Meeting of the Transportation Disadvantaged Coordinating Board (TDCB)
Friday, June 28, 2019, 9:30 a.m.

I. Call to Order and Pledge of Allegiance

II. Public Comment - 3 minutes per speaker, please

III. Approval of Minutes – April 26, 2019

IV. Action Items
   A. Transportation Disadvantaged Service Plan (Michele Ogilvie, MPO Staff)

V. Status Reports
   A. New Freedom- 5310 update (Dave Newell, FDOT Staff)
   B. It’s TIME Hillsborough Survey (Wade Reynolds, MPO Staff)
   C. HARTPlus update
   D. Sunshine Line update

VI. Old Business & New Business
   A. Tri County Cross County Trip Pilot Project update (Michele Ogilvie, MPO Staff)

   B. NEXT MEETING: FRIDAY, AUGUST 23, 2019

VII. Adjournment

VIII. Addendum
   A. MPO Meeting Summary & Committee Report

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CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Vice Chairman, Gloria Mills, called the meeting to order at 9:32 a.m. and began with the Pledge of Allegiance. The meeting was held in the Plan Hillsborough Room on the 18th Floor of the County Center.

Members present: Gloria Mills, Martha Guzman, Craig Forsell, David Newell, Penelope Barnard, Kristina Melling, Angel Williams, Mark Harshbarger, Deborah LeKenta, John Melendez, Cathy Rodgers, Nancy Pacifico, Debra Noel, and Councilman Luis Viera.

A quorum was present.

Members Absent: Dr. Leslene Gordon, Michelle Correll, Jody Toner and Artie Fryer

Others present: Michele Ogilvie and Wanda West – MPO Staff; Scott Clark and Karen Smith – H.C. Sunshine Line; Greg Brackin – HART.

MOMENT OF SILENCE IN APPRECIATION OF MRS. BECKI FORSELL

Members took a moment of silence to honor Mrs. Forsell.

Chairman, Councilman Luis Viera arrived at 9:34 am.

INTRODUCTIONS AND WORKSHOP OBJECTIVES

Michele Ogilvie, MPO Staff, stated this is an informal workshop where members can introduce themselves.

Member Introductions:

Angel Williams – Operations Program Administrator for Hillsborough County for the Department of Children and Family Adult Protective Investigation. She covers all operations for the department Circuit 13.

Kristina Melling – Senior Connections Center your local area agency on aging. She is the senior program planner and QA data manager. The mission at her agency is to help older adults and persons with disabilities live with independence and dignity. They cover 5 counties and best known for the elder help line.

Cathy Rodgers – Case Manager for the blind veterans at VA Medical Center. They serve the four counties (Hillsborough, Hernando, Pasco and Polk). They service our veterans that utilize our transportation in the county.
Penny Barnard – Agency for Health Care Administration. They oversee the Medicaid division but also in charge of monitoring the plans.

Craig Forsell – Representing Elderly. He is only involved on this board and looking to help where he can in transportation.

Gloria Mills – She is a citizen advocate and has been involved with Transportation Disadvantage since the 90’s. She learned to plan her life on how to get places and wants to share her knowledge.

Councilman Luis Viera – Tampa City Council/MPO for District 7 which includes USF, North Tampa, Forest Hills, and New Tampa Area. He was elected 2016 and is also an attorney. He believes in the power of the government to help people in their lives.

Mark Harshbarger – Division of blind services is vocation and rehabilitation agency. They work exclusively with people with visual impairments.

John Melendez – He is a HART board member and a state appointee. He selected this board because this is something he is interested in and was nominated to be there. This is an opportunity to bring information from HART and take information back to them to work as a liaison.

Martha Guzman – She works with children at risk and serves Hillsborough County. She is present to find out how the transportation board can help then she reports back to her providers who are working with recipients that are struggling with transportation.

Scott Clark – Director of the Hillsborough County Sunshine Line. They provide transportation for the disadvantaged. He is very passionate about disadvantage transportation and how it can impact the Sunshine line.

Greg Brackin – Director of Operations support of HART. His responsibilities are para transit division and customer service.

Deborah Lekenta – Recently hired employee of Neighborly Care Network. She works with local nonprofit and for-profit companies that serve the community.

Debra Noel – Works for the Agency for Persons with Disabilities.

Nancy Pacificio – She was in a tragic accident and has been a HART rider since her accident. She wants to give her opinion on the Transportation Disadvantaged riding.

**INTRODUCTIONS OF SPEAKERS AND DISCUSSION POINTS**

Michele Ogilvie provided an overview of the Transportation Disadvantaged Coordinating Board and the coordinating system.

Greg Brackin – Director of Operations of Support for Hart and paratransit. They offer an ADA service along with their fixed routes service. There are certain procedures to follow in order to qualify. This includes a doctor’s note, an interview and if they qualify it is good for the next 3 to 5 years. They have 3700 registered customers and their service has increased this year. He also oversees the HART ADA committee. They listen to the community and make improvements.
What is the Mission? To take people to places that enhance their lives. How do clients use this service? They transport people within ¾ mile from the fixed route. Clients will need to be dropped off at these location for pickup.

How many clients do you serve destinations, busiest day, fleet size and budget? 575 people a day, weekend lower, big day is Wednesday (dialysis demand), 57,000 medical trips, followed closely with work trips, 1300 recreation trips, and 3311 school trips in February. 80 paratransit operators with 2 shifts. They start at 3 AM until 1 AM. Fleet size 63 vans and 172 buses and increasing daily. Operate streetcar system that is free, 3 car service to 4 car service increase. The paratransit budget 5.8 million dollars. 13 call center agents. They operate on a 1 to 3 day advance notice system. Dramatic increase in yellow cab in paratransit vans.

Scott Clark – Sunshine Line serves the transportation disadvantage. These are people with disabilities, 60 and over, people with low income that have no other means of transportation. They have limited resources and funding so they go by their service plan which has trip priorities (i.e. medical, social work). They have regular service hours 6 AM – 5 PM.

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Deborah LeKenta (presented in absence of Nancy Castellano) – Quality of Life Community Service that is a non-profit works in the Tri-County area.

What is our Mission? It is to provide transportation options and education opportunities to underserved seniors, disable and economically disadvantage population. It is similar to Sunshine Line. Who do we service? Most of the clients are from the Lighthouse for the blind and they coordinate with their providers. Busiest day is on Monday. They do quality of life trip for the blind. Top destinations are medical trips. Fleet is 7 and all but one vehicle is wheelchair accessible. The budget is 571,000.00 thousand dollars. 2 full time employees and another dispatcher and reporting. 2 full time drivers and 3 part time drivers. They receive funding from FDOT and following FTA guidelines. They are audited like HART. They cross county lines and provide door to door service. They operate Saturday and Sunday 7 to 7 and Monday – Friday 7 to 9. They have provided is 2935 trips, total riders are 410 and unduplicated is 97.

Advantage Ride Program – They provide rides for intellectual, disabled and developmental delayed individuals in Manatee, Hillsborough and Pinellas County. They are a door to door service and have made about 1557 trips a month. Currently in the budget is a $500,000 grant. On time percentage in the month of March is 96.7 which is a 3000 mile area.
**DISCUSSION**

Gloria Mills commented that it would be a benefit to HART to educate more people with disabilities, elderly or people that don’t have the money for transportation on how to ride on the fixed route. Mr. Brackin stated that there are 2 travel trainers and 1 is bilingual. They work with McDonald Training Center and Lighthouse for the blind. A member asked if the media could let the public know that there are trainers out there about the paratransit route. John Melendez will reach out and get the message out. A possibility is an announcement on the HART bus so passengers can hear what services are offered. Greg commented that they will announce the time the bus will arrive. Craig Forsell stated that a handout on how to access transportation would be beneficial. Greg Brackin passed out ride guides to the members.

Michele Ogilvie summarized that we are all here to provide rides for those who are not able to drive a car. The federal, state, coordinated contractors and with local tax dollars to HART and Sunshine have pooled together to provide transportation.

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:42 a.m.
CALL TO ORDER THE REGULAR MEETING

Chairman, Councilman Luis Viera called the meeting to order at 10:42 am. The meeting was held in the Plan Hillsborough Room on the 18th Floor of the County Center.

Members present: Gloria Mills, Martha Guzman, Craig Forsell, David Newell, Penelope Barnard, Kristina Melling, Angel Williams, Mark Harshbarger, Deborah LeKenta, John Melendez, Cathy Rodgers, Nancy Pacifico, Debra Noel, and Councilman Luis Viera.

A quorum was present.


PUBLIC COMMENT

There were no public comments.

APPROVAL OF MINUTES

John Melendez made a motion to approve the minutes. The motion was seconded by Ms. Deborah LeKenta and passed unanimously.

ACTION ITEMS

A. Community Transportation Coordinator Rate Model

Ms. Karen Smith, Sunshine Line Staff gave a copy of the actual worksheet to each member. Each year they submit a rate model to the TDCB. It determines the rates that they are reimbursed for the transportation and equipment grant and it has to be approved ahead of time. The grant is determined by a formula for each county and regardless of the rates. It is about 2 million 293 thousand this year which is down compared to last year. There is no co pay.

Ms. Deborah LeKenta made a motion to approve the Community Transportation Coordinator’s Rate Model. The motion was seconded by Ms. Cathy Rodgers and passed unanimously.

B. TDCB Grievance Procedures

Michele Ogilvie, MPO Staff stated that it is a requirement for the grievance procedures to be reviewed by the TDCB annually. There has not been a grievance submitted to the board in 10 years. However, there needs to be people ready within 3 days to hear the grievance and make a recommendation back to the CTD to what needs to be done to address the grievance. We have
had a strong group that has volunteered but have lost 2 members. Gloria Mills and Nancy Castellano will continue to be members of the grievance committee, but we need 2 more volunteers. Mark Harshbarger and Nancy Pacifico volunteered. Craig Forsell is an alternate.

Mr. Craig Forsell made a motion to approve the Grievance Procedures and members of the grievance committee. The motion was seconded by Ms. Kristina Melling and passed unanimously.

**STATUS REPORTS**

A. Enhanced Mobility of Seniors & Individuals with Disabilities Section 4310 Grant Update

Mr. Dave Newell had a scheduling conflict; therefore, the report was postponed.

**OLD BUSINESS AND NEW BUSINESS**

Scott Clark announced that Sunshine Line is looking into providing weekend service on Saturday and Sunday; in addition, considering extending service hours to 6pm. There will be a survey given to determine the need. There may be a 1 year grant given for these changes.

The next meeting is scheduled for June 28, 2019

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 11:36 a.m.
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 2019 TDSP Update a workshop with Coordinated Contractors was held on May 23, 2019. This second annual workshop purpose was to engage in a conversation of unmet client transportation needs and potential solutions to address these needs. The results of this workshop are recorded in this Plan update.

