipment is designed as portable oxygen. Oxygen tanks designated as “T” tanks will not be transported. We must have an oxygen release form on file before you can be transported.

Extra riders may be allowed on a space available basis and by advanced reservation only.

**GETTING THERE ON TIME**

You must be ready 90 min. before your appointment time.

There is always the possibility of traffic delays or bad weather. If you must be somewhere at 10 a.m., we suggest you schedule a 9:30 appointment. Drivers can wait for five minutes.

**CANCELING TRIPS**

You must notify us if you need to cancel a trip. Leave a message if you get voicemail. Failure to cancel at least one hour before your trip, is considered a “no-show.” Riders with three no-shows in a month may be suspended for up to 30 days.
CANCELACIÓN DE VIAJES

Usted debe llamar para notificar la cancelación de un viaje llamando al 813-272-7272, Option 2 para cancelar. Deje un mensaje si no habla con nadie. El no cancelar su viaje con por lo menos una hora de anticipación, será considerado como que “no estuvo presente” (no-show). Aquellos que aparecen registrados con 3 “No shows” en un mes corren el riesgo de perder el uso del servicio por 30 días.

RESERVACIONES

Debe hacer su reservación con unos 2-7 días de anticipación para solicitar un viaje. Viajes para citas médicas tienen prioridad. Viajes para otros asuntos no relacionados están disponibles en orden de llegada de la reservación. Deberá proveer la siguiente información:
- Fecha del viaje
- Hora de su cita y hora de regreso
- Dirección donde será recogido
- Dirección del lugar donde va
- Informe si usted utilice un sillón de ruedas, un “Scooter” o un andador.
- Diga si viaja acompañado (a)
- Propósito del viaje

Podríamos preguntarle si podemos ajustar el tiempo para acomodar su viaje en una ruta Si el viaje no puede ajustarse al itinerario, la solicitud de viaje no será aceptada.

NOTA: No podemos transportar sillones de ruedas de mas de 30 pulgadas de ancho y 48 de alto, al medirse desde 2 pulgadas del suelo, ni mayores de 600 libras de peso, cuando están ocupados.
Sunshine Line es un servicio de la Junta de Comisionados del Condado de Hillsborough, financiado por el Condado, el Estado, subvenciones del gobierno federal y las cuotas que pagan los usuarios.

Nuestra misión es proveer un modo de transporte seguro y económico para aquellas personas que por razón de edad, incapacidad o ingresos, no pueden proveerse o adquirir su propio transporte.

Tenemos 2 tipos de servicio de transporte: de puerta a puerta y los pases para utilizar el servicio de autobuses de HART. El servicio de puerta a puerta es ofrecido por empleados del Condado, en vehículos propiedad del Condado. Los mismos están equipados para acomodar a personas en sillones de ruedas y en cumplimiento con la ley de protección a personas con impedimentos físicos (ADA). Los pases para el sistema de autobuses de HART se dan a personas que pueden utilizar este servicio.

SOLICITUD DE SERVICIOS
Usted debe proveer lo siguiente:
- Nombre
- Fecha de nacimiento
- Dirección / teléfono
- Tipo de incapacidad
- Número del Seguro Social
- Ingresos del hogar
- Necesita un acompañante

PROGRAMA DE PASES PARA AUTOBUSES
Si usted viaja ¾ de milla dentro de una ruta de los autobuses de HART, usted puede recibir un pase diario o mensual de HART. Llame al 813-272-7272 y marque la opción 3 para solicitar el pase de HART. Los pases se envían por correo. Debe esperar unos cinco días para recibirlos. Es posible que usted tenga que pagar un costo, y que pase por la oficina para mostrar una identificación con foto.

SERVICIO PUERTA A PUERTA
Si usted no puede viajar en los autobuses del servicio de HART, se provee un servicio de puerta a puerta. Usted puede cualificar para este servicio si usted va a un lugar donde no viaja el servicio de HART. Para recibir este servicio, debe traer una carta de su médico explicando su condición de salud y como la misma no le permite viajar en el autobús. Personal del Condado revisará el documento para determinar su elegibilidad. Toda solicitud es revisada siguiendo las directrices de la ley de protección a los impedidos (ADA). Es posible que se cobre un co pago por cada viaje. Los co pagos son determinados en una escala de ingresos que va desde no pagar nada hasta pagar $5 por viaje. Los viajes con pago serán cobrados mensualmente.

TRANSPORTACIÓN MÉDICA
El Condado no provee servicio de transporte a pacientes de Medicaid. Estos deben llamar a proveedor de ese servicio, MMG Transportation al 813-253-3618.

¡SOLICITUD DE SERVICIOS!
Usted debe proveer lo siguiente:

- Nombre
- Fecha de nacimiento
- Dirección / teléfono
- Tipo de incapacidad
- Número del Seguro Social
- Ingresos del hogar
- Necesita un acompañante

SERVICIO SUNSHINE LINE
Horas de operación: lunes a viernes desde las 6 a.m. hasta las 5 p.m.
La transportación es provista hasta el lugar más cercano posible.
Los chóferes no irán al interior de edificios a buscar a un pasajero.
Los chóferes ofrecerán asistencia desde y hasta el destino determinado y le ayudarán al pasajero a abordar el vehículo, su cinturón de seguridad y asegurando los sillones de ruedas.
Los viajes de regreso solo se programan cuando usted hace una reservación. Cambios en el itinerario de regreso solo se harán si el mismo es posible.

Para su seguridad, le recomendamos que ocupe un asiento si usted está utilizando un “Scooter”. No hay lugar para asegurar un vehículo de este tipo. El conductor tratará de asegurar su “scooter” o sillón lo mejor posible, pero no hay ningún lugar para “asegurar” dicho tipo de sillón.

