Virtual Meeting of the Transportation Disadvantaged Coordinating Board (TDCB)-REVISED

Friday, June 26, 2020, 9:30 a.m.

The County Center and Plan Hillsborough offices are closed to the public in response to the COVID-19 pandemic. Helpful hints for participating remotely are attached. For technical support during the meeting, please contact Jason Krzyzanowski at (813) 273-3774 X327.

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https://attendee.gotowebinar.com/register/345460363767391243


Agenda packet and supplemental materials posted here.

I. Call Meeting to Order

II. Public Comment - 3 minutes per speaker, please

III. Approval of Minutes – WORKSHOP April 24, 2020

REGULAR MEETING April 24, 2020

IV. Action Items

A. Vision Zero Speed Management Action Plan (Paula Flores, MPO Consultant)

B. Transportation Disadvantaged Service Plan Annual Update (Michele Ogilvie, MPO Staff)

C. Tri County Report (Michele Ogilvie, MPO Staff)

V. Status Reports

A. Plant City Transit Plan (Vishaka Shiva Raman, MPO Staff)

B. Sunshine Line Update (Scott Clark, Sunshine Line)

VI. Old Business & New Business

A. Farewell

B. Next Meeting: August 21, 2020

VII. Adjournment

VIII. Addendum

A. MPO Meeting Summary & Committee Report

B. TBARTA’S Regional Rapid Transit Project Survey
The full agenda packet is available on the MPO’s website, [www.planhillsborough.org](http://www.planhillsborough.org), or by calling (813) 272-5940.

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Si necesita servicios de traducción, el MPO ofrece por gratis. Para registrarse por estos servicios, por favor llame a Johnny Wong directamente al (813) 273-3774, ext. 370 con tres días antes, o [wongj@plancom.org](mailto:wongj@plancom.org) de cerro electronico. También, si sólo se puede hablar en español, por favor llame a la línea de ayuda en español al (813) 273-3774, ext. 211.

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CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Luis Viera, Chair, called the meeting to order at 9:42 a.m. and began with the Pledge of Allegiance. The meeting was held via GoToWebinar. There was a Roll Call Attendance.

Members Present: Councilman Luis Viera, Gloria Mills, Glenn Brown, Craig Forsell, David Newell, Emily Hughart, Kristina Melling, Mark Harshbarger, Deborah Lekenta, Dr. Leslene Gordon, Commissioner Mariella Smith, John Pelkey, Cassandra Blaylock, Jody Toner and Mike Lacey

A quorum was present.

Members Absent: Angel Williams, Michelle Correll, Artie Fryer and Nancy Pacificio

Others Present: Michele Ogilvie, Cheryl Wilkening, and Joshua Barber– MPO Staff; Karen Smith – Sunshine Line.

PUBLIC COMMENT

There were no public comments.

WORKSHOP PRESENTATION

Michele Ogilvie advised the workshop is a requirement of our contract and procedures with the commission for the Transportation Disadvantage. Ms. Ogilvie gave a refresher course on the Transportation Disadvantage. The local coordinating board was established to identify local service needs and provide information, advice and direction on the coordination of services to be provided to the transportation disadvantaged. The transportation disadvantage are people over 60, low income people, person with disabilities, and children at risk. The Transportation Disadvantage committee advises the MPO Board, BOCC, Sunshine Line, Commission for Transportation Disadvantaged, HART, Florida Legislators and all policy bodies. The service is a coordinated system and each committee member is a part of this service. The BOCC is the CTC for Hillsborough County and Sunshine Line is the operator. Ms. Ogilvie provided an organization chart that explains how the system works. There are certain duties required by the Transportation Disadvantage Board and they include CTC Evaluation, Transportation Disadvantaged Service Plan, reviewing Grievance Procedures and By Laws, Annual Operating Report, TD meets 6 times a year, conduct dialogue and community issues in our venue, advocate for cross county trips and rides. Ms. Ogilvie gave an overview on the Tri-County Area Regional mobility needs for Hillsborough, Pasco and Pinellas. The good news is CTC provides cross county trips when feasible and children at risk are getting rides.

Joshua Barber, MPO Staff, gave an overview of the Advantage Ride Pilot Program. CUTR recommended innovative pilot for shared mobility services for person with intellectual and...
developmental disabilities as part of the TD State-Wide Service Analysis. Florida Legislature directed CTD to procure transportation services for individuals with IDD. $500,000 was allocated for a pilot program in 2018, and an additional $500,00 in 2019. UZURV, a transportation network company, was selected to provide services to eligible individuals in Hillsborough, Pinellas and Manatee County. The program came out with a list of objectives. Mr. Barber reviewed the operations timeline and gave an overview of performance. There were 20,000 trips by October 2019 and 9% were crossed county lines. In conclusion, the program saw rapid growth in demand and there were very positive customer satisfaction and great on-time performance. The program demonstrated need to explore more mobility options and demand for such services. The CTD is administering new grant programs with M-CORES funding to support similar projects.

Glenn Brown inquired about the people who were using this service and wondered what they are doing now. Commissioner Smith commented on funding with M-CORES. Mike Lacey clarified they only verified their disability to use the service.

**WORKSHOP ADJOURNMENT**

Councilman Luis Viera, Chair, called meeting adjourned 10:23 a.m.
REGULAR MEETING CALL TO ORDER

Councilman Luis Viera, Chair, called the meeting to order at 10:24 a.m.

Members Present: Councilman Luis Viera, Gloria Mills, Glenn Brown, Craig Forsell, David Newell, Emily Hughart, Kristina Melling, Mark Harshbarger, Deborah Lekenta, Dr. Leslene Gordon, Commissioner Mariella Smith, John Pelkey, Cassandra Blaylock, Jody Toner and Mike Lacey

A quorum was present.

Members Absent: Angel Williams, Michelle Correll, Artie Fryer and Nancy Pacificio

Others Present: Michele Ogilvie, Cheryl Wilkening, and Joshua Barber—MPO Staff; Karen Smith—Sunshine Line.

PUBLIC COMMENT

There were no public comments.

APPROVAL OF MINUTES

Councilman Luis Viera sought a Motion to approve the minutes. Glenn Brown made a motion to approve minutes for February 21, 2020. The motion was seconded by Gloria Mills and passed unanimously. Motion carries.