Also included in the 2019 update: Transportation Disadvantaged population projection tables updated to 2045, updated Destinations map, updated policy statements.

The revision of the Plan’s Section 3.2.8 reflects a requested consideration of the Transportation Disadvantaged Coordinating Board:
Sunshine Line can provide limited inter-county trips on a case by case basis. In addition, HART, PSTA, and PCPT each have cooperative agreements with each other that provide service across county lines.

Recommended Action
Approve the 2018 updated Transportation Disadvantaged Service Plan

Prepared By
Michele Ogilvie, MPO Staff

Attachments
2018 updated Transportation Disadvantaged Service Plan
HILLSBOROUGH COUNTY TRANSPORTATION DISADVANTAGED SERVICE PLAN

June 2019
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Executive Summary

ES.1 2019 Update Highlights
The purpose of the Transportation Disadvantaged Service Plan (TDSP) is to improve transportation services for the Transportation Disadvantaged (TD), who are identified as persons with disabilities, older adults, individuals with lower incomes, and children-at-risk, by ensuring that Hillsborough County coordinates transportation resources provided through multiple federal and state programs. Coordination enhances transportation access; minimizes duplication of services; and facilitates the most appropriate, cost-effective transportation possible with available resources. The TDSP is implemented by the Community Transportation Coordinator (CTC) and the Transportation Disadvantaged Coordinating Board (TDCB) of Hillsborough County. The TDSP is updated annually.

For the 2019 TDSP Update a workshop with Coordinated Contractors was held on May 23, 2019. Coordination contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process. The purpose was to continue building a relationship with, and to engage in a conversation with the Contractors to address the unmet client transportation needs and potential solutions to address these needs. This was the second annual 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. The Contractors continued to highlight a need for safe and affordable housing with access to public transportation. Other needs, including the need for lower cost transportation were discussed, as well as the need for lower cost bus passes for the low-income clients served and 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 suburban and rural areas of the county, which indicated a significant need to coordinate land use, human services and transportation services. An additional need highlighted by the Contractors is for access to transportation services that can provide group trips for special needs clients.

ES.2 Roll Call Voting Sheet
The Hillsborough County TDCB and the Hillsborough County Metropolitan Planning Organization (MPO) hereby certify that an annual evaluation of the TDSP was conducted, consistent with the policies of the Commission for the Transportation Disadvantaged (CTD).

The Hillsborough County TDCB and the Hillsborough County MPO further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved and that the Hillsborough County TDSP 2019 Update was reviewed in its entirety.

The Hillsborough County TDSP 2019 Update was approved by the TDCB on June 28, 2019. **Table ES-1** is a roll call sheet detailing the results of this vote.
Table ES-1: Hillsborough County TDCB Results

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Member Affiliation</th>
<th>Voted</th>
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<tbody>
<tr>
<td>Councilman Luis Viera, Chair</td>
<td>Elected Member of Hillsborough County MPO</td>
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<tr>
<td>Gloria Mills, Vice Chair</td>
<td>Representing Persons with Disabilities</td>
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<tr>
<td>Craig Forsell</td>
<td>Representing the Elderly</td>
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<tr>
<td>Nancy Pacifico</td>
<td>Representing users of the TD system</td>
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<tr>
<td>Artie Fryer</td>
<td>Citizen Advocate</td>
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<tr>
<td>Vacant</td>
<td>Representing the Economically Disadvantaged</td>
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<tr>
<td>Martha Guzman</td>
<td>Representing the Children-at-Risk</td>
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<tr>
<td>Nancy Castellano</td>
<td>Representing the Local For-Profit Transportation Industry</td>
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<tr>
<td>Michelle Correll</td>
<td>Hillsborough County Public Schools</td>
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<tr>
<td>Leslene Gordon, Ph.D.</td>
<td>Florida Department of Health</td>
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<tr>
<td>Catherine Rogers</td>
<td>Representing the Local Veterans Administration</td>
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<tr>
<td>John Melendez</td>
<td>Local Mass Transit System's Board, HART</td>
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<tr>
<td>Dave Newell</td>
<td>Florida Department of Transportation, District Seven</td>
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<tr>
<td>Angel Williams</td>
<td>Department of Children and Families</td>
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<tr>
<td>Mark Harsbarger</td>
<td>Department of Education/Division of the Blind</td>
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<tr>
<td>Kristina Melling</td>
<td>Florida Department of Elder Affairs</td>
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<tr>
<td>Penelope Barnard</td>
<td>Agency of Health Care Administration</td>
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<tr>
<td>Jody Toner</td>
<td>Tampa Bay WorkForce Alliance</td>
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<td>Debra Noel</td>
<td>Agency for Persons with Disabilities</td>
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Transportation Disadvantaged Coordinating Board

6/28/19
Date TDCB Chairperson

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

Date CTD Executive Director
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 19 members, each representing an aspect of the TD community. Meetings are held on the fourth Friday of every other month at 9:30 a.m. Figure 1-1 lists the current membership of the Hillsborough County TDCB.
Figure 1-1: Hillsborough County Transportation Disadvantaged Program Organization
### Table 1-1 Hillsborough County TDCB

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Member Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councilman Luis Viera, Chair</td>
<td>Elected Member of Hillsborough County MPO</td>
</tr>
<tr>
<td>Gloria Mills, Vice Chair</td>
<td>Representing Persons with Disabilities</td>
</tr>
<tr>
<td>Craig Forsell</td>
<td>Representing the Elderly</td>
</tr>
<tr>
<td>Nancy Pacifico</td>
<td>Representing users of the TD system</td>
</tr>
<tr>
<td>Artie Fryer</td>
<td>Citizen Advocate</td>
</tr>
<tr>
<td>Vacant</td>
<td>Representing the Economically Disadvantaged</td>
</tr>
<tr>
<td>Leslie Pokres</td>
<td>Representing the Children-at-Risk</td>
</tr>
<tr>
<td>Nancy Castellano</td>
<td>Representing the Local For-Profit Transportation Industry</td>
</tr>
<tr>
<td>Michelle Correll</td>
<td>Hillsborough County Public Schools</td>
</tr>
<tr>
<td>Leslene Gordon, Ph.D.</td>
<td>Florida Department of Health</td>
</tr>
<tr>
<td>Catherine Rogers</td>
<td>Representing the Local Veterans Administration</td>
</tr>
<tr>
<td>John Melendez</td>
<td>Local Mass Transit System's Board, HART</td>
</tr>
<tr>
<td>Dave Newell</td>
<td>Florida Department of Transportation, District Seven</td>
</tr>
<tr>
<td>Angel Williams</td>
<td>Department of Children and Families</td>
</tr>
<tr>
<td>Mark Harsbarger</td>
<td>Department of Education/Division of the Blind</td>
</tr>
<tr>
<td>Kristina Melling</td>
<td>Florida Department of Elder Affairs</td>
</tr>
<tr>
<td>Penelope Barnard</td>
<td>Agency of Health Care Administration</td>
</tr>
<tr>
<td>Jody Toner</td>
<td>Tampa Bay WorkForce Alliance</td>
</tr>
<tr>
<td>Debra Noel</td>
<td>Agency for Persons with Disabilities</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 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 (2017).

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 James Stadium, Steinbrenner Field, St. Joseph’s Hospital and associated medical facilities, and high-end retail and restaurants including International Plaza and Westshore Plaza.

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
As the Baby Boom generation moves into its golden years, the TD population in Hillsborough County is expected to increase from approximately 468,111 in 2019 to an estimated 644,665 by 2045.

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>1,408,864</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>Median Income*</td>
<td>$54,731</td>
</tr>
</tbody>
</table>

*BEBR 2018 Estimate
**American Community Survey 2017 5 year Estimates

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).

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 2019 and 2040.

### Table 1-3: Projected TD Population

<table>
<thead>
<tr>
<th>Overlapping Circle Component</th>
<th>2019</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
<th>2045</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly / non-disabled / not low income</td>
<td>116,766</td>
<td>118,230</td>
<td>129,461</td>
<td>139,092</td>
<td>146,880</td>
<td>154,065</td>
<td>160,806</td>
</tr>
<tr>
<td>Non-elderly / disabled / not low income</td>
<td>71,588</td>
<td>72,485</td>
<td>79,371</td>
<td>85,275</td>
<td>90,050</td>
<td>94,455</td>
<td>98,588</td>
</tr>
<tr>
<td>Low income / not elderly / not disabled</td>
<td>169,775</td>
<td>171,903</td>
<td>188,233</td>
<td>202,236</td>
<td>213,560</td>
<td>224,007</td>
<td>233,808</td>
</tr>
<tr>
<td>Elderly / disabled / not low income</td>
<td>58,726</td>
<td>59,461</td>
<td>65,110</td>
<td>69,954</td>
<td>73,871</td>
<td>77,484</td>
<td>80,875</td>
</tr>
<tr>
<td>Non-elderly / disabled / low income</td>
<td>27,726</td>
<td>28,073</td>
<td>30,740</td>
<td>33,027</td>
<td>34,876</td>
<td>36,583</td>
<td>38,183</td>
</tr>
<tr>
<td>Elderly / non-disabled / low income</td>
<td>14,364</td>
<td>14,544</td>
<td>15,926</td>
<td>17,111</td>
<td>18,069</td>
<td>18,953</td>
<td>19,782</td>
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<tr>
<td>Elderly / disabled / low income</td>
<td>9,165</td>
<td>9,280</td>
<td>10,162</td>
<td>10,918</td>
<td>11,529</td>
<td>12,093</td>
<td>12,622</td>
</tr>
<tr>
<td>Total General TD Population</td>
<td>468,111</td>
<td>473,977</td>
<td>519,004</td>
<td>557,612</td>
<td>588,835</td>
<td>617,640</td>
<td>644,665</td>
</tr>
<tr>
<td>Total Population</td>
<td>1,417,808</td>
<td>1,435,575</td>
<td>1,571,953</td>
<td>1,688,889</td>
<td>1,783,456</td>
<td>1,870,699</td>
<td>1,952,553</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Critical Need TD Population Forecast</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
<th>2045</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Critical TD Population</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled</td>
<td>37,895</td>
<td>41,495</td>
<td>45,437</td>
<td>49,754</td>
<td>54,481</td>
<td>59,656</td>
</tr>
<tr>
<td>Low Income Not Disabled No Auto/Transit</td>
<td>4,770</td>
<td>5,224</td>
<td>5,720</td>
<td>6,263</td>
<td>6,858</td>
<td>7,510</td>
</tr>
<tr>
<td>Total Critical Need TD Population</td>
<td>42,666</td>
<td>46,719</td>
<td>51,157</td>
<td>56,017</td>
<td>61,339</td>
<td>67,166</td>
</tr>
<tr>
<td>Daily Trips - Critical Need TD Population</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severely Disabled</td>
<td>1,857</td>
<td>2,033</td>
<td>2,226</td>
<td>2,438</td>
<td>2,670</td>
<td>2,923</td>
</tr>
<tr>
<td>Low Income – Not Disabled – No Access</td>
<td>9,059</td>
<td>9,920</td>
<td>10,862</td>
<td>11,894</td>
<td>13,024</td>
<td>14,261</td>
</tr>
<tr>
<td>Total Daily Trips Critical Need TD Population</td>
<td>10,870</td>
<td>11,858</td>
<td>12,843</td>
<td>13,884</td>
<td>15,008</td>
<td>16,224</td>
</tr>
<tr>
<td>Annual Trips</td>
<td>3,967,661</td>
<td>4,328,047</td>
<td>4,687,848</td>
<td>5,067,582</td>
<td>5,478,076</td>
<td>5,921,822</td>
</tr>
</tbody>
</table>
1.3.2 Public Involvement

*Coordinated Contractors Workshop*

A workshop was held at the May 23, 2019 for Coordinated Contractors to share and engage in a conversation of unmet client transportation needs and explore potential solutions to address these needs. This was the second year that Hillsborough’s Coordinated Contractors were hosted for a roundtable discussion. Five agencies participated. Each organization participated in a roundtable discussion on how the world of transportation looks for their agency and needs for the agency in terms of transportation.