Usted debe poder valerse por sí mismo o traer a alguien que le ayude. Debe hacerse una reservación aparte para la persona que le acompaña.
Los paquetes están limitados a los que usted puede cargar de forma segura.
No se permite comer, beber, masticar tabaco ni fumar.
Equipos de audio y video, radios y juegos de video que tengan efectos de sonido no están permitidos.
Se permite el uso de perros guía. Cuando haga su reservación, recuerden que tiene un animal de servicio, para estar preparados. No se permiten mascotas.
Aquellos clientes que necesitan oxígeno de forma constante pueden transportarse, en tanto y en cuanto sean equipos portátiles de oxígeno. Tanques de oxígeno designados como “T” tanks no serán transportados. Debe solicitar un documento de relevo de oxígeno antes de solicitar transportación.
Otras personas pueden viajar en estos autobuses solo si hay espacio disponible y reservando por adelantado solamente.

LLEGANDO A TIEMPO A SU DESTINO
Usted debe estar listo por lo menos 90 minutos antes de su cita. Siempre existe la posibilidad de atrasos por la congestión de tránsito o mal tiempo. Si usted necesita estar en un lugar a las 10 de la mañana, debe hacer que sea recogido no más tardar de las 9:30 de la mañana. Los chóferes pueden esperar solo 5 minutos.
The Florida Legislature established the Florida Commission for the Transportation Disadvantaged (CTD) in 1989 to help ensure the availability of efficient, cost-effective and quality transportation services for persons who, due to a physical or mental disability, age, or income, are transportation disadvantaged.

The MPOs representing Hillsborough, Pasco, and Pinellas Counties do not discriminate in any of their programs or services. Public participation is solicited without regard to race, color, national origin, sex, age, disability, family, or religious status.

Funding for this guide was obtained in part through grants from the Federal Transit Administration.

Services & prices listed, verified at publication, are subject to change. Please contact service provider.

The information in this brochure is available in accessible formats on request.
Pinellas County

**Accessible Vehicles for Hire**

**Wheelchair Transport Service**

727-586-2811

Available 7 days a week / 24 hours a day. On demand wheelchair and ambulatory service for individuals making medical, grocery, and other types of trips. Cost: $21.00 for base fare and $1.90 per mile each way.

**Care Ride, LLC. Wheelchair Transportation Service**

727-866-1193 or 727-536-7433

Monday-Sunday 5:00am-12:00am

Offers a 24 hour on call service for the disabled and elderly who need to make medical trips. Cost: $21.00, $1.90 per mile.

**Express Medical Transporters**

727-446-0930

Available 7 days a week / 24 hours a day; Cost for Wheelchair van is $20.00 to load and $2.00 per mile; 24 hours notice is preferred, but not required.

**MedFleet Medical Transportation**

727-586-3129

Available 7 days a week / 24 hours a day. Provides emergency and non-emergency ambulance, stretcher, and wheelchair transport. Call for prices.
Pinellas County

Taxis / Sedans for Hire

Clearwater Yellow Cab
727-799-2222

Available 7 days a week / 24 hours a day. Wheelchair accessible vans are available for individuals making any type of trip.
Cost: $2.25 for drop off, $2.00 per mile plus $1.00 gas surcharge.

Independent Taxi Services
727-327-3444

Available 7 days a week / 24 hours a day. Call for rates and reservations.

United Taxi
727-777-7777

Available 7 days a week / 24 hours a day. Cost: $1.75 for drop, $2.00 per mile plus $1.00 gas surcharge; $.30 per minute or $17 per hour for waiting time.

PSTA, United Taxi to provide free rides for the transportation disadvantaged.

BATS Taxi and Towncar
727-367-3702

Available 7 days a week / 24 hours a day. Call for rates and reservations.

Statewide Services

Inter-City & Longer Trips
Accessible Vehicle Rentals

Regional Services

Rides on Demand
Other Helpful Services

Hillsborough County Services

Bus Service
Rides on Demand
Accessible Vehicles for Hire
Other Helpful Services

Pasco County Services

Bus Service
Accessible Vehicles for Hire

Pinellas County Services

Bus Service
Rides on Demand
Taxi / Sedans for Hire
Accessible Vehicles for Hire
Transportation for All of Us

The local coordinating boards (LCB) operating in Hillsborough, Pasco, and Pinellas Counties guide and coordinate transportation services with the goal of improving quality of life for those who are transportation disadvantaged, including the following:

- children of high risk
- the elderly
- those who have a physical or mental disabilities
- the economically disadvantaged

In addition, the Americans with Disabilities Act (ADA), passed in 1990, has greatly increased transportation options for people with disabilities. The law called for transportation service improvements, including the availability of paratransit service. ADA does not require a transit agency to meet all of the transportation needs of individuals; however, the law does require that people with disabilities receive the same mass transportation service opportunities everyone else receives.

This brochure contains information about some of the services offered under the ADA and through each county’s transportation disadvantaged program, as well as other options available to people who are transportation disadvantaged throughout the region.

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Pinellas County

Rides On Demand (cont’d)

Agency for Health Care Administration
850-412-4000
fdhc.state.fl.us/medicaid/

For Medicaid patients. Bus passes or door-to-door transportation service for medical appointments covered by Medicaid.

Pinellas County Transportation Disadvantaged Program
727-540-1900 (Voice/Relay)
psta.net/tdprogram.php

Bus passes or door-to-door transportation service for low-income persons to medical appointments, grocery stores, various other destinations for life sustaining services, and employment. Bus passes are provided at a reduced fare and door-to-door transportation is $3.00 per one-way trip.