ACTION ITEMS

A. CTC Service Rates

Karen Smith, Sunshine Line, presented the 2020 Rate Review. The CTC is required every year to submit a rate worksheet to the Florida Commission for the Transportation Disadvantaged and is included in the service plan. It is used to determine reimbursement rates per trip for the Transportation Disadvantaged Trip and Equipment Grant and does not change or determine the amount of the annual grant. The grant funding is determined by formula. The rates are calculated based on the revenue, expenses, trip and mileage estimates for 2020/2021. The reimbursement rates based on calculation of cost based on 2020/2021 estimates and worksheet formulas. The grant reimburses a portion of the cost. Ms. Smith reviewed the TD Grant Service Rates as calculated by CTD Rate Model effective July 1, 2020. This was a six percent increase from last year. The requested action today is to approve the rates and their inclusion in the TDSP update.
Glenn Brown questioned if the rate is covering the Sunshine Line cost. Commissioner Smith inquired about the copay. Debra Lekenta questioned the rate and if we should use it to track the AOR and wanted to what is considered a group. Gloria Mills questioned what is an AOR (Annual Operating Report).

Councilman Luis Viera sought a Motion to accept the CTC Service Rates. David Newell so moved, seconded by Gloria Mills, and Motion carried unanimously.

B. FY 21 & 22 Unified Planning Work Program

Joshua Barber, MPO Staff, presented the FY 21 & 22 Unified Planning Work Program (UPWP). It is a biennial update and is effective July 1, 2020 to July 30, 2022. The UPWP outlines major planning tasks, documents federal and state funding, coordinates federally funded planning tasks performed by the MPO, HART and FDOT while complying with federal and state rules. The UPWP involves 6 tasks and these include Transportation Planning Management, System Corridor Planning, LRTP and data collection, TIP, public participation and local and regional coordination and planning. Mr. Barber provided a chart on how the tasks breakdown in our budget and gave a list of major projects completed in FY19 and FY20 and projects underway. He also provided an overview of the FY 2021 and FY 2022 funding sources and total budget. The MPO Committee’s had several requests for studies such as best practices for street sweeping and maintenance for bike lanes infrastructure, right size parking calculator, the study of uniform buffered bicycle lane standards countywide and local level projects look at vulnerability/resiliency studies and planning in the county. There are also requests from the local jurisdictions and agencies. A few of these requests are a countywide truck study, trail feasibility and alignment study, canal connector trail feasibility plan and bus stop inventory assessment study. Mr. Barber provided a list of critical path projects and analyses and potential studies with preliminary cost estimates. After funding critical path projects there is $894,929 available for these potential projects. The MPO Board members are requested to contact staff with their top five preferences, from among these studies or others requested. MPO Committees review the UPWP draft in April, the MPO adopts the final UPWP at the May 13, 2020 meeting and the new UPWP is effective July 1, 2020 to June 30, 2022. The recommended action is approval of the FY 21 & FY 22 UPWP and forward to the MPO for adoption.

Commissioner Smith inquired how does the Unified Work Program change if the supreme court strikes the surtax. Glenn Brown pointed out these projects do not look at the long term benefit.

Councilman Luis Viera sought a motion approving the FY21 and FY 22 Unified Planning Work Program and forward to the MPO for adoption. Dr. Leslene Gordon so moved, seconded by Glenn Brown, and Motion carried unanimously.

C. TDCB Grievance Procedures

Michele Ogilvie, MPO Staff, provided the annual review of the grievance procedures annual review and adoption. The purpose is to provide an impartial body to hear complaints and make recommendations on disputes concerning services rendered. The committee members are volunteers that are appointed by the Chair. The current committee members are Gloria Mills, Nancy Pacifico, Mark Harshbarger, Craig Forsell and Nancy Castellano. The recommended action is for the Chairman’s appointment of Grievance Subcommittee members and confirmation of the TD Grievance Procedures. There were no comments.
Councilman Luis Viera sought a Motion recommending the Chairman’s appointment of Grievance Subcommittee members and confirmation of receiving the TDCB Grievance Procedures. David Newell so moved, it was seconded by Cassandra Blaylock, and Motion carried unanimously.

D. By Laws

Michele Ogilvie, MPO Staff, provided an annual review of the TDCB By Laws. The purpose is let the Members of the TD board know we do an annual review of the By Laws, a reminder of their duties, membership, rules within the MPO Structure. The request is to acknowledge you have received the By Laws and adopt the By Laws of the TD board.

Councilman Luis Viera sought a Motion adopting the By Laws of the TD Board. Dr. Leslene Gordon so moved, it was seconded by Emily Hughart, and Motion carried unanimously.

STATUS REPORTS

A. USC Section 5310 Grant Enhanced Mobility of Seniors & Individuals with Disabilities Update

David Newell, FDOT, presented an update on the USC Section 5310 Grant Enhanced Mobility of Seniors and Individuals with Disabilities. 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 through providing capital and operating funds for local agencies serving these clients. They gave 30 awards to 22 different agencies. Hillsborough county received the most awards. They are waiting on the approval from Tallahassee stating these awards are approved. These should be approved by August and the awards distributed in September.

Joshua Barber inquired why there was an uptick on applications.

OLD BUSINESS & NEW BUSINESS

E. Next Meeting: Friday, June 26, 2020

ADJOURNMENT

There being no further business, the meeting was adjourned at 11:15 a.m.
Vision Zero Speed Management Action Plan

Presenter
Paula Flores, GPI

Summary
With the concerning numbers of people hurt and killed on roadways in Hillsborough County, several approaches will be needed to see a reduction in injuries and deaths. Through Vision Zero, there is an acknowledgement that speed plays a significant role in avoiding a crash altogether or at least surviving one. One of the strategies outlined in the MPO's Vision Zero Action Plan specifically calls for looking at setting target speeds suitable to the surrounding context of land uses.

The MPO Board sponsored a study of speed management and safety, focusing on severe crash corridors in Hillsborough County. Stakeholder meetings have been held to help guide how to select and treat roads where excessive speed was a factor in the crash history. A presentation will be given on the methodology used to prioritize the high injury network corridors, share recommended countermeasures, and explain the need for speed management to systematically reduce serious injuries caused by crashes.

The attached presentation thoroughly represents the details of the draft Speed Management Action Plan. The full document was not available in time for the mailout but will be sent under separate cover prior to the meeting.

Recommended Action
Approve the Vision Zero Speed Management Action Plan and forward to the MPO for approval.

Prepared By
Gena Torres

Attachments
Presentation slides, Vision Zero Speed Management Action Plan
Board & Committee Agenda Item

Agenda Item
Transportation Disadvantaged Service Plan Annual 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.

The Transportation Disadvantaged Service Plan (TDSP) is the state required planning and operational guide for the TD Program. It provides a needs assessment of program services, socio-economic data on the TD community; goals and strategies; quality assurance standards, service rates and operational information. The TDSP is updated annually to reflect changes in operations, policies, rates and/or information relating to the administration of the program. Major updates involving a comprehensive review of the TDSP and an assessment of unmet needs based on socio-economic and population data are conducted every five years.