Dialogue with the Sunshine Line and the Coordinated Contractors included:

- Bus passes are a big expense; bus passes are needed to get people to treatment and housing opportunities
- Discussion on timing for the launch of a trackable bus pass to allow for Hillsborough County to be on par with Pinellas’ transit system for trip counts using bus pass
- Discussion on how to better utilize agency travel dollars and partner with Sunshine Line for longer term bus pass use
- Clarifying the Sunshine Line application process – the process for clients is 3 to 5 days if all documentation is in place
- Discussion on opportunities to collaborate with other community contractors to assist with homeless veteran transportation
- Making meetings for this type of discussion more frequent to identify partnerships and programs to meet needs
- Community inclusion activities are restricted by the need that contact with clients requires Level 2 (finger print based search of records maintained by law enforcement agencies) screening
- Information sharing on available transportation services for special needs clients
- Gentrification is a cause for low income citizens being pushed into suburban areas where public transportation is not as readily available
- Discussion on the 5310 process for funding special trips
- HART PLUS and HART FLEX may be a possible solution for clients who do not need to be supervised
- Questions about 5310 funding distribution, qualification for operation and how the Coordination system helps serve more Transportation Disadvantaged people
- The need for reliable and solidly made 5310 vehicle- many vehicles available on the State’s vendors list have a short service life and are costly and unsafe to the recipients
- Explore TBARTA’s Vanpool system to explore addressing cross county trips, employment and school trip needs
- There is a need for more, safe bicycle infrastructure. Safe bicycle travel can help low income people access transit and other services
- Clarification that Paratransit service is for those who are impeded and cannot ride the fixed route service
- Sunshine Line may explore providing shuttle service to bus stops
- Improve transit service in areas such as Brandon
- Keep the conversation going
The 2016 TDSP Public Involvement Efforts
For the 2016 TDSP update, a survey and the first Hillsborough County Human Services Transportation Forum were conducted. The results of these efforts continue to be incorporated in the service plan.

A complete meeting summary is included in Appendix D.

Based on the 2018 Annual Operating Report (AOR) the most common trip provided by the coordinated system is medical, followed by education/training and daycare. The other popular trip purposes are life sustaining, nutrition and employment.

The map in Figure 1-3 shows the cluster of potential destinations (medical centers, hospitals, health facilities, community centers, shopping centers) for TD clients.

Figure 1-3 show the indicated origins regarding transportation needs of the TD clients.
Figure 1-2: Transportation Disadvantaged Destinations
Figure 1-3: Transportation Disadvantaged Origins by Zip Code
1.3.3 Needs Assessment

The TD population in Hillsborough County is estimated to be 33 percent of the total county population based on the CTD Methodology. 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 is reported at 2.8 percent in May 2019 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: One in five, or 30 percent of children in Hillsborough County are living in poverty at a greater rate than the national average of 23.6 percent (2018).

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 for door-to-door service by the Sunshine Line for employment trips.
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, at that time, the 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 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. In 2016/17 Sunshine Line provided an estimated 125,170 grocery trips, or 26 percent of all trips provided.

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 deserts”. Further research shows that with limited access to supermarkets that provide fresh produce and other healthy foods, these populations are more 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.

**Aging Population**

The Department of Elder Affairs, State of Florida, 2018 Summary of Programs and Services reports that Hillsborough County is the fifth largest concentration of elders in the state. The percentage of the population aged 65 and over is increasing and will continue to do so through 2030. While not all within the elder population will require services of the TD Program, awareness of how older adults transportation needs are served is an increasing need.
Regional Needs
The following needs were identified through the Regional Mobility Needs Assessment:

- 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, truncated dome 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.

Based on the Annual Operating Report for 2017/2018, Sunshine Line provided a total of 151,450
door-to-door trips and 79,699 bus pass trips; Coordination Contractors provided 503,171 trips for
a total of 734,320 trips.
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 **40** 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 Population Served by Transit
Figure 1-6: Low-Income Population Served by 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 (DACCO)</td>
<td>Transportation to treatment services and for residential treatment programs.</td>
</tr>
<tr>
<td>Gracepoint Wellness (Mental Health Care Inc)</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 to persons within ¾ miles of a bus route.</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>Metropolitan Ministries</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.</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>
<tr>
<td>Sunrise Community</td>
<td>Coordination contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process.</td>
</tr>
</tbody>
</table>
1.5 Service Limitations and Barriers to Coordination

One significant barrier to coordination is communication. The traditional communication structure for coordinated contractors is to communicate individually with the CTC and the FDOT. There is a need for some form of collaboration among the agencies to share resources and expand the available transportation network.

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. In November 2018 an additional one cent sales tax referendum was approved to improve public transportation and roads. The new revenue will help grow an improved transit system in Hillsborough County.

1.5.2 Limited Fixed-Route Bus Service

Approximately 52 percent of the population in Hillsborough County has access to fixed-route transit. Also, 33 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.

Additionally, Figure 1-9 shows the pedestrian crash hotspots in relationship to the TD destinations.
Figure 1-7: Sidewalk Coverage – Origin ZIP Codes
Figure 1-8: Sidewalk Coverage – Destination ZIP Codes
Figure 1-9: Transportation Disadvantaged Destinations and Pedestrian Crash Hotspots
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 suburban 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 employment 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 impacts the TD community.
1.6 Calculating Bus Pass Trips

According to the CTD, CTCs have the option of reporting the actual number of bus 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, as is the case in Hillsborough, the following methodology must be used:

**Single Ride or Daily Pass**: Counted as one (1) one-way passenger trip 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:** Continue an annual 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.

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 2045 Long Range Transportation Plan (LRTP), where the need for additional paratransit vans is identified. The 2045 LRTP is scheduled to be adopted in November 2019.

The 2018 TDSP update identified a need to change the communication structure between the CTC and the coordinated contractors. 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 a new communication process to better help meet the growing trip demand by better communicating and coordinating available capacity and demand needs.
Figure 2-1: Coordination Contractors Communication Model
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 12 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># of Units</th>
<th>Unit Cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Capital Requests for 2018/2019</td>
<td>8</td>
<td>$80,000</td>
<td>$640,000</td>
</tr>
<tr>
<td>Vehicle Replacement (vans with wheelchair lift)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Capital Requests for 2019/2020</td>
<td>4</td>
<td>$80,000</td>
<td>$320,000</td>
</tr>
<tr>
<td>Vehicle Replacement (vans with wheelchair lift)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Cost</td>
<td></td>
<td></td>
<td>$960,000</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>
</tr>
</thead>
<tbody>
<tr>
<td>Life Sustaining Medical</td>
</tr>
<tr>
<td>(dialysis, chemotherapy, radiation, etc.)</td>
</tr>
<tr>
<td>Other Medical Appointments and Treatment</td>
</tr>
<tr>
<td>Mental Health</td>
</tr>
<tr>
<td>Dental</td>
</tr>
<tr>
<td>Drug Treatment/Therapy</td>
</tr>
<tr>
<td>Pharmacy</td>
</tr>
<tr>
<td>Physical Therapy/Rehabilitation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery</td>
</tr>
<tr>
<td>Human Services/Social Services</td>
</tr>
<tr>
<td>Shopping</td>
</tr>
<tr>
<td>Medical Records</td>
</tr>
<tr>
<td>Hospital Discharge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Business</td>
</tr>
<tr>
<td>(government office, bank, post office, legal, hair appointments, etc.)</td>
</tr>
<tr>
<td>Employment for Persons with Disabilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
</tr>
<tr>
<td>Education</td>
</tr>
<tr>
<td>Recreation</td>
</tr>
<tr>
<td>Social</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</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 and 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 size and income
- Hillsborough HealthCare number (if applicable)
- Special needs
- Trip purpose
- Escort needs

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

No-Shows
If a client fails to cancel a trip at least two hours before the scheduled trip, he/she will be considered a no-show. A door hanger indicating the time the vehicle arrived, the vehicle number, and the driver’s name will be left for the client. Drivers can wait for only five minutes. If the client is not ready, the driver will continue to his/her next pick-up. After three no-shows within a 30-day period, the client will be notified that service will be suspended for 30 days unless he/she can provide a valid explanation for the no-shows. The client is provided time to appeal prior to a no-show suspension. A client who has been suspended for no-shows and who “no-shows” three times within a 30-day period within 6 months of having their service reinstated after the suspension, will be suspended for 60 days for the subsequent no-show policy violation.

Eligibility
Until 2017, client eligibility for transportation funded by the Transportation Disadvantaged Trust Fund (TDTF), various grant-related programs, or County funds was determined over the phone by reservations staff. Currently, a signed and approved written application with supporting documentation is needed to determine eligibility. However, reservations staff are able to pre-screen 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/ADA 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 2019 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**

**Hillsborough County Florida**

**DATE:** June 5, 2019

**NAME:** Hillsborough County Sunshine Line

**ADDRESS:** 2709 E Hanna Ave, Tampa FL 33610

In accordance with Florida Statute 341.051, the bus transit system named above hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule 14-60, Florida Administrative Code.

2. Compliance with the adopted safety standards in the SSPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-60.000.

**Signature:**

**Name:** Scott Clark

**Title:** Director, Sunshine Line

**Name and address of entity(ies) which have performed safety inspections:**

**Name:** Hillsborough County Fleet Maintenance

**Address:** PO Box 1110, Tampa FL 33601
3.2.8 Inter-County Services
Sunshine Line can provide limited inter-county trips on a case by case basis. In addition, HART, PSTA, and PCPT each have cooperative agreements with each other that provide 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, these standards are used in the CTC Evaluation to evaluate the performance of the CTC. The CTC Evaluation is performed for the review of the TDCB and posted on the Hillsborough Metropolitan Planning Organization's website.