DART
727-540-1800
psta.net

Pinellas Suncoast Transit Authority offers this specialized transportation for qualified disabled passengers who are unable to use regular bus service. Call the information number to request an application. Cost: $4.50 each way for round trip transportation.
Pinellas County

Bus Service (cont’d)

St. Petersburg Looper Trolley
727-821-5166
loopertrolley.com

Trolley service in the downtown St. Petersburg area via the Downtown Looper and the Central Avenue Shuttle. Hours: Looper route: 10:00am-5:00pm Sun-Thurs and 10:00am-midnight Fri. and Sat. Central Ave Shuttle Route: 6:20 am-9:20pm Sun-Thurs. and 6:20am-midnight Fri. and Sat. Cost is 25¢ per person and 10¢ for seniors, disabled persons, and Medicare cardholders.

Rides on Demand

Neighborly Care Network
727-573-9444
neighborly.org

EZ-Ride:
Membership transportation service for people who are 65 and older and to people 55 and older who are disabled. Provides door-to-door transportation services Monday through Saturday from 8:00am-5:00pm for a $25.00 annual membership fee and a cost of $3.00 pick-up fee plus $1.50 per mile for each one-way trip. 72-hour advance trip notice required.

Other Transportation:
Neighborly Care Network also offers door-to-door transportation service to those who qualify to doctors’ appointments, shopping, group activities, senior dining facilities, and adult daycare facilities. Call for qualification information and rates.

Statewide Services

Inter - City & Longer Trips

Amtrak
amtrak.com
Accessibility info: 1-800-872-7245 (Nationwide passenger rail service)

Angel Flight Southeast
352-326-0761
angelflightse.org

Angel Flight Southeast is a non-profit volunteer pilot organization involved in "public benefit flying." It provides a variety of services to the community, but mostly is involved in arranging free air transportation by private aircraft to distant medical facilities when commercial service is not available, impractical, or simply not affordable.

Greyhound
800-846-0754
greyhound.com

Nationwide passenger service. Fares are dependent on trip distance. A 5% reduced fare is available for seniors.

Hillsborough Service:
Tampa: 813-229-2174
Monday-Sunday: 24 hours

Pinellas Service:
St. Petersburg: 727-898-1496
Daily hours:
8:15am - 10:00am
2:30pm - 6:30pm
### Statewide Services

#### Inter - City & Longer Trips (cont’d)

**Megabus**
1-877-462-6342  
us.megabus.com

Offers three daily round trips between Tampa and Miami and three daily round trips between Tampa and Orlando.

**RedCoach**
1-877-733-0724  
redcoachusa.com

Offers trips to Tallahassee, Gainesville, Ocala, Naples and Miami route, stops at Tampa International Airport and the University of South Florida.

#### Accessible Car & Van Rentals

**Rainbow Wheels**
1-800-910-8267  
rainbowwheels.com

Accessible van rentals. Price quotes available online or by calling.

**Wheelchair Getaways**
National: 1-800-242-4990  
Local: 1-407-281-8369  
wheelchair-getaways.com

Accessible van rentals, in area. 3-day minimum rental requirement.

**Wheelers Accessible Van Rentals**
National: 1-800-456-1371  
Price quotes: 1-800-795-5939  
wheelersvanrentals.com

Accessible van rentals.

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### Pinellas County

#### Bus Service

**Pinellas Suncoast Transit Authority (PSTA)**
727-540-1900  
(Voice/Relay)  
psta.net

40 Bus routes including Express and Connector services to Tampa. Trolley services (Suncoast Beach, Central Avenue, Clearwater and North Coastal). On-Demand (Direct Connect), DART ADA Paratransit and more to Tampa and the popular Suncoast Beach.

Regular Fare: $2.50, $5.00 daily Go Card, $70.00 31-day Go Card. Reduced Fare for seniors, disabled and youth: $1.10, $2.25 daily Go Card, $35.00 31-day Go Card.

All PSTA Buses have front loading bike racks and are wheelchair accessible.

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**Clearwater Jolley Trolley**
727-445-1200  
clearwaterjolleytrolley.com

Trolley service in the Clearwater Beach area. Passes are interchangeable with the regular PSTA bus system and fares are the same as PSTA fares. Hours: 10:00am-10:00pm. Sunday-Thursday, 10:00am-11:00pm. Friday & Saturday.

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**Suncoast Beach Trolley**
727-540-1900  
psta.net

Trolley service connecting Clearwater to St. Pete Beach. Same fares and pass prices as PSTA.
**Pasco County**

### Accessible Vehicles for Hire

**Signature Car Service - Cab Co.**  
727-845-1834  
Available 7 days a week / 24 hours a day, and call as soon as possible, at least 24 hours ahead.  
Cost: Individual deposit accounts from which you can withdraw from are set up for each use. Application is required.

**Yellow Cab**  
East Pasco 727-567-7777  
West Pasco 727-043-0000  
Available 7 days a week / 24 hours a day.  
Cost: $2.25 for 1st 1/4-mile, $2.00 per mile after, and 50¢ per 66 seconds of waiting time.

**Wheelchair Stretcher Limo, Inc.**  
727-845-4454  
Available Monday through Friday from 5:00 am-6:30 pm  
Offers wheelchair and ambulatory service. Provides trips for medical, grocery, and pharmaceutical purposes. Cost ranges from $29.75 to $42.75 per trip.

### Regional Services

#### Rides on Demand

**American Cancer Society Lifeline Transportation Service**  
1-800-227-2345  
Door-to-door transportation service for cancer patients to and from cancer treatment appointments. 8:00 a.m. to 6:00 p.m. Monday through Friday. Offers financial assistance to cancer patients to help pay for door-to-door transportation, cab rides, or to cover the cost of gas.

**Tampa Bay Area Regional Transportation Authority Commuter Assistance Program**  
1-800-998-RIDE (7433)  
tampabayrideshare.org  
TBARTA.com  
FREE and low cost programs and services include online telecommute programs, carpool matching, vanpooling, and the Emergency Ride Home Program.