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. Proposed amendments associated with this TDSP update include the following:

- Updated list of members of the Transportation Disadvantaged Coordinating Board
- Updated references to consistency with the local jurisdiction Comprehensive Plans
- Updated references to consistency with the Long-Range Transportation Plan
- Updated language regarding service rates and operational information
- Updated public involvement summary
- Updated language regarding the Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee (Strategy 1.6)
- A new Strategy 2.10 in accordance with TD Board motion on August 23, 2019
- Grammar and formatting corrections.

Recommended Action
Approve the 2020 annual update of the Transportation Disadvantaged Service Plan

Prepared By
Michele Ogilvie, MPO Staff

Attachments
2020 updated Transportation Disadvantaged Service Plan
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Executive Summary

ES.1 2020 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 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 TDSP ensures 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.

This update continues to affirm that providing trips for the Transportation Disadvantaged (TD) in Hillsborough County is important to the health and security of this community. Access to medical, social, education and employment activities allow people to maintain contact with friends and the larger community. Access to cross county trips continues to be a clearly defined need and interest of the TDCB board. Expanding access through peer to peer training is an enhancement that will ensure the TD population is safe while promoting independence.

Coordination Contractors are agencies providing trips to the TD and receive a vehicle through the U.S.C. Section 5310 grant process. The Contractors continue to identify many needs of the transportation disadvantaged. Highlighted first is a need for safe and affordable housing with access to public transportation. Other needs include the need for lower cost transportation, 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 is apparent that the greatest needs are in suburban and rural areas of the county, which indicate a significant need to coordinate land use, human services and transportation services. The need for access to transportation services that can provide group trips for special needs clients continues to be highlighted.

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 2020 Update was approved by the TDCB on June 26, 2020. Table ES-1 is a roll call sheet detailing the results of this vote.
Table ES-1: Hillsborough County TDCB Roll Call Results

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Member Affiliation</th>
<th>Voted</th>
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<tbody>
<tr>
<td>Vacant, Chair</td>
<td>Elected Official</td>
<td></td>
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<tr>
<td>Gloria Mills, Vice Chair</td>
<td>Representing Persons with Disabilities</td>
<td></td>
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<tr>
<td>Craig Forsell</td>
<td>Representing the Elderly</td>
<td></td>
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<tr>
<td>Nancy Pacifico</td>
<td>Representing users of the TD system</td>
<td></td>
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<tr>
<td>Artie Fryer</td>
<td>Citizen Advocate</td>
<td></td>
</tr>
<tr>
<td>Cassandra Blaylock</td>
<td>Representing the Economically Disadvantaged</td>
<td></td>
</tr>
<tr>
<td>Glenn Brown</td>
<td>Representing the Children-at-Risk</td>
<td></td>
</tr>
<tr>
<td>Nancy Castellano</td>
<td>Representing the Local For-Profit Transportation</td>
<td></td>
</tr>
<tr>
<td>Michelle Correll</td>
<td>Hillsborough County Public Schools</td>
<td></td>
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<tr>
<td>Leslene Gordon, Ph.D.</td>
<td>Florida Department of Health</td>
<td></td>
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<tr>
<td>John E. Pelkey</td>
<td>Representing the Local Veterans Administration</td>
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<tr>
<td>Comm. Mariella Smith</td>
<td>Local Mass Transit System's Board, HART</td>
<td></td>
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<tr>
<td>Dave Newell</td>
<td>Florida Department of Transportation, District Seven</td>
<td></td>
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<tr>
<td>Angel Williams</td>
<td>Department of Children and Families</td>
<td></td>
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<tr>
<td>Mark Harsbarger</td>
<td>Department of Education/Division of the Blind</td>
<td></td>
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<tr>
<td>Kristina Melling</td>
<td>Florida Department of Elder Affairs</td>
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<tr>
<td>Emily Hughart</td>
<td>Agency of Health Care Administration</td>
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<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

6/26/20

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. Table 1-1 lists the current membership of the Hillsborough County TDCB.
Figure 1-1: Hillsborough County Transportation Disadvantaged Program Organization
<table>
<thead>
<tr>
<th>Member Name</th>
<th>Member Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacant, 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>Cassandra Blaylock</td>
<td>Representing the Economically Disadvantaged</td>
</tr>
<tr>
<td>Glenn Brown</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>John E. Pelkey</td>
<td>Representing the Local Veterans Administration</td>
</tr>
<tr>
<td>Comm. Mariella Smith</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>Emily Hughart</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.

**Hillsborough County Comprehensive Plan:**

Goal 2: Develop a safe, convenient, and efficient transit system for the transit dependent, as well as a convenient alternative for persons who choose not to drive their own vehicle.

Objective 2.3: Improve transit services and existing programs to meet the specialized needs of the transit dependent and TD populations.

Policy 2.3.1: Continue to work with the designated CTC to assist in the provision of transportation services to the TD.

Policy 2.3.2 Comply with Chapter 427, F.S. by coordinating services to the transportation disadvantaged among County agencies and non-profit organizations in Hillsborough County.

Policy 2.3.4 Continue to comply with the Americans with Disabilities Act (ADA) in the construction of sidewalks, crosswalks, wheelchair ramps, and improved access to bus stops on all county-maintained facilities.

The *Imagine 2040: Tampa Comprehensive Plan* for 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.

It's TIME Hillsborough 2045 Long Range Transportation Plan (LRTP)

Specific to the TD population, the 2045 plan identifies the need for real choices when not drive; the need for people to access work, school, health services, and food when they cannot drive or own a car was identified as a major overriding need for the county. The plan specifically states that this is especially a need for our most vulnerable and transportation disadvantaged populations, who often lack convenient access to these essential destinations. According to the Plan, 7.1% of the County’s residents do not have access to a car, only 14% of residents have access to a good bus service, 20% live near a low-stress place to walk, and only 21% of grocery stores are accessible via good bus service. The plan identifies additional and new demand-response services for the transportation disadvantaged, on top of trails and greenways, and enhanced local, express, and regional transit services as major needs.

In addition to these needs, the 2045 Plan considers Environmental Justice and Title VI concerns throughout their programming. The 2045 Plan analysis shows that due to development patterns, future travel demand and road projects proposed in the 2045 Plan, the potential for health and
environmental impacts associated with traffic falls more heavily on EJ communities, which include low-income communities. Impact-offset strategies were identifying with local communities impacted by these projects and include urban design to reduce air pollutants, enhanced pedestrian, bicycle, and transit infrastructure and connectivity, and safety improvements.