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, social/recreation trips, or trips purchased by another funding agency that allows a longer travel time.

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 fewer than two door-to-door trips per revenue hour.

4.1.7 Vehicles per 100,000 Persons (Measurable Standard)
The coordinator will provide no less than five vehicles per 100,000 residents system-wide.
4.1.8 Percentage of Denials (Measurable Standard)
The coordinator will deny no more than 2.5 percent of client requests for transportation. A denial is when the coordinator cannot schedule the trip that the client requested due to limited capacity of the network, and the client cannot travel on a suggested alternative date and/or time. A detailed log of denied trips will be maintained by the CTC.

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

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

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 and properly secure 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 service to ensure trips are being performed reliably and within the requirements of the System Safety Program Plan and other safety standards.

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)
Fixed-route/ADA transit will be the preferred mode of transport. Clients must use the fixed-route transit system if it is available and if 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.
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 complain:
(The description must at a minimum include the nature of the alleged complaint, the
transportation provider involved and the date(s), time(s), and place(s) where the incident(s)
occurred. Please use additional sheets if needed.)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

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. The report is also posted here: [http://www.planhillsborough.org/community-transportation-coordinator-evaluation/](http://www.planhillsborough.org/community-transportation-coordinator-evaluation/).

4.4.2 CTC Monitoring Procedures of Operators

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

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 several 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

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<th>Revenue Source</th>
<th>CTC and Transportation Providers</th>
<th>Coordination Contractors</th>
<th>TOTAL REVENUES</th>
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<td><strong>Office of Disability Deter.</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>County Public Health Unit</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other (specify)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Department of Juvenile Justice</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(specify) not specified</strong></td>
<td>$24,371.00</td>
<td>$0.00</td>
<td>$24,371.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Department of Transportation</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>49 USC 5307 (Section 9)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>49 USC 5310 (Section 16)</strong></td>
<td>$0.00</td>
<td>$178,792.00</td>
<td>$178,792.00</td>
</tr>
<tr>
<td><strong>49 USC 5311 (Section 18)</strong></td>
<td>$0.00</td>
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<td>$0.00</td>
</tr>
<tr>
<td><strong>490USC 5311(f) (Section 18i)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Block Grant</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Service Development</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Commuter Assistance Program</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other DOT (Specify)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Local Government</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Board Service</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Complementary ADA Service</strong></td>
<td>$0.00</td>
<td>$5,859,702.00</td>
<td>$5,859,702.00</td>
</tr>
<tr>
<td><strong>County Cash</strong></td>
<td>$2,672,027.00</td>
<td>$433,413.00</td>
<td>$3,105,440.00</td>
</tr>
<tr>
<td><strong>County In-Kind</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>City Cash</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>City In-Kind</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other Cash (specify)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other In-Kind (specify)</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Local Non-Government</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Farebox</strong></td>
<td>$52,534.00</td>
<td>$979,495.00</td>
<td>$1,032,029.00</td>
</tr>
<tr>
<td><strong>Donations, Contributions</strong></td>
<td>$0.00</td>
<td>$24,579.00</td>
<td>$24,579.00</td>
</tr>
<tr>
<td><strong>In-Kind Services</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other Non-Government</strong></td>
<td>$135.00</td>
<td>$84,135.00</td>
<td>$84,270.00</td>
</tr>
<tr>
<td>Other Federal or State Programs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>(specify) various</td>
<td>$0.00</td>
<td>$2,410,817.00</td>
<td>$2,410,817.00</td>
</tr>
<tr>
<td>(specify)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>(specify)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>GRAND TOTAL:</strong></td>
<td>$5,683,485.00</td>
<td>$11,388,829.00</td>
<td>$17,072,314.00</td>
</tr>
</tbody>
</table>
## FLCTD Annual Operations Report
### Section VII: Expense Sources

<table>
<thead>
<tr>
<th>Expense Item</th>
<th>Community Transportation Coordinator</th>
<th>Coordination Contractor</th>
<th>TOTAL EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor (501)</td>
<td>$2,723,942.00</td>
<td>$7,177,810.00</td>
<td>$9,901,752.00</td>
</tr>
<tr>
<td>Fringe Benefits (502)</td>
<td>$1,139,731.00</td>
<td>$1,601,278.00</td>
<td>$2,741,009.00</td>
</tr>
<tr>
<td>Services (503)</td>
<td>$530,122.00</td>
<td>$349,826.00</td>
<td>$879,948.00</td>
</tr>
<tr>
<td>Materials and Supplies Cons. (504)</td>
<td>$343,179.00</td>
<td>$884,499.00</td>
<td>$1,227,678.00</td>
</tr>
<tr>
<td>Utilities (505)</td>
<td>$49,469.00</td>
<td>$185,177.00</td>
<td>$234,646.00</td>
</tr>
<tr>
<td>Casualty and Liability (506)</td>
<td>$85,138.00</td>
<td>$785,724.00</td>
<td>$870,862.00</td>
</tr>
<tr>
<td>Taxes (507)</td>
<td>$0.00</td>
<td>$15,733.00</td>
<td>$15,733.00</td>
</tr>
<tr>
<td>Purchased Transportation Services (508)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Pass Expenses</td>
<td>$752,233.00</td>
<td>$40,168.00</td>
<td>$792,401.00</td>
</tr>
<tr>
<td>School Bus Expenses</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Other</td>
<td>$2,456.00</td>
<td>$0.00</td>
<td>$2,456.00</td>
</tr>
<tr>
<td>Miscellaneous (509)</td>
<td>$15,813.00</td>
<td>$5,161.00</td>
<td>$20,974.00</td>
</tr>
<tr>
<td>Interest (511)</td>
<td>$0.00</td>
<td>$1,501.00</td>
<td>$1,501.00</td>
</tr>
<tr>
<td>Leases and Rentals (512)</td>
<td>$0.00</td>
<td>$10,819.00</td>
<td>$10,819.00</td>
</tr>
<tr>
<td>Annual Depreciation (513)</td>
<td>$0.00</td>
<td>$340,487.00</td>
<td>$340,487.00</td>
</tr>
<tr>
<td>Contributed Services (530)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Allocated Indirect Expenses</td>
<td>$41,404.00</td>
<td>$81,168.00</td>
<td>$122,572.00</td>
</tr>
<tr>
<td><strong>GRAND TOTAL:</strong></td>
<td>$5,683,487.00</td>
<td>$11,479,351.00</td>
<td>$17,162,838.00</td>
</tr>
</tbody>
</table>
Preliminary Information Worksheet

Version 1.4

CTC Name: Hillsborough County
County (Service Area): Hillsborough
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

#### Hillsborough County

**Transportation Disadvantaged Service Plan 2019**

#### REVENUES (CTC/Operates ONLY / Do NOT include coordination contractors)

<table>
<thead>
<tr>
<th>Source</th>
<th>Current Year</th>
<th>Current Year Appropriation</th>
<th>Current Year</th>
<th>Estimated Year</th>
<th>Estimated Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
<td>2018</td>
<td>2019</td>
<td>2020</td>
<td>2021</td>
</tr>
<tr>
<td></td>
<td>$45,721</td>
<td>$46,081</td>
<td>$46,451</td>
<td>$46,821</td>
<td>$47,201</td>
</tr>
</tbody>
</table>

#### EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Year</th>
<th>Current Year Appropriation</th>
<th>Current Year</th>
<th>Estimated Year</th>
<th>Estimated Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
<td>2018</td>
<td>2019</td>
<td>2020</td>
<td>2021</td>
</tr>
<tr>
<td></td>
<td>$35,420</td>
<td>$35,780</td>
<td>$36,150</td>
<td>$36,520</td>
<td>$36,900</td>
</tr>
</tbody>
</table>

#### NET PROFIT

<table>
<thead>
<tr>
<th>Item</th>
<th>Current Year</th>
<th>Current Year Appropriation</th>
<th>Current Year</th>
<th>Estimated Year</th>
<th>Estimated Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
<td>2018</td>
<td>2019</td>
<td>2020</td>
<td>2021</td>
</tr>
<tr>
<td></td>
<td>$10,301</td>
<td>$10,301</td>
<td>$10,301</td>
<td>$10,301</td>
<td>$10,301</td>
</tr>
</tbody>
</table>

#### Notes

- Revenue from service fees is based on actual trips provided to program participants.
- Expenses are estimated based on historical costs and anticipated changes.
- Net profit remains consistent with previous years, reflecting stable operations and efficient management.

---

Hillsborough MPO
Hillsborough County Transportation Disadvantaged Service Plan 2019

Page 3 of 8
## Comprehensive Budget Worksheet

### Version 1.0

<table>
<thead>
<tr>
<th>CTC: Hillsborough County</th>
<th>County: Hillsborough County</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Actuals</th>
<th>Current Year Appropriation</th>
<th>Proposed Budget</th>
<th>% Change</th>
<th>Projected Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$1,234,567.89</td>
<td>$1,234,567.89</td>
<td>$1,234,567.89</td>
<td>-1.2%</td>
<td>$1,234,567.89</td>
</tr>
</tbody>
</table>

### EXPENDITURES

#### [CTC Operations ONLY / DO NOT include Construction Contractors]

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>$1,234,567.89</td>
<td>50.2%</td>
</tr>
<tr>
<td>Supplies</td>
<td>$234,567.89</td>
<td>9.8%</td>
</tr>
<tr>
<td>Travel</td>
<td>$345,678.90</td>
<td>13.4%</td>
</tr>
<tr>
<td>Equipment</td>
<td>$456,789.01</td>
<td>18.1%</td>
</tr>
<tr>
<td>Total</td>
<td>$2,222,222.22</td>
<td>100%</td>
</tr>
</tbody>
</table>

###Balancing Revenue in Short Term

Total Revenues $2,222,222.22

### Funding Source

- Federal
- State
- Local
- Other

### Capital Expenditures

- New Equipment
- Replacement
- Repairs

---

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

#### Hillsborough County

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>FY 2014</th>
<th>FY 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>Total Revenue</td>
<td>2,165,626</td>
<td>2,165,626</td>
</tr>
<tr>
<td><strong>Operating</strong></td>
<td>Operating Revenue</td>
<td>2,165,626</td>
<td>2,165,626</td>
</tr>
<tr>
<td></td>
<td>Federal Grants</td>
<td>2,165,626</td>
<td>2,165,626</td>
</tr>
<tr>
<td></td>
<td>Local Match</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total Operating Revenue</td>
<td>2,165,626</td>
<td>2,165,626</td>
</tr>
<tr>
<td><strong>Capital</strong></td>
<td>Capital Revenue</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Federal Grants</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Local Match</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total Capital Revenue</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>Total Revenue</td>
<td>2,165,626</td>
<td>2,165,626</td>
</tr>
</tbody>
</table>

**Notes:**
- **CEL** cells are not determined by applying Authorized Rates.
- **SOLED** cells should be filled by rates used in this spreadsheet.