### Other Helpful Services

**Area Agency on Aging & West Central Florida Area Agency**  
Elder Helpline (Pasco & Pinellas) 1-800-963-5337  
Elder Helpline (Hillsborough) 1-800-963-5337  
agingcarefl.org  
The Area Agency on Aging and West Central Florida Area Agency is here to help you or your loved ones find needed services. Please call the Elder Helpline for information on available Aging Services programs.
Regional Services

Other Helpful Services

Deaf & Hearing Connection for Tampa Bay
727-399-9983
TTY: 727-399-9422
dhctb.org

2-1-1 Tampa Bay
211tampabay.org

Information on a variety of social services is available.
MyRide - TBARTA 1 Call, 1 Click
tbarta.com/en/myride

Hillsborough County

Rides on Demand

Hillsborough County Sunshine Line
813-272-7272
TDD: 813-801-6822
HCFLGov.net

Door-to-door paratransit and HART bus passes for elderly, low income and persons who are disabled or Hillsborough Healthcare clients. Available Monday through Friday from 6:00 a.m. to 5:00 p.m.

Cost: Free up to $5.00 per one-way trip. One source for trips to non-Medicaid medical appointments and Hillsborough County Aging Services programs. Other trips are provided on a space-available basis. Reservations are required at least 2 business days in advance. Call for an application to qualify for service.

Pasco County

Bus Services

Pasco County Public Transportation
Transit / Paratransit (PCPT)
727-834-3322

Transit: Bus schedules and routes vary.

Cost: $1.50 per one-way fare
75¢ for reduced fare

PCPT Paratransit

West Pasco: 727-834-3322
Central Pasco: 813-235-6073
East Pasco: 352-521-4587

Monday-Friday: 5:00am-8:30pm
Cost: $4.00 each way, $2.00 for reduced fares. Call a day in advance and must be a registered client.

Affinity Health Service
727-815-9991

Monday through Friday 8:00am-6:00pm can accommodate other hours with a more advanced notice.

Cost: Escorted, $14 per hour (3 hour min). Non-Escorted, $20 round trip plus 37¢ per mile if trip is over 10 miles

MedFleet Medical Transportation
727-849-6849

Available 7 days a week / 24 hours a day. Cost: Varies based on mode of transport and distance traveled. Please call for a quote and available discounts.
Other Helpful Services

United Cab Company
813-777-7777

Taxi cab service picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans available with 24-hour notice. Call for details. Special discounts may be available upon request. Cost: $2.00 base rate + $2.25 per mile.

Yellow Cab Checker Cab
813-253-0121
813-229-1888

Taxicab services picking up anywhere in Hillsborough County to any destination, 24-hour on-call or by reservation. Wheelchair accessible vans. Cost: $2.50 first 1/8 mile, $.30 each additional 1/8 mile, $.30 for every 60 seconds of waiting time. * No additional charge for handling groceries.

Wheels of Success
813-498-0102
wheelsofsuccess.org

Wheels of Success helps families get to work by providing reliable transportation through a program of car repairs, vehicle replacement, and car-care classes in Hillsborough and Pinellas counties. Available Monday through Friday from 8:00 a.m. to 5:00 p.m.

Hillsborough County

Rides on Demand

HARTPlus
813-254-4278
gohart.org

ADA services including HART link trips and door-to-door paratransit. Reservations are required at least one day in advance. Persons with physical, cognitive, emotional, visual, or other disabilities not qualified for HART’s standard services may call to apply for an application and interview.

Quality of Life Community Services
727-505-7232
qolcs.org

The New Freedom Riders program was developed to reduce barriers to transportation service and expand the transportation options available to seniors and people living with disabilities in Hillsborough County. The program provides door to door services, with a $2 co-pay, throughout the day, evening and weekends; as well as the priority need for medically stranded and dialysis trips.

TransCare Medical Transportation Services
813-964-1594 press 1

Provides countywide psychiatric transports to and from all area hospitals, transportation to state psychiatric facilities, non-emergency stretcher services, stand-by service for special events, primary 9-1-1 basic life support services in the City of Tampa and services in Hillsborough County. Available 24 hours a day.
Hillsborough County

Rides on Demand (cont’d)

American Medical Response Services
813-885-7722

Door-to-door van service for medical or other appointments in Hillsborough and Pasco Counties for persons who use a wheelchair or who are confined to a bed. Available Monday through Friday from 9:00 a.m. to 5:00 p.m.

Cost: Wheelchair trip (One-way) - $65
Stretcher roundtrip - $125 + $4.25 / mile

Temple Terrace Demand Transportation
813-506-6635

Free Temple Terrace area door-to-door service for city residents aged 55+ on Mondays, Wednesdays and Thursdays from 8:00 a.m. to 3:00 p.m. Serving medical trips as a priority, non-medical trips are provided if space is available. Reservations are required 48 hours ahead.

Hillsborough County Accessible Taxi Cab Central Line
813 - 514 - 9858

Companies welcome service animals and offer some flat rate services. For information on all county taxi services contact the Public Transportation Commission 813-272-5814

Hillsborough Area Regional Transit
813-254-4278
TDD: 813-626-9158
gohart.org

Hillsborough County bus service, Bikes on Buses, In-Town Trolleys, Flex routes, and the Historic Streetcar. HART fares vary depending on type of service and pass type purchased. Visit the website or call for details. Discounts are available for youth, seniors, or persons who are disabled or covered by Medicare. HART vehicles comply with ADA’s accessibility standards for wheelchairs and motorized scooters. Buses have public address systems to announce stops and lighted stop request signs.