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>
<tr>
<td>*BEBR 2018 Estimate</td>
<td></td>
</tr>
<tr>
<td>**American Community Survey 2017 5 year Estimates</td>
<td></td>
</tr>
</tbody>
</table>

Table 1-2 highlights key demographic statistics for Hillsborough County. Figures in Appendix A also 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 2045.
### Table 1-3: Projected TD Population

<table>
<thead>
<tr>
<th>Population</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><strong>Overlapping Circle Component</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<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>
</tr>
<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><strong>Total General TD Population</strong></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><strong>Total Population</strong></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><strong>Total Critical TD Population</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled</td>
<td>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><strong>Total Critical Need TD Population</strong></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><strong>Daily Trips - Critical Need TD Population</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severely Disabled</td>
<td>1,857</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><strong>Total Daily Trips Critical Need TD Population</strong></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><strong>Annual Trips</strong></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

Public involvement is encouraged at the beginning of every meeting held by the TDCB. The public has told the board the following for 2019:

- Providing trips for seniors is greatly appreciated and important to maintaining social contact with friends and the larger community.
- The Ride Away Program in Broward County helps individuals with disabilities to use different modes of transportation like Uber, Lyft, community bus, tri-rail, water taxis and fixed routes within their county so they can become independent and do this in a safe and easy way to understand. This service should be expanded to Hillsborough County.

Other public involvement in this CTC designation period has included a workshop in 2019 for Coordination 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 Coordination 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.

Conversation topics from the Coordination 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 map in Figure 1-2 shows the 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.

- 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 2018-2019, 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 2018/2019, Sunshine Line provided a total of 165,634 door-to-door trips and 143,003 bus pass trips; other county agencies provided 19,051 trips; Coordination Contractors provided 482,355 trips for a total of 810,043 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 highlights the low income population served by the HART system and Figure 1-6 highlights the low income populations served by late night routes.
Figure 1-4: Low-Income Population Served by Transit
Figure 1-5: 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: 2020 Coordination 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. Transportation for clients to medication clinics, recreational activities, scheduled appointments, etc.</td>
</tr>
<tr>
<td>Quality of Life Community Services, Inc.</td>
<td>Quality of life trips where or when not otherwise available.</td>
</tr>
<tr>
<td>Quest, Inc.</td>
<td>Transportation to/from residential facilities, including trips for employment, employment training, and community outings.</td>
</tr>
</tbody>
</table>
Sunrise Community

Provides transportation for persons with intellectual and physical challenges who live in their Community Living Arrangements (group homes).

1.5 Service Limitations and Barriers to Coordination

One significant barrier to coordination is communication between coordination contractors. The traditional communication structure for coordination contractors is to communicate individually with the CTC and the FDOT. There is a need for some form of collaboration among the coordination contractors 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 sales tax revenue is currently in litigation and is now in question.

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. Seven (7.1) % of the County’s residents do not have access to a car, only 14% of residents have access to a good bus service, 20% live near a low-stress place to walk, and only 21% of grocery stores are accessible via good bus service.

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 1-6: Sidewalk Coverage – Origin ZIP Codes
Figure 1-7: Sidewalk Coverage – Destination ZIP Codes
Figure 1-8: 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 Goal, Objectives, and Strategies

**Goal:** Promote an efficient, reliable, and safe transportation system that provides the Transportation Disadvantaged (TD) community access to work, school, healthcare, shopping, and social activities.

**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.

*Strategy 1.6:* Continue to work with Pinellas and Pasco Transportation Disadvantaged Coordinating Boards (TDCBs) to advocate for the development, funding and operation of Tri-County cross county trip services for the TD.

**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.

Strategy 2.10: Support and advocate for funding of programing that provides TD peer to peer training that makes the use of different modes of transportation like Uber, Lyft, community bus, water transit and fixed routes safe and easy to understand thus promoting individual independence.

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 2045 Long Range Transportation Plan (LRTP) continues to identify the need for additional paratransit vans in the future.

There is a need to better facilitate the communication between FDOT, the CTC and the coordination 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 2-1 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 15 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 2020/21</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Replacement (vans with wheelchair lift)</td>
<td>6</td>
<td>$80,000</td>
<td>$480,000</td>
</tr>
<tr>
<td>New Vehicle (vans with wheelchair lift)</td>
<td>4</td>
<td>$80,000</td>
<td>$320,000</td>
</tr>
<tr>
<td>Major Capital Requests for 2021/2022</td>
<td>9</td>
<td>$80,000</td>
<td>$720,000</td>
</tr>
<tr>
<td>Vehicle Replacement (vans with wheelchair lift)</td>
<td>9</td>
<td>$80,000</td>
<td>$720,000</td>
</tr>
<tr>
<td>Total Cost</td>
<td></td>
<td></td>
<td>$1,520,000</td>
</tr>
</tbody>
</table>
Section 3: Service Plan

3.1 Community Transportation Coordinator Priorities

The Sunshine Line is providing trips for its clients within the declared service hours. When resources are limited, Sunshine Line will use the following priorities to determine the level of service provided. Table 3-1 details the trips that are considered Priority I through Priority V. All other trips are scheduled as resources are available.

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

*Table 3-1 CTC Service Priorities*
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. Limited Saturday service is provided within local communities from 8:00 a.m. through 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 copayment 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 door to door 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 for their own 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 Sunshine Line
PO Box 1110 Tampa, FL 33601-1110

SAFETY CERTIFICATION

DATE: June 1, 2020
NAME: Hillsborough County Sunshine Line
ADDRESS: 2709 E Hanna Ave, Tampa FL 33610

In accordance with Florida Statute 341.061, 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 14-90, 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 14-90.009.

Signature: Scott Clark
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 (CEMP) and is assigned to special needs evacuation. In addition, upon activation of the Emergency Operation Center, Sunshine Line School Board transportation, HART, and other partners work collectively to evacuate residents according to the CEMP.

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 https://www.hillsboroughcounty.org/en/residents/social-services/transportation. 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 may be provided on a case by case basis and 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 not provided when comparable services are available in Hillsborough County. Currently, out-of-county trips can be provided on a case by case basis.
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.
MPO: The Hillsborough County MPO, an organization responsible for carrying out transportation planning and staffing the TDCB.

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

Transportation Provider: The entity providing transportation services for the TD whether it be the County or private non-profit or private for-profit providers.

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.

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

Section 3. Objective

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

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.

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

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

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.

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.

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.
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:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Signature: ___________________________

OFFICIAL USE ONLY

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

Recommendation:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Date Parties Notified of Results:
__________________________________________________________

Return form to:
Transportation Disadvantaged Coordinating Board
P.O. Box 1110
Tampa, FL 33601-1110
(813) 272-6255 (fax)
Attn: TD Planner
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 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/.