**CEL cells:**
- Net RE revenue generated by applying authorized rates per MTP Changes.

**SOLED cells:**
- Net RE revenue generated as a source of Local Match Allocations, then identify the appropriate amount of Federal Revenue that represents satisfaction of Local Match requirements on any Federal or Federal-aid projects. This was not included in the final match.

Please review all Grant applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed amounts.
### Budgeted Rate Base Worksheet

**Vector 1.4**

**CTC:** Hillsborough County

**Country:** Hillsborough

1. Complete applicable **GREEN** cells in column A. **YELLOW** and **BLUE** cells are automatically completed in column B.

2. Complete applicable **GOLD** cells in column and C.

#### Adjustments

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Expenditures</td>
<td>$2,588,974</td>
<td></td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>$1,350,000</td>
<td></td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>$3,938,974</td>
<td></td>
</tr>
</tbody>
</table>

#### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>$2,588,974</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$2,588,974</td>
</tr>
</tbody>
</table>

#### Rate Base Adjustment Cell

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusted Expenditures</td>
<td>$4,000,400</td>
</tr>
</tbody>
</table>

*The Difference between Expenditures and Revenues for Fiscal Year*

---

Once completed, proceed to the Worksheet called "Program Rate Base"
Worksheet for Program-wide Rates

CTC: Hillsborough County
County: Hillsborough

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

   Do NOT include trips or miles related to Coordination Contractor!
   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 operator!
   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!

   ![Worksheet Image]

<table>
<thead>
<tr>
<th>Program-Wide Rates</th>
<th>Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projected Passenger Miles</td>
<td>1,749,726</td>
</tr>
<tr>
<td>Rate Per Passenger Mile</td>
<td>$ 2.80</td>
</tr>
<tr>
<td>Total Protected Passenger Trips</td>
<td>169,526</td>
</tr>
<tr>
<td>Rate Per Passenger Trip</td>
<td>$ 28.02</td>
</tr>
</tbody>
</table>

   Avg. Passenger Trip Length = 10.3 Miles

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

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

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

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.
The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2019/2020 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 2017/2018.

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, 2019

<table>
<thead>
<tr>
<th>Door-to-Door Service</th>
<th>Rate per One-Way Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Trip</td>
<td>$36.50</td>
</tr>
<tr>
<td>Wheelchair Trip</td>
<td>$62.57</td>
</tr>
</tbody>
</table>

(Requiring the use of a vehicle lift)

| Group Trip* Per Passenger             | $17.79                |

* 5 or more passengers transported in one vehicle at the same time and being picked up at multiple origins and travelling to one single destination or being picked up from one single origin and travelling to multiple destinations.

| Group Trip* Per Group                 | $68.25                |

* 5 or more passengers in one vehicle being picked up from a single origin and travelling to a single destination at the same time.

BUS PASSES/TICKETS: Cost of pass or ticket plus administration.

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.

<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 user’s request (e.g., conventional city bus and/or fixed guideway transit).

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

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

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

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

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

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

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

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

**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

Transportation Disadvantaged Services

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

As the Baby Boom generation moves into its golden years, the TD population in Hillsborough County is expected to increase from approximately 468,111 in 2019 to an estimated 644,665 by 2045.

Currently, Hillsborough County’s Sunshine Line provides door-to-door transportation and bus passes for elderly, low-income, and disabled persons without their own transportation. Transportation is provided primarily to medical appointments and Hillsborough County’s Aging Services day care and nutrition sites, but non-medical trips are provided on a space-available basis.

Data Collection and Review

Door-to-door transportation services are primarily provided to persons who are unable to use HART’s transit or paratransit services. To estimate the future population without access to HART, transit population coverage was calculated using GIS and placing a ¾-mile buffer, as required by the American Disabilities Act, around local bus routes. Data on future population came from the 2045 Socioeconomic Data Forecasts of the Planning Commission and MPO. Data on local bus routes came from HART. The ¾-mile buffers that were calculated around the routes were intersected with the Traffic Analysis Zones to determine how much of the population was covered by the route service areas, and the analysis assumed an even distribution of population within the zones. For HART Flex routes, the Flex zone was used instead of the buffer.

Forecast of Transportation Disadvantaged Population

The Florida Commission for the Transportation Disadvantaged (CTD) commissioned the Center for Urban Transportation Research (CUTR) to develop a new methodology to forecast paratransit services demand. The Forecasting Paratransit Services Demand – Review and Recommendations report was adopted by the CTD in 2013, and all counties were directed to use this methodology when forecasting TD populations and demand. The methodology uses several data sources to determine the current and projected TD population. The main 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 five-year estimate from 2013-2017 was used for this analysis. Other data sources included the 2009 National Household Transportation Survey (NHTS) and the 2010 Survey of Income and Program Participation (SIPP).

CUTR developed a spreadsheet model to forecast TD populations and trip demand. This model is available on the CTD website for download and was utilized in this analysis. There are required inputs to this model. First, utilizing the ACS five-year dataset for 2013-2017, the following basic population characteristics were input into the model:
Additional information entered into the model included the MPO population projections for 2020, 2025, 2030, 2035, 2040 and 2045, as well as the percent of transit coverage, based on the population within the HART service area divided by the total population of the county.

As shown in Figure 1, overlaps in the population characteristics make it necessary to eliminate duplications. Utilizing the inputs, the CUTR model eliminated duplicate populations. Using CUTR’s method, the estimated TD population for 2019 was 468,111 or 33 percent of the population. The TD population in 2045 is forecast to grow to 644,665, as shown in Table 1. See Appendix B for more detail.

Of these, a portion do not have access to HART bus service and are particularly in need of paratransit for transportation to medical and other life-sustaining activities. To estimate the number of trips these residents are likely to need in the future, the number of trips currently being provided per TD resident living outside the HART service area was calculated, and the resulting trip rate applied to the estimate of future TD population and bus system coverage.

Figure 1: Overlap of Transportation Disadvantaged Population Characteristics

Overlapping Circle Component
Description
- A - Elderly / non-disabled / not low income
- B - Non-elderly / disabled / not low income
- C - Low income / not elderly / not disabled
- D - Elderly / disabled / not low income
- E - Non-elderly / disabled / low income
- F – Elderly / non-disabled / low income
- G – Elderly / disabled / low income
### Table 1: Projected TD Population

<table>
<thead>
<tr>
<th>Overlapping Circle Component</th>
<th>2019</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
<th>2035</th>
<th>2040</th>
<th>2045</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>116,766</td>
<td>118,230</td>
<td>129,461</td>
<td>139,092</td>
<td>146,880</td>
<td>154,065</td>
<td>160,806</td>
</tr>
<tr>
<td>B</td>
<td>71,588</td>
<td>72,485</td>
<td>79,371</td>
<td>85,275</td>
<td>90,050</td>
<td>94,455</td>
<td>98,588</td>
</tr>
<tr>
<td>C</td>
<td>169,775</td>
<td>171,903</td>
<td>188,233</td>
<td>202,236</td>
<td>213,560</td>
<td>224,007</td>
<td>233,808</td>
</tr>
<tr>
<td>D</td>
<td>58,726</td>
<td>59,461</td>
<td>65,110</td>
<td>69,954</td>
<td>73,871</td>
<td>77,484</td>
<td>80,875</td>
</tr>
<tr>
<td>E</td>
<td>27,726</td>
<td>28,073</td>
<td>30,740</td>
<td>33,027</td>
<td>34,876</td>
<td>36,583</td>
<td>38,183</td>
</tr>
<tr>
<td>F</td>
<td>14,364</td>
<td>14,544</td>
<td>15,926</td>
<td>17,111</td>
<td>18,069</td>
<td>18,953</td>
<td>19,782</td>
</tr>
<tr>
<td>G</td>
<td>9,165</td>
<td>9,280</td>
<td>10,162</td>
<td>10,918</td>
<td>11,529</td>
<td>12,093</td>
<td>12,622</td>
</tr>
<tr>
<td>General TD Population</td>
<td>468,111</td>
<td>473,977</td>
<td>519,004</td>
<td>557,612</td>
<td>588,835</td>
<td>617,640</td>
<td>644,665</td>
</tr>
<tr>
<td>Total Population</td>
<td>1,417,808</td>
<td>1,435,575</td>
<td>1,571,953</td>
<td>1,688,889</td>
<td>1,783,456</td>
<td>1,870,699</td>
<td>1,952,553</td>
</tr>
</tbody>
</table>

**Investments Levels Methodology**

Therefore, as the bus system expands, the percent of the population lacking access to transit declines, as does the need for last-resort transportation services like Sunshine Line.

The population with access to bus service was defined as those living within ¾-mile of any non-express bus route. Cost estimates for these future paratransit trip needs were calculated using today’s costs per trip and trips per vehicle. Table 2 summarizes the costs. Appendix C includes a detailed cost breakdown.

### Table 2: Transportation Disadvantaged Services Needed Based on Bus Service Investment Levels

<table>
<thead>
<tr>
<th>Investment Level</th>
<th>TD Population Unserved by Transit in 2045</th>
<th>Annual Paratransit Trips Needed in 2045</th>
<th>Annual Operating Cost in 2045</th>
<th>Fleet Needed in 2045</th>
<th>Total Capital + Operating Cost, 2024-2045</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Investment</td>
<td>263,604</td>
<td>1,087,026</td>
<td>$25,403,793</td>
<td>401</td>
<td>$504,329,707</td>
</tr>
<tr>
<td>High Investment</td>
<td>174,833</td>
<td>720,962</td>
<td>$16,848,884</td>
<td>266</td>
<td>$390,181,094</td>
</tr>
</tbody>
</table>
### Table B-1: CUTR Model Data Inputs

**DATA INPUT PAGE**

<table>
<thead>
<tr>
<th>Area Name</th>
<th>Hillsborough County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Year of Census Data Used</td>
<td>2017</td>
</tr>
<tr>
<td>Percent Transit Coverage</td>
<td>61%</td>
</tr>
<tr>
<td>Number of Annual Service Days</td>
<td>365</td>
</tr>
</tbody>
</table>

#### County Population By Age

<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>87,124</td>
<td>21,783</td>
<td>220</td>
<td>0</td>
</tr>
<tr>
<td>5-17</td>
<td>228,732</td>
<td>47,089</td>
<td>12,572</td>
<td>4,343</td>
</tr>
<tr>
<td>18-34</td>
<td>326,633</td>
<td>58,902</td>
<td>17,982</td>
<td>4,907</td>
</tr>
<tr>
<td>35-64</td>
<td>546,317</td>
<td>64,869</td>
<td>66,097</td>
<td>17,794</td>
</tr>
<tr>
<td>Total Non Elderly</td>
<td>1,188,806</td>
<td>192,643</td>
<td>96,871</td>
<td>27,044</td>
</tr>
<tr>
<td>65-74</td>
<td>117,693</td>
<td>13,378</td>
<td>29,628</td>
<td>4,286</td>
</tr>
<tr>
<td>75+</td>
<td>76,433</td>
<td>9,573</td>
<td>36,593</td>
<td>4,654</td>
</tr>
<tr>
<td>Total Elderly</td>
<td>194,126</td>
<td>22,951</td>
<td>66,221</td>
<td>8,940</td>
</tr>
<tr>
<td>Total</td>
<td>1,382,932</td>
<td>215,594</td>
<td>163,092</td>
<td>35,984</td>
</tr>
</tbody>
</table>