HART offers a free Travel Training Program that gives step-by-step instructions on how to read a bus schedule and use the bus system independently. For more info, call 813-384-6307

Bay and Beach Transportation, LLC
Bay and Beach Taxi Services
813-425-4900

Available 7 days a week / 24 hours a day. Cost: $2.00 base and $2.25 per mile unless pre negotiated. Preferred 24 hours advanced notice, otherwise call a few hours before.
Appendix F: 2016 Vehicle Inventory
<table>
<thead>
<tr>
<th>Agency</th>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>Mileage 3/31/15</th>
<th>Funding Source</th>
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<tbody>
<tr>
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Board & Committee Agenda Item

**Agenda Item**
It’s Time Tampa Bay Outreach on Tri-County Growth Concepts

**Presenter**
Johnny Wong, PhD (MPO Staff)

**Summary**
The Long Range Transportation Plan (LRTP) provides both a regional and Hillsborough County-specific vision over the next 25 years. The LRTP identifies priorities and directs federal and state dollars toward transportation projects in support of those priorities.

The 2045 update to the LRTP will present three high-level growth concepts to the public, which may accommodate population and job growth across the counties of Hillsborough, Pasco, and Pinellas. To get meaningful feedback from the public related to those growth concepts, we have developed a digital survey tool which will be distributed in mid-July and remain online until the first of October.

An update on the development of those growth concepts, as well as regional and local public outreach strategies will be provided to committees.

**Recommended Action**
None. For information only.

**Prepared By**
Johnny Wong, PhD (MPO Staff)

**Attachments**
None.
CALL TO ORDER, PLEDGE OF ALLEGIANCE & INVOCATION

Chairman Les Miller called the meeting to order at 9:00 a.m. Commissioner Stacy White led the pledge of allegiance and gave the invocation. The meeting was convened on the 26th floor of the County Center.

Commissioner Miller read, for the record, a memo from Councilman Luis Viera informing the Board that he was unable to attend.

PUBLIC COMMENT

Mr. Rick Fernandez, the President of the Tampa Heights Civic Association and Citizens Advisory Committee member commented on Action Item VII. D. Letter of Comment on the Regional Transit Feasibility Plan. Mr. Fernandez was surprised that the Board directed staff to reframe comments more positively, and expressed concerns of the CAC being disrespected when they are asked for input on items brought before the MPO Board and then their comments are not utilized in the final product.

Mr. Gary Cloyd, transit advocate, spoke regarding the criticism that has been going on and how to move forward following the Regional Transit Feasibility Plan.

Ms. Nicole Rice, Citizens Advisory Committee member, voiced concerns regarding public trust and stated that the letter of Comment on the Regional Transit Feasibility Plan in the agenda does not include items discussed and agreed upon at the committee meeting.

Mr. Chris Vela, resident, expressed concerns about prioritizing regional needs over local, appropriate representation of the urban core and undervaluing of the CAC volunteers serving the MPO Board.

Ms. Kimberly Overman, Citizen Advisory Committee member, reiterated everything that other CAC members stated. She urged the MPO Board to reject approval of the letter.

Mr. Taylor Ralph, resident, spoke in opposition of Bus Rapid Transit on the interstate and recommended the board take a look at the numbers and facts on ridership.

COMMITTEE REPORTS, ONLINE COMMENTS

Ms. Gena Torres, MPO staff, read the various MPO Committee reports. Committees approved and forwarded items on the Consent Agenda. She shared online comments received from: Mr. Dale Tindall regarding delays on I-275; Mr. Robert Sawallesh regarding concerns of the intersection near Bruce B. Downs Blvd. and the VA Hospital; Ms. Bardine Hicks about Garden Steps at Williams Park Senior Program providing fresh vegetables; Susan regarding Vision Zero presentation in Seminole Heights. Staff received seven Facebook comments from Ingrid Jacoba, Jason Ball, Michelle Cookson, Amanda Brown, Jim Shirk, Lauren Adriaansen, and Rochell Reebok regarding transit options and the feasibility plan comment letter.
CONSENT AGENDA

A. Approval of Minutes – April 3, 2018
B. Committee Appointments
D. FY17-FY18 Unified Planning Work Program Amendment for Funding Deobligation and FHWA Resilience & Durability Grant

A motion was made by Commissioner Stacy White to remove item IV. C. Health in All Policies Resolution for a separate discussion and vote. The motion was seconded by Councilman Harry Cohen and carried unanimously.

A motion was made by Commissioner Sandra Murman to approve the Consent Agenda. The motion was seconded by Councilman Cohen and carried unanimously.

ROLL CALL VOTE: TRANSPORTATION IMPROVEMENT PROGRAM (TIP) AMENDMENT FOR FHWA RESILIENCE & DURABILITY GRANT

A motion was made by Commissioner Murman to approve the Resilience and Durability Pilot Project Grant for inclusion in the TIP. The motion was seconded by Councilman Cohen. Following a roll call vote, the motion passed unanimously. (Note: Councilman Maniscalco, Councilman Viera, Mr. David Mechanik, and Ms. Cindy Stuart were absent)

GUEST SPEAKER, FDOT DISTRICT 7 SECRETARY DAVID GWYNN: QUARTERLY UPDATE

Secretary David Gwynn provided an update on Tampa Bay Next. It has been one year since the process began, and there have been eighty-three community events, twenty community working groups/open houses, seventy-six presentations, and five newsletters with 3,880 active subscribers. Information has been generated based on community input and stakeholders. With the input received, they have removed express lanes from being considered on I-275 north of Downtown, and moved the express lane corridor to I-75. They also have reduced the potential right-of-way impacts of the downtown interchange reconstruction from 170-190 parcels being affected to as few as 30.