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.
### CTC Trips

**County:** Hillsborough  
**CTC Status:** Submitted  
**CTC Organization:** Hillsborough County  
**Fiscal Year:** 07/01/2018 - 06/30/2019  
**CTD Status:** Under Review  

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<td>0</td>
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<tr>
<td>Total - Service Type</td>
<td>327,688</td>
<td>402,625</td>
<td>730,313</td>
</tr>
</tbody>
</table>

How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)

| Total - Contracted Transportation Operator Trips | 2,524 | 0 | 2,524 |

<p>| Agency for Health Care Administration (AHCA) | 0 | 27,174 | 27,174 |
| Agency for Persons with Disabilities (APD) | 0 | 105,865 | 105,865 |
| Comm for the Transportation Disadvantaged (CTD) | 182,643 | N/A | 182,643 |
| Dept of Economic Opportunity (DEO) | 0 | 0 | 0 |
| Dept of Children and Families (DCF) | 6,427 | 11,923 | 18,350 |
| Dept of Education (DOE) | 0 | 13 | 13 |
| Dept of Elder Affairs (DOEA) | 28,167 | 0 | 28,167 |
| Dept of Health (DOH) | 0 | 0 | 0 |
| Dept of Juvenile Justice (DJJ) | 260 | 0 | 260 |
| Dept of Transportation (DOT) | 0 | 118,013 | 118,013 |
| Local Government | 110,191 | 75,345 | 185,536 |
| Local Non-Government | 0 | 18,484 | 18,484 |
| Other Federal &amp; State Programs | 0 | 45,808 | 45,808 |
| Total - Revenue Source | 327,688 | 402,625 | 730,313 |</p>
<table>
<thead>
<tr>
<th>Selected Reporting Period</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passenger Type - One Way</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Older Adults</td>
<td>10,701</td>
<td>1,054</td>
<td>11,755</td>
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<tr>
<td>Children At Risk</td>
<td>0</td>
<td>954</td>
<td>954</td>
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<tr>
<td>Persons With Disabilities</td>
<td>69,425</td>
<td>383,604</td>
<td>453,029</td>
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<tr>
<td>Low Income</td>
<td>244,305</td>
<td>14,184</td>
<td>258,489</td>
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<tr>
<td>Other</td>
<td>3,257</td>
<td>2,829</td>
<td>6,086</td>
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<td><strong>Total - Passenger Type</strong></td>
<td>327,688</td>
<td>402,625</td>
<td>730,313</td>
</tr>
<tr>
<td><strong>Trip Purpose - One Way</strong></td>
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<td></td>
</tr>
<tr>
<td>Medical</td>
<td>72,315</td>
<td>95,611</td>
<td>167,926</td>
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<tr>
<td>Employment</td>
<td>12,689</td>
<td>50,719</td>
<td>63,408</td>
</tr>
<tr>
<td>Education/Training/Daycare</td>
<td>21,324</td>
<td>141,822</td>
<td>163,146</td>
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<tr>
<td>Nutritional</td>
<td>139,082</td>
<td>7,392</td>
<td>146,474</td>
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<tr>
<td>Life-Sustaining/Other</td>
<td>82,278</td>
<td>107,081</td>
<td>189,359</td>
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<tr>
<td><strong>Total - Trip Purpose</strong></td>
<td>327,688</td>
<td>402,625</td>
<td>730,313</td>
</tr>
<tr>
<td><strong>Unduplicated Passenger Head Count (UDPHC)</strong></td>
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<tr>
<td>UPHC</td>
<td>11,524</td>
<td>14,891</td>
<td>26,415</td>
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<tr>
<td><strong>Total - UPHC</strong></td>
<td>11,524</td>
<td>14,891</td>
<td>26,415</td>
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<tr>
<td><strong>Unmet &amp; No Shows</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Unmet Trip Requests</td>
<td>403</td>
<td>N/A</td>
<td>403</td>
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<tr>
<td>No Shows</td>
<td>5,405</td>
<td>N/A</td>
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<tr>
<td><strong>Customer Feedback</strong></td>
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<tr>
<td>Complaints</td>
<td>58</td>
<td>N/A</td>
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<tr>
<td>Commendations</td>
<td>299</td>
<td>N/A</td>
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<tr>
<td>Selected Reporting Period</td>
<td>CTC &amp; Transportation Operators</td>
<td>Coordination Contractors</td>
<td>Total</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------------------</td>
<td>--------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Deviated Fixed Route Miles</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>Complementary ADA Service Miles</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
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<tr>
<td>Paratransit Miles</td>
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<td>2,952,397</td>
<td>4,227,148</td>
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<tr>
<td>Transportation Network Companies (TNC) Miles</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>Taxi Miles</td>
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<td>14,462</td>
</tr>
<tr>
<td>School Board (School Bus) Miles</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
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<tr>
<td>Volunteers Miles</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
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<tr>
<td>Total - Vehicle Miles</td>
<td>1,289,213</td>
<td>2,952,397</td>
<td>4,241,610</td>
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<tr>
<td>Roadcalls &amp; Accidents</td>
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<td></td>
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<tr>
<td>Roadcalls</td>
<td>76</td>
<td>351</td>
<td>427</td>
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<tr>
<td>Chargeable Accidents</td>
<td>5</td>
<td>23</td>
<td>28</td>
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<tr>
<td>Vehicle Inventory</td>
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<td></td>
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<tr>
<td>Total Number of Vehicles</td>
<td>76</td>
<td>233</td>
<td>309</td>
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<tr>
<td>Number of Wheelchair Accessible Vehicles</td>
<td>65</td>
<td>109</td>
<td>174</td>
</tr>
<tr>
<td>Drivers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Full Time &amp; Part Time Drivers</td>
<td>77</td>
<td>723</td>
<td>800</td>
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<tr>
<td>Number of Volunteer Drivers</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</table>
## Selected Reporting Period