#### County Population Projections

<table>
<thead>
<tr>
<th>Year</th>
<th>3-year growth</th>
<th>Annual % Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1,382,932</td>
<td>86,648</td>
</tr>
<tr>
<td>2020</td>
<td>1,469,580</td>
<td>1.25%</td>
</tr>
<tr>
<td>2025</td>
<td>1,604,167</td>
<td>134,587</td>
</tr>
<tr>
<td>2030</td>
<td>1,720,099</td>
<td>1.83%</td>
</tr>
<tr>
<td>2035</td>
<td>1,814,326</td>
<td>115,932</td>
</tr>
<tr>
<td>2040</td>
<td>1,901,392</td>
<td>94,227</td>
</tr>
<tr>
<td>2045</td>
<td>1,983,170</td>
<td>87,066</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>5-year growth</th>
<th>Annual % Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1,382,932</td>
<td>1.25%</td>
</tr>
<tr>
<td>2020</td>
<td>1,469,580</td>
<td>1.45%</td>
</tr>
<tr>
<td>2025</td>
<td>1,604,167</td>
<td>1.10%</td>
</tr>
<tr>
<td>2030</td>
<td>1,720,099</td>
<td>0.96%</td>
</tr>
<tr>
<td>2035</td>
<td>1,814,326</td>
<td>0.86%</td>
</tr>
<tr>
<td>2040</td>
<td>1,901,392</td>
<td>0.96%</td>
</tr>
<tr>
<td>2045</td>
<td>1,983,170</td>
<td>0.86%</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>
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<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>
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</tbody>
</table>

#### Double Counts Calculations

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Description</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>E</td>
<td>Estimate non-elderly/disabled/low-income</td>
<td>From Base Data (I11)</td>
</tr>
<tr>
<td>B</td>
<td>Estimate non-elderly/disabled/not low-income</td>
<td>Subtract I11 from G11</td>
</tr>
<tr>
<td>G</td>
<td>Estimate elderly/disabled/low-income</td>
<td>From Base Data (I14)</td>
</tr>
<tr>
<td>D</td>
<td>Estimate elderly/disabled/not low-income</td>
<td>Subtract I14 from G14</td>
</tr>
<tr>
<td>F</td>
<td>Estimate elderly/non-disabled/low-income</td>
<td>Subtract I14 from E14</td>
</tr>
<tr>
<td>A</td>
<td>Estimate elderly/non-disabled/not low-income</td>
<td>Subtract sum of J17, J18 and J19 from C14</td>
</tr>
<tr>
<td>C</td>
<td>Estimate low-income/non-elderly/non-disabled</td>
<td>Subtract I11 from E11</td>
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<tr>
<td>Total - Non-Duplicated</td>
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<td></td>
</tr>
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#### 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>
<tr>
<td>County Pop. by Age</td>
<td>Total Population with a Disability by Age</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>&lt; 5 Years of Age</td>
<td>530</td>
</tr>
<tr>
<td>5-17</td>
<td>10,872</td>
</tr>
<tr>
<td>18-34</td>
<td>16,563</td>
</tr>
<tr>
<td>35-64</td>
<td>60,579</td>
</tr>
<tr>
<td><strong>Total Non-Elderly</strong></td>
<td><strong>88,544</strong></td>
</tr>
<tr>
<td>65-74</td>
<td>20,295</td>
</tr>
<tr>
<td>75+</td>
<td>32,957</td>
</tr>
<tr>
<td><strong>Total Elderly</strong></td>
<td><strong>53,252</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>141,796</strong></td>
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</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>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>2.400</td>
</tr>
<tr>
<td>Less</td>
<td></td>
</tr>
<tr>
<td>Transit</td>
<td>0.389</td>
</tr>
<tr>
<td>School Bus</td>
<td>0.063</td>
</tr>
<tr>
<td>Special Transit</td>
<td>0.049</td>
</tr>
<tr>
<td></td>
<td>1.899</td>
</tr>
</tbody>
</table>

**Severely Disabled Trip Rate**

|                  | 0.049                           |

**Assumes**

- Low-income & Not Disabled = C + F
- Assumes 6.9% xx % without auto access
- Previously assumed 27.2% 48.0% xx % without transit access

<table>
<thead>
<tr>
<th>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low-income &amp; Not Disabled</td>
</tr>
<tr>
<td>xx % without auto access</td>
</tr>
<tr>
<td>xx % without transit access</td>
</tr>
</tbody>
</table>

**Calculation of Daily Trips**

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

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
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</tr>
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<tbody>
<tr>
<td><strong>Overlapping Circle Component</strong></td>
<td></td>
<td></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>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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
</tr>
<tr>
<td>F - Estimate elderly/non-disabled/low-income</td>
<td>7,832</td>
<td>8,263</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>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>
</tr>
<tr>
<td>C - Estimate low-income/non-elderly/non-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>
</tr>
<tr>
<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>
</tr>
<tr>
<td>TD w/Transit</td>
<td>204,572</td>
<td>215,842</td>
<td>219,735</td>
<td>240,280</td>
<td>259,413</td>
<td>276,736</td>
<td>292,701</td>
<td>307,665</td>
</tr>
<tr>
<td>TD w/o Transit</td>
<td>188,836</td>
<td>199,239</td>
<td>202,833</td>
<td>221,796</td>
<td>239,458</td>
<td>255,449</td>
<td>270,186</td>
<td>283,999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></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>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled</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>
<td>46,249</td>
</tr>
<tr>
<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>
<td>8,408</td>
</tr>
<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>
<td>51,999</td>
<td>54,657</td>
</tr>
</tbody>
</table>

| Daily Trips - Critical Need TD Population |        |        |        |        |        |        |        |        |
|------------------------------------------|--------|--------|--------|--------|--------|--------|--------|        |
| Severely Disabled | 1,507 | 1,590 | 1,619 | 1,770 | 1,911 | 2,038 | 2,156 | 2,280 |
| Low-income, Non-Disabled, No Access | 10,616 | 11,201 | 11,403 | 12,469 | 13,462 | 14,361 | 15,190 | 16,066 |
| **Total Daily Trips (Critical Need TD) Population** | 12,123 | 12,748 | 12,964 | 14,152 | 15,299 | 16,538 | 17,878 | 19,326 |

| Annual Trips | 4,424,941 | 4,653,098 | 4,731,73 | 5,165,583 | 5,584,01 | 6,036,34 | 6,525,30 | 7,053,885 |

Assumes Annual Service Days = 365

**2015-2020 percent growth** 1.80%

**2020-2025 percent growth** 1.54%

**2025-2030 percent growth** 1.30%
<table>
<thead>
<tr>
<th>Period</th>
<th>Percent Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2030-2035 growth</td>
<td>1.13%</td>
</tr>
<tr>
<td>2035-2040 growth</td>
<td>1.00%</td>
</tr>
</tbody>
</table>
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 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
Helping People Connect

Transportation Disadvantaged Helpline:
1-800-983-2435
TTY: 800-648-6084
www.dot.state.fl.us/ctd

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.

Guide

Your Guide to Getting a Ride in the Tampa Bay Region

Hillsborough, Pasco, & Pinellas Counties

2017 Edition
Published by:

Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2019
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; $0.30 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.

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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.

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/tdpprogram.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.
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.

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.

### 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.

**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.

**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.

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**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.

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**Wheelchair Stretcher Limo, Inc.**
727-845-4464

Available Monday through Friday from 5:00am-6:30pm

Offers wheelchair and ambulatory service. Provides trips for medical, grocery, and pharmaceutical purposes. Cost ranges from $29.75 to $42.75 per trip.

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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.

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**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.

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**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
agingcarefi.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.
Hillsborough County

Accessible Vehicles for Hire (cont’d)

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.

Other Helpful Services

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

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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.

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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

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Hillsborough County

Rides on Demand (cont’d)

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

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Accessible Vehicles For Hire

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.
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.
## Appendix F: 2019 Vehicle Inventory

### Vehicle Inventory 2019

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<tr>
<th>Agency</th>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>Mileage March 2019</th>
<th>Funding source</th>
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Board & Committee Agenda Item

**Agenda Item**
New Freedom Section 5310 Grant Update Enhanced Mobility of Seniors and Individuals with Disabilities

**Presenter**
Dave Newell, FDOT Staff

**Summary**
New Freedom Section 5310 Grant Enhance Mobility of Seniors and Individuals with Disabilities is administered by the Federal Transit Administration (FTA) and the Florida Department of Transportation. The purpose of this program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities.

Annually, the Federal Transit Administration provides funding for this program. The New Freedom funds are shared by Hillsborough, Pasco and Pinellas Counties.

The New Freedom program priorities are established in the Tri-County Access Plan (TCAP) which sets out goals to ensure transportation rides are provided within and across county lines for persons with disabilities and eligible low-income individuals. The Tri-County Access Plan (TCAP) is developed by the Transportation Disadvantaged Coordinating Boards of Hillsborough, Pasco and Pinellas Counties.

FDOT staff will give an overview of the applicants approved for this funding, the projects, funding requirements and next steps.

**Recommended Action**
Review and comment as appropriate

**Prepared By**
Michele Ogilvie, MPO staff

**Attachments**
None
Board & Committee Agenda Item

**Agenda Item**
It’s TIME Hillsborough Survey

**Presenter**
Committee Liaison

**Summary**
This June 2019, the Hillsborough Metropolitan Planning Organization (MPO) kicks off the next phase of its public engagement campaign, collecting input on specific types of projects Hillsborough residents want to see in the county’s 2045 Long Range Transportation Plan.

**Book an It’s TIME Hillsborough presentation now**
We are scheduling presentations now for community groups and neighborhood associations meeting in June and July. May we schedule you?

**Take and share the online survey in June and July**
Contact us, we’ll send you a direct link, along with information to share with your colleagues, friends and neighbors.

You’ll have an opportunity to respond online and at community meetings. Survey found at: [www.planhillsborough.org/2045lrtp](http://www.planhillsborough.org/2045lrtp)

Survey participants will be eligible for prizes:
- Tickets to Rays;
- Tickets to Bucs;
- Tickets to Lightning.

If you know someone else who wants to participate, please share the link with your family, friends, neighbors, and local businesses. Together we can create a vision for Hillsborough County.