On transit, FDOT is not pushing any particular transportation alternative but is awaiting direction from TBARTA, whose role is regional transit. Last year the Tampa Bay Transportation Management Area (TMA) Leadership Group tasked Jacobs Engineering to come up with a regional catalyst project that would be a good candidate for federal funds. FDOT too wants to ensure that any transit project is viable before moving forward with funding. If local support and local funding are present, they are ready to partner. With resolutions and prioritization from Pasco MPO, Pinellas MPO, and Hillsborough MPO, as well as the County Commissions, the region would be in a better position to compete for federal funds. If federal funding is not sought, then that will open other doors; however, that would increase the amount of money that the state and local governments would have to contribute.

FDOT is not opposed to approaching CSX, but they do not feel that it is not the right time for them to get involved in discussion. If there was a project and a funding plan in place, then they would be ready.

Following the update, members inquired about the I-275/SR 60 interchange bottleneck “punch-through” project’s effect on the airport (response: a lot of traffic should be freed up); reinforcing the shoulders of the interstate (response: willing to look at this, even though it is not funded through the statewide emergency evacuation plan); interchange at Big Bend Road - ramp improvements (response: new ramp improvements are a high priority); whether or not transit “spine” projects are part of the regional plan or a local project (response: if it connects, it’s part of the regional system); and a problem with items falling off of trucks on I-75 (response: working with Florida Highway Patrol for increased maintenance).

MPO Meeting of May 1, 2018 – Page 2
**ACTION ITEMS**

**A. Bicycle/Pedestrian Advisory Committee (BPAC) Request to Board**

Mr. Patrick Thorpe, Chair of the BPAC, presented a request from the committee to meet with two volunteer MPO Board members, once annually in a workshop format during a regular BPAC meeting in order to develop and inform a continuing narrative that can become actionable items on the MPO agenda to improve the health, safety & welfare of the community, provide real choices when not driving, and prevent inequity in mobility options across our region. The annual workshop is usually held in July. There were no questions following the presentation.

A motion was made by Commissioner Murman for designation of MPO Board members to attend the annual BPAC workshop. The motion was seconded by Mayor Mel Jurado and passed unanimously.

**B. FY19-FY20 Unified Planning Work Program Draft**

Ms. Allison Yeh highlighted information on the biennial update and discussed what has taken place the last two years. A major focus in the next two years is updating the Long Range Transportation Plan, along with assisting some governments and agencies with planning studies they have requested. Another required activity is to coordinate regional performance measure target-setting.

A motion was made by Commissioner Murman to approve the FY19-FY20 UPWP document. The motion was seconded by Commissioner Kemp and passed unanimously.

**C. MPO/FDOT Joint Certification**

Mr. Rich Clarendon, MPO Assistant Executive Director, summarized notable achievements and recommendations of the annual review, in which the MPO’s planning process is certified as following federal and state rules through a cooperative review conducted by the FDOT District 7 office and MPO staff. There were no corrective actions noted.

A motion was made by Commissioner Murman to support re-certification of the MPO and authorization for the MPO Chairman to sign the Joint Certification Statement. The motion was seconded by Commissioner Kemp and passed unanimously.

**D. Letter of Comment on Regional Transit Feasibility Plan**

Ms. Beth Alden, MPO Executive Director, presented the letter of comment on the Regional Transit Feasibility Plan. The Plan is currently in a public comment phase.

Commissioner White stated that he is not opposed to sending the letter but feels that some of the issues posed in the letter are premature. On April 18th, the BOCC requested County staff to work with CUTR to convene a panel of experts to review the Plan. He sees value in postponing the letter until substantial information has been received from the panel; which will be early August.

**Commissioner White made a motion to postpone action on the letter of comment on the Regional Transit Feasibility Plan until the August MPO Board meeting, or such time as the information from the panel would be available. The motion was seconded by Commissioner Murman. Following the discussion described below, the motion passed unanimously.**

Commissioner Kemp stated she supports the motion and finds the letter disturbing. She has written her own letter and provided copies to board members.
Commissioner Murman stated she brought up the peer review panel under future issues at the Board of County Commissioners’ meeting. Since the review has not taken place, she feels the letter is premature. She suggested staff have TBARTA present information on their role to the MPO Board.

Councilman Cohen stated he supports the motion, however, he is concerned that waiting until August may be too long. He also stated that the group needs to work together and figure out what should be communicated to the TMA, since that group is awaiting a response from Hillsborough County to determine how to move forward. He stated that comments from Secretary Gwynn this morning regarding the express lanes being removed from the I-275 section, between Downtown and USF, show that public comment on major transportation issues is being heard and reacted to.

Mayor Lott was prepared to vote no on the letter, for reasons expressed at the last meeting, but supports the motion. For anything to happen in Hillsborough County, the BOCC must take a leadership role. He respects the County Commission and they work well with the community, but he is ready for them to step up and bring forward a plan to vote on and take action.

Commissioner Kemp spoke regarding opposition that she has heard to interstate BRT. She distributed information to members, and stated that she feels like none of her questions have been answered at any of the forums where she has been. She also stated that the letter should be addressed to Mr. Jeff Seward since Scott Pringle is no longer with Jacobs Engineering.

Commissioner Kemp made a motion to have a presentation at a MPO Board meeting on the market study for the region of the top commuter routes, which has been done at the expense of taxpayers. The motion was seconded by Commissioners White and Murman. Following discussion, the motion was passed unanimously.

Commissioner Kemp suggested the ridership expert from MPO staff present the requested presentation.

Commissioner White stated that MPO staff should decide the appropriate person to make the presentation.

IV. C. Health in All Policies Resolution

This item was pulled from the Consent Agenda by Commissioner White for separate discussion. He voiced concerns about potential impacts on local governments’ capital needs and operations. He would like to see Hillsborough County Administration, administration from the three municipalities, and the Planning Commission review the resolution and share their thoughts. He would like the information to come back to the MPO Board in the form of a report.