<table>
<thead>
<tr>
<th>Revenue Sources</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Health Care Administration (AHCA)</td>
<td>$ 0</td>
<td>$ 1,570,352</td>
<td>$ 1,570,352</td>
</tr>
<tr>
<td>Agency for Persons with Disabilities (APD)</td>
<td>$ 0</td>
<td>$ 760,148</td>
<td>$ 760,148</td>
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<tr>
<td>Dept of Economic Opportunity (DEO)</td>
<td>$ 0</td>
<td>$ 0</td>
<td>$ 0</td>
</tr>
<tr>
<td>Dept of Children and Families (DCF)</td>
<td>$ 26,763</td>
<td>$ 294,126</td>
<td>$ 320,889</td>
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<tr>
<td>Dept of Education (DOE)</td>
<td>$ 0</td>
<td>$ 1,788</td>
<td>$ 1,788</td>
</tr>
<tr>
<td>Dept of Elder Affairs (DOEA)</td>
<td>$ 548,860</td>
<td>$ 0</td>
<td>$ 548,860</td>
</tr>
<tr>
<td>Dept of Health (DOH)</td>
<td>$ 0</td>
<td>$ 0</td>
<td>$ 0</td>
</tr>
<tr>
<td>Dept of Juvenile Justice (DJJ)</td>
<td>$ 26,763</td>
<td>$ 0</td>
<td>$ 26,763</td>
</tr>
</tbody>
</table>

| Commission for the Transportation Disadvantaged (CTD) |                                |                          |          |
|-------------------------------------------------------|                                |                          |          |
| Non-Sponsored Trip Program                            | $ 2,243,830                    | N/A                      | $ 2,243,830 |
| Non-Sponsored Capital Equipment                       | $ 0                            | N/A                      | $ 0      |
| Rural Capital Equipment                               | $ 0                            | N/A                      | $ 0      |
| TD Other                                              | $ 0                            | N/A                      | $ 0      |

| Department of Transportation (DOT)                    |                                |                          |          |
|-------------------------------------------------------|                                |                          |          |
| 49 USC 5307                                           | $ 0                            | $ 4,646,149              | $ 4,646,149 |
| 49 USC 5310                                           | $ 0                            | $ 333,168                | $ 333,168 |
| 49 USC 5311                                           | $ 0                            | $ 0                      | $ 0      |
| 49 USC 5311 (f)                                       | $ 0                            | $ 0                      | $ 0      |
| Block Grant                                           | $ 0                            | $ 0                      | $ 0      |
| Service Development                                   | $ 0                            | $ 0                      | $ 0      |
| Commuter Assistance Program                            | $ 0                            | $ 0                      | $ 0      |
| Other DOT                                             | $ 0                            | $ 3,873                  | $ 3,873  |

| Local Government                                      |                                |                          |          |
|-------------------------------------------------------|                                |                          |          |
| School Board (School Bus)                              | $ 0                            | N/A                      | $ 0      |
| County Cash                                           | $ 3,986,241                    | $ 2,642,503              | $ 6,628,744 |
| County In-Kind                                        | $ 0                            | $ 0                      | $ 0      |
| City Cash                                             | $ 0                            | $ 4,132                  | $ 4,132  |
| City In-Kind                                          | $ 0                            | $ 0                      | $ 0      |
| Other Cash                                            | $ 0                            | $ 0                      | $ 0      |
| Other In-Kind                                         | $ 0                            | $ 0                      | $ 0      |

| Local Non-Government                                  |                                |                          |          |
|-------------------------------------------------------|                                |                          |          |
| Farebox                                               | $ 65,567                       | $ 841,314                | $ 906,881 |
| Donations/Contributions                               | $ 0                            | $ 32,478                 | $ 32,478  |
| In-Kind Services                                      | $ 0                            | $ 32,454                 | $ 32,454  |
| Other Non-Government                                  | $ 888                          | $ 534,541                | $ 535,429 |

| Other Federal & State Programs                        |                                |                          |          |
|-------------------------------------------------------|                                |                          |          |
| Other Federal Programs                                | $ 0                            | $ 140,954                | $ 140,954 |
| Other State Programs                                  | $ 0                            | $ 362,631                | $ 362,631 |

| Total - Revenue Sources                                | $ 6,898,912                    | $ 12,200,611             | $ 19,099,523 |

---

**Hillsborough MPO** | **Hillsborough County Transportation Disadvantaged Service Plan 2020**  
**DRAFT**
<table>
<thead>
<tr>
<th>Expense Sources</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor</td>
<td>$2,864,242</td>
<td>$7,106,279</td>
<td>$9,970,521</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$1,133,862</td>
<td>$1,026,449</td>
<td>$2,160,311</td>
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<tr>
<td>Services</td>
<td>$529,585</td>
<td>$1,639,480</td>
<td>$2,169,065</td>
</tr>
<tr>
<td>Materials &amp; Supplies Consumed</td>
<td>$509,359</td>
<td>$1,238,888</td>
<td>$1,748,247</td>
</tr>
<tr>
<td>Utilities</td>
<td>$46,547</td>
<td>$115,831</td>
<td>$162,378</td>
</tr>
<tr>
<td>Casualty &amp; Liability</td>
<td>$82,693</td>
<td>$698,572</td>
<td>$781,265</td>
</tr>
<tr>
<td>Taxes</td>
<td>$0</td>
<td>$2,313</td>
<td>$2,313</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$1,133,862</td>
<td>$1,026,449</td>
<td>$2,160,311</td>
</tr>
<tr>
<td>Services</td>
<td>$529,585</td>
<td>$1,639,480</td>
<td>$2,169,065</td>
</tr>
<tr>
<td>Materials &amp; Supplies Consumed</td>
<td>$509,359</td>
<td>$1,238,888</td>
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<tr>
<td>Utilities</td>
<td>$46,547</td>
<td>$115,831</td>
<td>$162,378</td>
</tr>
<tr>
<td>Casualty &amp; Liability</td>
<td>$82,693</td>
<td>$698,572</td>
<td>$781,265</td>
</tr>
<tr>
<td>Taxes</td>
<td>$0</td>
<td>$2,313</td>
<td>$2,313</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$29,755</td>
<td>$176,696</td>
<td>$206,451</td>
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<tr>
<td>Interest</td>
<td>$0</td>
<td>$1,323</td>
<td>$1,323</td>
</tr>
<tr>
<td>Leases &amp; Rentals</td>
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<td>$779</td>
</tr>
<tr>
<td>Capital Purchases</td>
<td>$949,131</td>
<td>$84,929</td>
<td>$1,034,060</td>
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<tr>
<td>Contributed Services</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Allocated Indirect Expenses</td>
<td>$0</td>
<td>$85,702</td>
<td>$85,702</td>
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<td><strong>Total - Expense Sources</strong></td>
<td><strong>$6,898,912</strong></td>
<td><strong>$12,177,241</strong></td>
<td><strong>$19,076,153</strong></td>
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</table>

**Purchased Transportation Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
<th>Not Available</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Pass</td>
<td>$714,750</td>
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<td>$714,750</td>
</tr>
<tr>
<td>School Board (School Bus)</td>
<td>$0</td>
<td>N/A</td>
<td>$0</td>
</tr>
<tr>
<td>Transportation Network Companies (TNC)</td>
<td>$0</td>
<td>N/A</td>
<td>$0</td>
</tr>
<tr>
<td>Taxi</td>
<td>$38,988</td>
<td>N/A</td>
<td>$38,988</td>
</tr>
<tr>
<td>Contracted Operator</td>
<td>$0</td>
<td>N/A</td>
<td>$0</td>
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<td><strong>Total - Purchased Transportation Services</strong></td>
<td><strong>$753,738</strong></td>
<td><strong>N/A</strong></td>
<td><strong>$753,738</strong></td>
</tr>
</tbody>
</table>
The following is a copy of the completed CTD Disadvantaged Rate Calculation Model for the 2020/2021 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 2019/2020.