**Recommended Action**
Take the survey.

**Prepared By**
Lisa K. Silva, AICP, PLA (MPO Staff)

**Attachments**
Flyer
It’s TIME to tell us your priorities for major transportation projects.

You could win tickets to the Rays, Bucs, or Lightning thanks to our Marketing Partners:

BEASLEY MEDIA GROUP

Take and share the survey at planhillsborough.org/2045lrtp
The Long-Range Transportation Plan (LRTP) directs federal and state dollars towards transportation projects we value. It looks out at least 20 years and is updated every five years. The LRTP, which will be adopted in November 2019, identifies future projects recommended for state and federal funding.

CREATE GROWTH SCENARIOS
Why It’s TIME! Tampa Bay is growing up. We feel it every day as traffic congestion worsens and commutes get longer. Add another one million people to the region over the next 20 years, and it’s easy to see why It’s TIME to address our mobility needs.

ESTABLISH GOALS AND OBJECTIVES
You spoke, we listened. With input received from nearly 10,000 citizens in the It’s TIME Tampa Bay survey, the MPO developed goals and objectives for how we want our region to grow.

IDENTIFY NEEDED IMPROVEMENTS
What is It’s TIME Hillsborough? The Hillsborough MPO is collecting input on specific projects people in Hillsborough County want.

PLAN ADOPTION
November 5, 2019 at 6:00 pm
Public Hearing of the Hillsborough MPO Board
Hillsborough County Center
601 E. Kennedy Blvd., 2nd Floor

For more information or to request a presentation for your community group, contact Lisa Silva silval@plancom.org.
MPO Board Meeting of Wednesday, May 8, 2019

CALL TO ORDER, PLEDGE OF ALLEGIANCE & INVOCATION

The MPO Chairman, Commissioner Les Miller, called the meeting to order at 9:01 a.m., led the pledge of allegiance and gave the invocation. The regular monthly meeting was held at the County Center in the 2nd Floor Boardroom.

The following members were present:

Trent Green, Commissioner Ken Hagan, Mayor Mel Jurado, Commissioner Pat Kemp, Charles Klug for Paul Anderson, Councilman Guido Maniscalco, David Mechanik, Commissioner Les Miller, Commissioner Kimberly Overman, Janet Scherberger for Joe Lopano, Commissioner Mariella Smith, Councilman Luis Viera, and Joe Waggoner.

The following members were absent:

Mayor Rick Lott and Cindy Stuart.

APPROVAL OF MINUTES – April 2, 2019

A motion was made by Commissioner Overman to approve the minutes of April 2, 2019. The motion was seconded by Councilman Maniscalco and carried unanimously.

PUBLIC COMMENT

Mr. Doug Jessup commented on the Tampa Bay Next Update agenda item.

Mr. Rick Fernandez commented on Tampa Bay Next and the Boulevard Tampa Project and the MPO’s Citizen Advisory Committee (CAC) motion to further study the Boulevard Project. He requested removal of Sections 6 and 7 from the Transportation Improvement Program (TIP).

Mr. Chris Vela provided comments regarding the Boulevard Project and line 29 of the TIP. He would like to see the merger study removed from documentation of the Annual Joint Certification of the Hillsborough MPO.

Ms. Connie Burton thought the BOCC was meeting and came to thank them for the 5.2 million dollars that was set aside for a housing initiative. Ms. Burton commented on the 40th Street business district and the possible shutdown of the Floribraska exit. She expressed concerns about the economic impacts on well needed communities.

Mr. Ron Weaver expressed concerns regarding congestion relief for I-275 North.
COMMITTEE REPORTS, ONLINE COMMENTS

Chairman Miller introduced Bill Roberts, CAC Chair, who was in attendance to satisfy the request from Board members to have CAC committee reports presented in person by the CAC Chair or a designated member. Commissioner Miller informed the group that he had an opportunity to attend and have a discussion with the CAC at their first informal evening workshop, which was a request from the CAC members.

Mr. Roberts thanked the Board for the opportunity to present CAC reports in person. His report was included in the Board folders. The committee approved TIP amendments and an amendment to the Unified Planning Work Program (UPWP). In addition, the committee had a robust discussion on the Boulevard concept, which resulted in a motion to the Board to approve further study of the project.

Following Mr. Robert’s update, Commissioner Overman suggested that board members attend a CAC meeting if they have not. She thanked the entire committee and staff that supports the committee for their work. Commissioner Kemp thanked the CAC for their expertise and stated she is looking forward to the monthly in-person reports from the committee. Mr. Robert’s stated that he will relay comments to the committee.

Ms. Gena Torres, Executive Planner, provided a summary of committee reports, emails and Facebook comments received from citizens.

The Technical Advisory Committee (TAC) approved Action Items on the MPO Board agenda.

The Bicycle – Pedestrian Advisory Committee (BPAC) passed a motion supporting the CAC’s motion on the Boulevard Concept and asked that impacts on pedestrians and cyclists be included as part of the study. The committee also approved and forwarded items that appear on the MPO Board’s Consent Agenda, as well as, a letter requesting the Tampa Police Department to speak to the committee regarding their policies on car parking on sidewalks and in bicycle lanes. Wanda Vinson was appointed to the committee as a Member At Large.

The committees received presentations on the Tampa Bay Next update and the Transportation Sales Surtax. The committee offered to act as a sounding board at any time needed during the Independent Oversight Committee process.

The Intelligent Transportation Systems (ITS) Committee discussed the data and analytics platform and is forming a working group to get into details to develop a scope.

The Transportation Disadvantaged Coordinating Board (TDCB) re-approved the 2019/2020 rates per trip for Sunshine Line. Overall rates per trip, effective July 1, 2019, will increase one dollar over the current fiscal year and customer co-pays will not be affected. The TDCB also approved its Grievance Procedures, noting that there have been no complaints in the last 10 years regarding Sunshine Line’s services.

The MPO Chairs Coordinating Committee discussed the Regional Chapter of the upcoming Long Range Transportation Plans (LRTP). Members expressed interest in creating a stand-alone regional LRTP next year. The regional document will include the tri-county vision created by Hillsborough, Pinellas and Pasco MPOs, and the relationship between the tri-county area and the adjacent MPOs to the north, south, and east. There was discussion of the evolving relationship between TBARTA and the MPOs. TBARTA is focusing on its Regional Transit Development Plan. The next meeting of the MPO Chairs will be held on July 19, 2019 at the Florida Hospital Ice Center in Pasco County. There will be a briefing on Pasco’s Connected City Project and a welcome from Commissioner Kathryn Starkey.

MPO Meeting of May 8, 2019 – Page 2
The following email remarks, in full, were provided to board members with their meeting material:

Ms. Michele Cookson shared a Facebook post requesting that the CAC recommendations be included for the Boulevard Study and removal of item 29 from the TIP. In addition, she opposed a merger of the MPOs.

Ms. Ingrid Jacoba’s Facebook comments asked that CSX rail lines be bought to link USF to Downtown. In addition, she does not want Tampa Bay Next funded, would like to see a “No Build” option, and development of the Boulevard concept. She would like to see Vision Zero objectives made a reality.

Mr. Fernandez’s Facebook posts referenced a motion to approve a study of the Boulevard Concept and requested removal of Sections 6 and 7 from the LRTP.

Mr. Mauricio Rosas emailed and shared a video clip regarding a speeding vehicle crashing into a home in Seminole Heights. He also shared a link from Josh Frank’s presentation of the Tampa Heights Civic Association.

Ms. Lena Young Green emailed regarding best complete streets policies.

Ms. Kaitlyn Ranze shared concerns regarding problems on Symmes Road between US41 and Highway 301.

Mr. Joe Bohn thanked Wade Reynolds for a great presentation to USF students.

Mr. Eric Goldstein thanked Beth Alden for taking time to address members of the Westchase Community Association.

There were no questions following the committee reports and online comments.

**CONSENT AGENDA**

A. Committee Appointments
B. Letter Requested by BPAC on Parking in Bike Lanes

A motion was made by David Mechanik and Councilman Maniscalco to approve the Consent Agenda. The motion was seconded by Commissioner Kemp and carried unanimously.

**ACTION ITEMS**

A. Transportation Improvement Program Amendment for HART Grants

Sarah McKinley, MPO Staff, presented information on two amendments to the TIP on HART grants that were received. The $1,000,000 resilience grant from FDOT will be used to repair damaged infrastructure. HART’s Transit Oriented Development (TOD) grant will fund a joint study with Plan Hillsborough and the City of Tampa to revise the TOD policies within the City’s Comprehensive Plan. The study will focus on the Florida and Fowler corridors and coordinate with ongoing efforts. $800,000 are funds from Federal Transit Administration (FTA) and $200,000 are local funds.

There was no discussion or questions following the presentation.

A motion was made by David Mechanik to approve the TIP Amendment. The motion was seconded by Commissioner Overman. Upon a roll call vote, the motion carried 14-0.

B. Unified Planning Work Program Amendment: Annual Update & New Surtax Funds for Planning
Allison Yeh, MPO Staff, presented information on amendments to the UPWP. The administrative document outlines the MPO’s major planning tasks and documents federal, state, and local funding between the MPO, HART, and FDOT.

(Commissioner Hagan left @ 9:45 a.m.)

The recommended action was to approve amendment of the following items to FY19 & FY20 UPWP:

1. FY19 and FY20 budget adjustments
2. Update Task 2 – System & Corridor Planning (TD Section)
   - Add $50K National Healthiest Cities & Counties Challenge Grant
   - Add Transportation Equity Scorecard Tool
   - Update FY20 TD Grant Allocation
3. HART Planning Program
4. Hillsborough County Transportation Improvement Surtax Budget for FY20 contingent on resolution of legal challenge

Committee Requests:

2. The BPAC supported the CAC’s request.
3. The TAC supported all proposed changes to the UPWP.

Following the presentation, Commissioner Smith wanted to make sure that the BPAC’s request to include the impacts on pedestrians and cyclists was included in Task 2.

A motion was made by Commissioner Kemp to add committee requested information and approve the amendment to the UPWP. The motion was seconded by Commissioner Overman.

Commissioner Kemp would like to see a Transportation Equity Planner added when the surtax resources come in that would look at transportation equity issues, as well as, transportation disadvantaged, instead of the Community Planner for shared mobility services.

Following brief discussion, the motion carried unanimously.

C. Annual Joint Certification of the MPO

Mr. Rich Clarendon presented information on the MPO/FDOT yearly joint certification. He pointed out the It’s Time Tampa Bay survey; Vision Zero efforts; Resilient Tampa Bay; the School Safety Study; and the Gulf Coast Safe Streets Summit as notable achievements. Recommendations included eliminating duplicate projects and funding from the TIP; establishing a review process for grant invoices; and considering committee effectiveness and time management. In an effort to improve the partnership with FDOT and suggested from the Regional Structure Best Practices, a MPO Co-Chair staff member will assist with the regional travel demand modeling forecast and report monthly to the MPO Directors. No corrective actions were recommended.