A motion was made by Commissioner White to send the resolution to the Hillsborough County Administration, administration from the three municipalities, and the Planning Commission to look at the land use and transportation linkage for potential impacts of costs, growth, and any other implications, and have the resolution come back accompanied by a report on the review for the MPO Board’s consideration. The motion was seconded by Commissioner Kemp and Mr. Joe Waggoner and passed unanimously.

STATUS REPORT

A. Vision Zero Update – Top 20 Corridors Community Engagement & Quarterly Report

Ms. Gena Torres introduced Alana Brasier with Renaissance Planning who provided a quarterly overview of many local activities to move the Hillsborough community towards its goal of zero traffic deaths. A written
summary was provided. In addition, two of the high-crash roadways were chosen as a pilot to see what a coalition of residents, businesses, and others around a corridor could do when they take ownership and work to reduce the alarming numbers of severe crashes. 15th Street (Fowler to Fletcher) and 56th Street (Slight to Busch) are the focus of the current Corridor Community Engagement project. A community event is being organized on each corridor.

EXECUTIVE DIRECTOR’S REPORT

A. Tampa Bay TMA Leadership Group: May 11, 9:30 a.m., Pasco County Utilities Building, 19420 Central boulevard, Land O’ Lakes

Ms. Alden provided information on upcoming events:

- May 2nd Tampa Bay Smart Cities Alliance Workshop at Collaborative Labs to discuss big data solution
- May 17th Civic and Stakeholder group discussion on growth scenarios
- May 20th Vision Zero Top 20 – Focus on 15th Street
- June 1st – Regional Transportation Leadership Workshop #2
- July 20th – Regional Transit Forum

She also advised members of the MPO’s quarterly report that was provided in their board folders.

The next MPO Board meeting is scheduled for Tuesday, June 12, 2018 at 6:00 p.m. on the 2nd Floor of the County Center.

OLD BUSINESS & NEW BUSINESS

There was no old or new business.

ADJOURNMENT

A quorum was maintained for the duration of the meeting. There being no further business, the meeting adjourned at 10:45 a.m.
Committee Reports

Meeting of the Citizens Advisory Committee (CAC) on May 9

Due to the resignation of David Wilson, who was CAC Chairman, the committee elected officers to serve for the rest of the year. They elected:

- Bill Roberts as Chairman
- Rick Fernandez as Vice Chairman
- Nicole Rice as Officer at Large.

They recommended approval of the Transportation Improvement Program priorities for FY 20-24, but passed a motion regarding priority #32 to recommend deleting the funding request to reconstruct the SR 60 and Downtown interchanges on I-275, pending re-evaluation of the environmental impact study.

The committee also approved and forwarded to the MPO Board:

- Transportation Improvement Program for FY19-23
- Public Participation Plan Amendments
- School Safety Study and Top 10 Report

The CAC was briefed by:

- FDOT on Tampa Bay Next
- Hillsborough County Public Works on the study of 42nd Street / 46th Street

Meeting of the Technical Advisory Committee (TAC) on May 21

The committee approved and forwarded to the MPO Board:

- Transportation Improvement Program for FY19-23 – The committee asked about the Water Ferry project and learned of Pinellas County taking the lead.
- Public Participation Plan Amendments – A suggestion was made to coordinate with the Autism-Friendly Community initiative.
- School Safety Study and Top 10 Report

The TAC was briefed on:

- Tampa Bay Next – A suggestion was made to pay special attention to the design where the I-4 express lanes will merge with off-ramps from the Selmon-I-4 Connector.
- Hillsborough County Public Works’ Study of 42nd Street & 46th Street
- Systemic Approach to Safety

Members requested an update from the Aviation Authority on the exciting changes at Tampa International Airport.
Meeting of the Policy Committee on May 22

The committee approved and forwarded to the MPO Board:
- Public Participation Plan Amendments
- Tampa Bay Regional Planning Council Interlocal Agreement
- Safe Routes to School Education Support Letter

The committee was briefed by:
- TBARTA on the Regional Coordination & Best Practices Research study which will come up with a scenario for a merger of three MPOs. A public workshop will be held at St. Pete College Collaborative Labs in August or September;
- The MPO Director on strategic directions coming from March’s Plan Hillsborough Joint Boards Retreat.

The committee directed staff to:
- Identify as a priority, in the MPO’s draft TIP Priority List, improvements needed at HART’s transit operations & maintenance facility;
- Schedule presentations for the board on:
  - The I-95 Express Bus service in South Florida, including FDOT’s perspective and how the service is working in the managed toll lanes;
  - Public-private partnerships for joint development at Bus Rapid Transit stations;
- Bring back for future discussion a possible name change, from “Hillsborough Metropolitan Planning Organization for Transportation” to “Hillsborough Transportation Planning Organization.”
- Cancel its June meeting.

Meeting of the Bicycle/Pedestrian Advisory Committee (BPAC) on May 9

The committee approved and forwarded to the MPO Board:
- FY19-FY23 Transportation Improvement Program
- Public Participation Plan Amendments
- School Safety Study and Top 10 Report

The BPAC was briefed on:
- Hillsborough County Public Works’ study of 42nd Street / 46th Street

Some members expressed concern about the level of funding in the TIP for single occupant vehicles and related infrastructure, in comparison with transit, pedestrian and cycling infrastructure. It was also suggested that more detail about the resurfacing and intersection projects would help members to better understand the investment levels in those modes.

Meeting of the Livable Roadways Committee (LRC) on May 16

The committee approved and forwarded to the MPO Board:
- FY19-FY23 Transportation Improvement Program
- Public Participation Plan Amendments
- School Safety Study and Top 10 Report

The LRC was briefed on:
- Hillsborough County Public Works’ study of 42nd Street / 46th Street
- A preliminary review of the Maydell Bridge Replacement

Meeting of the School Transportation Working Group

The STWG recessed in May due to conflicts with multiple graduation events.
The May 11 Tampa Bay TMA Leadership Group meeting was spent in intense discussion of the Regional Transit Feasibility Plan and its place on the regional priority list.

- The draft priority list came into the meeting as follows:
  - Interstate Modernization Projects
  - Regional Transit Catalyst Project(s), which may include:
    - Central Avenue BRT, St. Petersburg downtown to St. Pete Beach
    - Westshore Multimodal Center with fixed guideway connections to downtowns and airports
    - Further development of the Regional Transit Feasibility Plan
    - Regional Express Bus - opportunities include SR 60/Gulf-to-Bay Blvd, the Veterans Exwy/Suncoast Pkwy, the Gandy/Selmon Exwy corridor, the SR 54/56 corridor, and as a part of Tampa Bay Next; and expansion of regional farebox system to adjoining counties
    - Elevated transit in the SR 60 corridor – pilot project from downtown Clearwater to Clearwater Beach
    - CSX Rail Corridors – Funding is requested for right-of-way preservation for development of potential commuter routes
    - Waterborne Transportation Projects – Funding is requested for regional waterborne transportation priority projects, which could include the Cross-Bay Ferry, waterborne service from south Hillsborough County to MacDill Air Force Base, and other regional projects
  - SR 54/56 Corridor, from US 19 to Bruce B. Downs – Funding is requested to complete a Multimodal Concept and Corridor Assessment/Impact Study
  - I-75 Improvements
    - I-75 at Overpass Road – new interchange (funding requested for construction)
    - I-75 at Big Bend Road – interchange reconfiguration
The originally identified catalyst project for the Regional Transit Feasibility Plan - for which the stated purpose was to identify a project competitive for federal funding - was a shoulder-running BRT system along I-275 from St. Petersburg to Wesley Chapel that would coordinate with the Florida Department of Transportation’s planned interstate modernization projects.

- A second catalyst project was using the CSX lines from downtown Tampa to USF for urban commuter rail, but the initial cost-per-trip numbers were not as competitive for Federal Transit Administration funding.
- At its meeting the week prior to the TMA meeting, the Hillsborough MPO board had decided to withhold comment on the Regional Transit Feasibility Plan, pending the outcome of a peer review. Hillsborough County intends to ask USF’s Center for Urban Transportation Research to perform, and which among other outcomes would determine its benefits and connectivity for Hillsborough County.
  - As a result of that decision, Hillsborough MPO Director Beth Alden suggested an addition to item c in the regional catalyst project section of the priority list.
    - The addition would prioritize phased implementation of the RTFP project with an initial segment from downtown St. Petersburg to Tampa International Airport/Westshore on I-275 in order for the MPOs to put the project on the regional priority list without waiting for the results of the peer review study.

Feelings on the BRT project differed by county, and the priority list required consensus - defined as no member of the group disagreeing strongly enough to block action - to have any changes made.

- From Hillsborough County, Commissioner Pat Kemp said she could not, at this time, support any priority list that advanced the BRT plan’s progression in Hillsborough, while Commissioner Sandra Murman said she supported the RTFP and the process behind it moving forward but also wanted to see the results of the peer review before fully committing to the project as proposed in Hillsborough County.
  - Kemp said she would support the addition of phrasing to allow implementation from St. Petersburg to Westshore/TIA.
- Among the Pasco County representation, Commissioner Jack Mariano wanted to see more research on the CSX lines as an urban rail alternative, while Commissioner Kathryn Starkey wanted to see the BRT project progress.
  - Both commissioners felt it essential that Pasco County be included in any project that goes forward.
- Both Forward Pinellas MPO representatives in attendance (County Commissioner Dave Eggers and Dunedin Commissioner John Tornga) uniformly supported the BRT catalyst project, or in the absence of the full group supporting the entire project, they supported advancing a segment of the project from St. Pete to Westshore/TIA.
  - County Commissioner Janet Long, in attendance representing the Tampa Bay Regional Planning Council, also strongly supported the plan as proposed.
- FDOT District Seven Secretary David Gwynn expressed concern that a phased PD&E study to move into design and engineering for the regional project might not be acceptable for FTA funding and that a full regional show of support would be necessary.
  - Gwynn also expressed concern about continuing to set aside $5M for the RTFP PD&E study when there didn’t appear to be regional consensus for the project.
○ In response to a question from Forward Pinellas Executive Director Whit Blanton, Gwynn and other FDOT staff indicated that the PD&E could resolve questions about mode, technology and other aspects as part of its evaluation of the full corridor from St. Petersburg to Wesley Chapel

○ Alden felt that a PD&E that is already occurring for Hillsborough MetroRapid in a parallel corridor would overlap with a PD&E specifically for the RTFP

● Despite Secretary Gwynn’s concern about phased implementation of the PD&E effort, there did seem to be group consensus about the addition to item c

○ Gwynn noted that, ultimately, the decision about how to go forward with the implementation of the project belongs to the Tampa Bay Area Regional Transit Authority (TBARTA)

○ He said that phased implementation of the project would be acceptable based on local funding commitments for capital and operating costs, but that the three counties would need to state their policy commitment to supporting the project toward the end of 2018 for it to move into the next phase for the PD&E study.

There was also a brief presentation at the end of the meeting on the MetroQuest survey for the regional Long Range Transportation Plan, which will be rolled out to the public in the coming months to gauge their desires about transportation investments and regional growth.

The next TMA meeting is scheduled for September 7 at FDOT District 7 Headquarters.
Regional Transportation Leadership Workshop #2

We need your Input!
August 27, 2018 – 10:00 am to 4pm

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