A motion was made by Commissioner Kemp to support re-certification of the MPO and authorization for the MPO Chairman to sign a Joint Certification Statement. The motion was seconded by Councilman Maniscalco.
Following the motion, Commissioner Overman referenced the MPO Merger Study information that was included in the report and wanted to make sure that by accepting the report merger of the MPO was not being approved. Ms. Beth Alden clarified that action was not approving a merger and the Merger Study report was sent to the TBARTA Board and the task was closed.

Commissioner Smith requested an explanation on the elimination of duplicate projects and funding from the TIP that was stated in the presentation. Mr. Clarendon provided clarification on the reconciliation process.

Mayor Jurado followed up on Commissioner Smith’s inquiry and wanted to know what staff has identified as an action step to communicate or take a corrective action that allows the Board to know where the duplicate projects exist before decisions are made on funding projects. Mr. Clarendon provided additional information on staff processes which assure accuracy.

Following additional discussion, the motion carried unanimously.

STATUS REPORTS

A. Tampa Bay Next Update

Secretary David Gwynn, FDOT District 7, provided an update on Tampa Bay Next. The Howard Frankland Bridge is currently in an active procurement process for design-build and plans to award the contract will take place late 2019. Construction will begin in 2020 with an anticipated completion of 2024. The SEIS process, which began in early 2017, along with viable alternatives are being refined through the process. There are two Tampa Interstate Study alternatives workshops being held: (1) May 21 at the Cuban Club from 5:30 – 7:30 p.m. and (2) May 23 at the Tampa Marriott Westshore located at 1001 N. Westshore Boulevard in Tampa. A public hearing is anticipated in early 2020.

(Councilmen Viera & Maniscalco left @ 9:55 a.m.)

Following the update, Commissioner Overman commented on the Boulevard Concept and impacts of the Downtown Interchange, the complexity of the SEIS, and communities and tax payer’s dollars. She expressed concerns regarding safety risks of I-275 and MLK and wanted to know if the lane addition will include widening the area between MLK and Sligh. Secretary Gwynn stated the addition will be within the existing right-of-way and there will be more pavement, as well as noise walls. Commissioner Overman also wanted to know if it was too late to include the Boulevard Concept as a priority into the SEIS project. The Secretary stated that the concept would not be part of the SEIS project. He also explained the lengthy process of the concept and working with FHWA. Commissioner Overman stated that she would like to see plans for Westshore moved forward.

Commissioner Kemp commented on I-275 traffic, north of Fletcher, and local traffic and connecting Vision Zero. She pointed out a personal experience of a dangerous crosswalk at Hillsborough and 40th Street and wanted to know if FDOT could point out projects that are being completed on Hillsborough Avenue to see what can be done to make the street safer. Secretary Gwynn stated that FDOT would be glad to put together a presentation and mentioned that there are a lot of lighting and safety projects that are taking place. Commissioner Miller stated that Hillsborough and 40th are not the only problems and referenced Nebraska to 56th Street. He also mentioned other areas in the intercity with safety issues.

Commissioner Smith thanked FDOT for their hard work in the community. Commissioner Smith expressed concerns about case studies that FDOT pulled regarding tolling vs. non-tolled and impacts of environmental justice and social equity. She wanted to know if further studies are being done. Secretary Gwynn stated that he will check on the final study.
B. 2045 Plan Need Assessment for Major Projects

Mr. Wally Blain, Tindale Oliver, MPO Consultant presented information on the 2045 LRTP. The LRTP must be cost-feasible, reflect local priorities, and look at least twenty years into the future (effectively a 25-year horizon). A public hearing for the MPO to adopt its 2045 Plan is scheduled for Tuesday, November 5, 2019 and a draft will be made available 30 days in advance for public review.

Following the presentation, Commissioner Overman commented on the 2045 traffic congestion forecast, fixed guideway, and the desires of the citizens from the It’s Time Tampa Bay survey. Ms. Alden addressed Commissioner Overman’s concerns regarding CSX owned rail corridors in South Hillsborough County and East to the Polk County line.

Commissioner Kemp commented on fixed guideway in terms of Hwy 41 and the Ferry, which was not included. Commissioner Kemp made comments regarding a recent film, The Last Green Thread, and would like to see future discussion planned for the wildlife corridor of I-4.

Commissioner Smith would have liked to receive the presentation included in the agenda material prior to the meeting and requested a copy be emailed to the Board. She also commented on the population projections for people in South County and echoed concerns on the wildlife corridor, the Ferry, and congestion on I-275.

EXECUTIVE DIRECTOR’S REPORT

Ms. Alden informed board members of the FY19 – Quarter 3 report that was provided in the board folder, along with a copy of the Executive Summary for the It’s Time Tampa Bay survey that took place last summer for the Long Range Transportation Plan. The summary information is posted on the website for the public to review. A more detailed survey, It’s Time Hillsborough, will take place this summer beginning in June. The next Tampa Bay Transportation Management Area Leadership Group meeting is scheduled on June 7 in Pasco County. The next MPO Board meeting will be held on Tuesday, June 11 and is the Annual Public Hearing for the TIP, in addition to the annual update of the Priority List. An amendment to the LRTP will also be considered at the June meeting.

OLD & NEW BUSINESS

Mayor Jurado thanked Beth Alden, Gena Torres and other MPO staff who provided the City of Temple Terrace the benefits of street painting. The City of Temple Terrace will have their first street painting project on Saturday, May 18 with the goal of calming traffic, safety and beautification.

Under new business, Commissioner Miller mentioned the importance of the meetings, and stated after about an hour and a half the group begins to lose its quorum. He suggested keeping meetings to an hour and a half so that a quorum is present for a vote.

ADJOURNMENT

A quorum was lost during the meeting, and the meeting adjourned at 10:57 a.m.
Committee Reports

Meeting of the Citizens Advisory Committee (CAC) on May 15

Under public comment, five citizens commented on the TIP, urging the MPO not to prioritize improvements to the downtown interchange or the section of I-275 north of Downtown Tampa.

Under action items, the CAC voted to:

✓ Recommend by an 11–2 vote an amendment of the Imagine 2040 Long Range Transportation Plan for FAST Act Consistency, and eliminating express toll lanes on I-275 Section 7 north of downtown Tampa; however,
  • The CAC did not concur with the PD&E preferred alternative of adding two general use lanes in place of the express toll lanes;
✓ Unanimously recommend approval of a Transportation Improvement Program (TIP) amendment for a Pedestrian Crosswalk at Florida and Idlewild;
✓ Recommend the FY20–FY24 TIP, by a vote of 11–1, with the following revisions to the draft priority list:
  • By a vote of 9–3, to strike priorities #40 (Big Bend Rd ext.) and #44 (widening Balm Rd) due to concern about promoting sprawl development;
  • By a vote of 10–2, to strike priorities #27 (I-275 from north of MLK to Bearss Ave) and #28 (safety and operational improvements to the downtown interchange) because the surrounding community has spoken against further capacity expansion;
  • Members also expressed concern about making revisions to the draft list of TIP priorities after the draft is distributed to the committee for review.

The CAC also received a status report on the Needs Assessment for the 2045 update of the Long Range Transportation Plan.

Under new business, the CAC voted to recommend that the MPO consider the following rules for public comments for tonight’s TIP Hearing:

✓ Speakers should be allowed more time if they represent groups of not more than four people who have signed up to speak;
✓ Allow not more than 15 minutes per group;
✓ Allow not less than 2 minutes per individual speaker.
✓ You do not have to be present to donate time as long as a signature is there indicated that the time was donated.
Meeting of the Technical Advisory Committee (TAC) on May 20

The committee **approved and forwarded to the MPO Board:**

✓ Imagine 2040 Plan Amendment for Tampa Bay Next Section 7 PD&E and FAST Act Consistency: the TAC chose to take two actions, with the FAST Act Consistency amendment passing unanimously, and the Section 7 PDE amendment passing 11-1 with a concern by one member that no additional lanes should be built;

✓ TIP Amendment for Pedestrian Crosswalk on Florida Ave at Idlewild;

✓ FY20-24 Transportation Improvement Program and Priorities: was approved 11-1, with one member requesting that Line #27 be struck from the TIP.

The TAC members were engaged and interested in the status reports presented:

- 2045 Needs Assessment: members asked for a workshop – perhaps in July, instead of recessing – to review the major projects moving forward.
- THEA Connected Vehicle Pilot Phase III;
- MPO Shared Data and Analytics Platform project.

Meeting of the Policy Committee on May 21

The committee **approved and forwarded to the MPO Board:**

✓ TIP Amendment for Pedestrian Crosswalk on Florida Ave at Idlewild.

The committee held a follow-up, deeper-dive discussion on the 2045 Needs Assessment for Major Projects presentation heard by the board on May 8. Members discussed the importance of street network connectivity; evaluating road improvements systemically rather than in isolation; and considering how land use decisions might affect the need (or lack of need) for specific projects.

The MPO Speed Management Study kick-off was announced, and there was brief discussion of next steps on the board’s motion to study the I-275 boulevard conversion concept.

Meeting of the Bicycle/Pedestrian Advisory Committee (BPAC) on May 8

The committee **approved and forwarded to the MPO Board:**

✓ Reappointment of BPAC Chair Jonathan Forbes to a Citizen-at-Large seat on the Committee;

✓ FY20-24 Transportation Improvement Program and Priorities: was approved 13-3, with concerns that infrastructure for bicycles and pedestrians makes up only 1.4% of TIP funding.

The BPAC also heard status reports on:

- The 2045 Long Range Transportation Program needs assessment: with comments that urban sprawl needs to be addressed, and questions about parking requirements, traffic modeling, and specific corridors;
- Center for Urban Transportation Research (CUTR) Sustainable Transportation Course projects: members appreciated the students’ out of the box ideas and proposals for different corridors in Tampa’s urban core.

The BPAC also heard a public comment from Well Bikes about their program to build bicycles for those in need.
Meeting of the Livable Roadways Advisory Committee (LRC) on May 22

The committee received three public comments asking for removal of Items #27 and #28 from the TIP Priority List. Later motions regarding both were not seconded during Action Item discussion.

The committee **approved and forwarded to the MPO Board:**

✓ FY20-24 Transportation Improvement Program and Priorities, with a recommendation that the MPO work with FDOT on a comprehensive review of the I-4 interchange revisions from I-275 to 22nd Avenue, and how these changes impact the land use and adjacent areas of 14th and 15th Street, and 21st and 22nd Avenues.

✓ A request that the MPO Board establish a performance measure that is the percent of non-single occupancy vehicles (non-SOV) travel, and set an ambitious target for growing non-SOV trips; by doing so, they are making progress towards the other performance measure targets under congestion management, bridge wear and tear, and safety.

The LRC also heard status reports on:

- 2045 Needs Assessment
- THEA Connected Vehicle Pilot Phase III