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, 2020**

<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>$38.83</td>
</tr>
<tr>
<td>WHEELCHAIR TRIP</td>
<td>$66.56</td>
</tr>
<tr>
<td>(Requiring the use of a vehicle lift)</td>
<td></td>
</tr>
<tr>
<td>GROUP TRIP* PER PASSENGER</td>
<td>$18.77</td>
</tr>
<tr>
<td>*5 or more passengers transported in one vehicle at the same time and being picked up at multiple origins and travelling to one single destination or being picked up from one single origin and travelling to multiple destinations.</td>
<td></td>
</tr>
<tr>
<td>GROUP TRIP* PER GROUP</td>
<td>$74.35</td>
</tr>
<tr>
<td>* 5 or more passengers in one vehicle being picked up from a single origin and travelling to a single destination at the same time.</td>
<td></td>
</tr>
</tbody>
</table>

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

Clients who use Hillsborough Area Regional Transit’s (HART) Americans with Disabilities Act (ADA) Paratransit Service may apply to Hillsborough County for a HART punch pass at no cost, which is used to pay the co-payment for this service. Eligibility is based on income and expenses.
## 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:

<table>
<thead>
<tr>
<th>ORGANIZATIONAL TYPE:</th>
<th>NETWORK TYPE:</th>
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</thead>
<tbody>
<tr>
<td>Governmental</td>
<td>Fully Brokered</td>
</tr>
<tr>
<td>Private Non-Profit</td>
<td>Partially Brokered</td>
</tr>
<tr>
<td>Private For Profit</td>
<td>Sole Source</td>
</tr>
</tbody>
</table>

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

#### Version 1.4

**Hillsborough County Transportation Disadvantaged Service Plan 2020**

#### Prior Year’s ACTUALS

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Non-Gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Civilian Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service/Community Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Current Year’s APPROVED Budget, as amended

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Non-Gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Civilian Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service/Community Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Upcoming Year’s PROPOSED Budget

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Non-Gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Civilian Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service/Community Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### % Change

<table>
<thead>
<tr>
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<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Non-Gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Civilian Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service/Community Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Notes

- Not applicable
- Other
- Other DCA specific in explanation

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

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Non-Gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical/Civilian Center</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service/Community Services</td>
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</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Notes

- Not applicable
- Other
- Other DCA specific in explanation

---

**Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2020**

**DRAFT**
### Comprehensive Budget Worksheet

#### Version 1.4

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

<table>
<thead>
<tr>
<th>Prior Year’s ACTUALS</th>
<th>Current Year’s APPROVED budget, as amended</th>
<th>Upcoming Year’s PROPOSED budget</th>
<th>% Change from Prior Year to Current Year</th>
<th>% Change from Current Year to Upcoming Year</th>
<th>Explain Changes in Column(s) That Are ≥ 10% and Also ≥ $50,000</th>
</tr>
</thead>
</table>

- Confirm whether revenues are collected at a system subsidy vs. a purchase of service at a unit price.

<table>
<thead>
<tr>
<th>Sun Pass Admin. Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
## Budgeted Rate Base Worksheet

<table>
<thead>
<tr>
<th>Column 1: Description</th>
<th>Column 2: Rate</th>
<th>Column 3: Budgeted Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private Sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**YELLOW cells**: Should be filled by applying Authorized Rates.

**GREEN cells**: Revenue generated by applying Authorized Rates per MileTrip.

**GOLD cells**: Revenue generated by applying Authorized Rates per MileTrip and charges.

---

*Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2020*

DRAFT
### Worksheet for Program-wide Rates

**CTC:** Hillsborough County Version 1.4  
**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 Contractors!  
   - Do **NOT** include School Board trips or miles UNLESS.............  
   - INCLUDE all ONE-WAY passenger trips and passenger rates related to services you purchased from your transportation operators!  
   - Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS.  
   - Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!  
   - Do **NOT** include fixed route bus program trips or passenger miles!

#### PROGRAM-WIDE RATES

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2020 - 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Projected Passenger Miles</td>
<td>$1,738,886</td>
</tr>
<tr>
<td>Rate Per Passenger Mile</td>
<td>$3.11</td>
</tr>
<tr>
<td>Total Projected Passenger Trips</td>
<td>171,967</td>
</tr>
<tr>
<td>Rate Per Passenger Trip</td>
<td>$31.47</td>
</tr>
</tbody>
</table>

**Avg. Passenger Trip Length = 10.1 Miles**

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

<table>
<thead>
<tr>
<th>Rate Per Passenger Mile</th>
<th>Rate Per Passenger Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>$4.06</td>
<td>$41.09</td>
</tr>
</tbody>
</table>

**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:

- Deterioration  
- 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.
Section 6: Glossary of Terms

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Non-Coordinated Trip:** A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have a coordination/operator contract with the CTC.
**Non-Sponsored Trip:** TD services that are sponsored in whole by the Transportation Disadvantaged Trust Fund (TDTF).

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

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

**Potential TD Population (Category I):** Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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>Population 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 \( \frac{3}{4} \)-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

<table>
<thead>
<tr>
<th>DATA INPUT PAGE</th>
<th>Yellow cells indicate required data input</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Name:</td>
<td>Hillsborough County</td>
</tr>
<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>

<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>

Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2020

DRAFT
<table>
<thead>
<tr>
<th>County Population Projections</th>
<th>3-year growth</th>
<th>Annual % Growth</th>
<th>5-year growth</th>
<th>Annual % Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1,382,932</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>1,469,580</td>
<td>86,648</td>
<td>1.25%</td>
<td></td>
</tr>
<tr>
<td>2025</td>
<td>1,604,167</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>1,469,580</td>
<td>134,587</td>
<td>1.83%</td>
<td></td>
</tr>
<tr>
<td>2030</td>
<td>1,720,099</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2035</td>
<td>1,814,326</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2040</td>
<td>1,901,392</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2045</td>
<td>1,983,170</td>
<td></td>
<td></td>
<td></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>
</tbody>
</table>

Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2020
DRAFT
<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Elderly</th>
<th>% Elderly</th>
<th>Total Transported</th>
<th>% Transported</th>
<th>Elderly Below Poverty</th>
<th>% Below Poverty</th>
</tr>
</thead>
<tbody>
<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>
</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>
</tr>
<tr>
<td>Total</td>
<td>1,214,495</td>
<td>100%</td>
<td>202,023</td>
<td>16.6%</td>
<td>7,358</td>
<td>0.61%</td>
</tr>
</tbody>
</table>

**Double Counts Calculations**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Calculation</th>
<th>Non-Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>Estimate non-elderly/disabled/low-income</td>
<td>From Base Data (I11)</td>
<td>25,871</td>
</tr>
<tr>
<td>B</td>
<td>Estimate non-elderly/disabled/not low-income</td>
<td>Subtract I11 from G11</td>
<td>62,673</td>
</tr>
<tr>
<td>G</td>
<td>Estimate elderly/disabled/low-income</td>
<td>From Base Data (I14)</td>
<td>7,358</td>
</tr>
<tr>
<td>D</td>
<td>Estimate elderly/disabled/not low-income</td>
<td>Subtract I14 from G14</td>
<td>45,894</td>
</tr>
<tr>
<td>F</td>
<td>Estimate elderly/non-disabled/low-income</td>
<td>Subtract I14 from E14</td>
<td>7,832</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>
<td>82,818</td>
</tr>
<tr>
<td>C</td>
<td>Estimate low-income/non-elderly/non-disabled</td>
<td>Subtract I11 from E11</td>
<td>160,962</td>
</tr>
<tr>
<td>Total Non-Duplicated</td>
<td></td>
<td></td>
<td>393,408</td>
</tr>
</tbody>
</table>

### General TD Population

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

**Table B-3 2016 Critical Need TD Population**

Calculation of Critical Need Transportation Disadvantaged Population

<table>
<thead>
<tr>
<th>County Pop. by Age</th>
<th>Total Population with a Disability by Age</th>
<th>% with a Severe Disability by Age</th>
<th>Total Population with a Severe Disability by Age</th>
<th>% of Total Pop with Severe Disability by Age</th>
<th>% of Severe Disability Below Poverty Level</th>
<th>Total Severe Disability Below Poverty Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 5 Years of Age</td>
<td>530</td>
<td>4.20%</td>
<td>22</td>
<td>0.22%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-17</td>
<td>10,872</td>
<td>4.20%</td>
<td>457</td>
<td>0.36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-34</td>
<td>16,563</td>
<td>6.30%</td>
<td>1,043</td>
<td>0.36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35-64</td>
<td>60,579</td>
<td>13.84%</td>
<td>8,384</td>
<td>1.72%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Non-Elderly</td>
<td>88,544</td>
<td>9,906</td>
<td>0.93%</td>
<td>28.60%</td>
<td>2,833</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>--------</td>
<td>-------</td>
<td>-------</td>
<td>--------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>65-74</td>
<td>20,295</td>
<td>5,504</td>
<td>6.97%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75+</td>
<td>32,957</td>
<td>15,341</td>
<td>23.64%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Elderly</td>
<td>53,252</td>
<td>20,845</td>
<td>14.49%</td>
<td>11.70%</td>
<td>2,439</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>141,796</td>
<td>30,752</td>
<td>2.53%</td>
<td></td>
<td>5,272</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Critical Need - Severely Disabled TD Population</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>TOTAL</td>
<td>25,480</td>
<td>5,272</td>
<td>30,752</td>
</tr>
</tbody>
</table>
Table B-3: Critical Need TD Population (Continued)

<table>
<thead>
<tr>
<th>TRIP RATES USED</th>
<th>CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low-income, Non-Disabled Trip Rate</strong></td>
<td><strong>Assumes</strong></td>
</tr>
<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><strong>Total</strong></td>
<td><strong>1.899</strong></td>
</tr>
<tr>
<td><strong>Severely Disabled Trip Rate</strong></td>
<td><strong>Calculation of Daily Trips</strong></td>
</tr>
<tr>
<td>Special Transit</td>
<td>0.049</td>
</tr>
</tbody>
</table>

| Low-income & Not Disabled = C + F | 168,794 |
| 6.9% | |
| Previously assumed | 27.2% |
| 48.0% | |

| xx % without auto access | 11,647 |
| xx % without transit access | 5,590 |

<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>Severely 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></td>
</tr>
</tbody>
</table>
### Table B-4: Forecasted TD Population and Needed Trips

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<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>49,269</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>112,033</td>
<td>124,554</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C - Estimate low-income/non-elderly/low-income</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>532,185</td>
<td>591,664</td>
<td></td>
<td></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>255,449</td>
<td>270,186</td>
<td>283,999</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL POPULATION</strong></td>
<td>1,214,495</td>
<td>1,281,403</td>
<td>1,304,515</td>
<td>1,426,481</td>
<td>1,540,071</td>
<td>1,737,697</td>
<td>1,826,535</td>
<td></td>
</tr>
<tr>
<td><strong>Disabled</strong></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>6,085</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>
<tr>
<td>Daily Trips - Critical Need TD Population</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severely Disabled</td>
<td>1,507</td>
<td>1,590</td>
<td>1,619</td>
<td>1,770</td>
<td>1,911</td>
<td>2,038</td>
<td>2,156</td>
<td>2,280</td>
</tr>
<tr>
<td>Low-income, Non-Disabled, No Access</td>
<td>10,616</td>
<td>11,201</td>
<td>11,403</td>
<td>12,469</td>
<td>13,462</td>
<td>14,361</td>
<td>15,190</td>
<td>16,066</td>
</tr>
<tr>
<td><strong>Total Daily Trips (Critical Need TD) Population</strong></td>
<td>12,123</td>
<td>12,748</td>
<td>12,964</td>
<td>14,152</td>
<td>15,299</td>
<td>16,538</td>
<td>17,878</td>
<td>19,326</td>
</tr>
<tr>
<td>Annual Trips</td>
<td>4,424,941</td>
<td>4,653,098</td>
<td>4,731,735</td>
<td>5,165,583</td>
<td>5,584,015</td>
<td>6,036,342</td>
<td>6,525,309</td>
<td>7,053,885</td>
</tr>
</tbody>
</table>

Assumes Annual Service Days = 365

2015-2020 percent growth: 1.80%

2020-2025 percent growth: 1.54%
<table>
<thead>
<tr>
<th>Period</th>
<th>Percent Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2025-2030 percent growth</td>
<td>1.30%</td>
</tr>
<tr>
<td>2030-2035 percent growth</td>
<td>1.13%</td>
</tr>
<tr>
<td>2035-2040 percent 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 ¼-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 discharge 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
The Florida Legislature established the Florida Commission for the Transportation Disadvantaged (CTD) in 1989 to help ensure the availability of efficient, cost-effective and quality transportation services for persons who, due to a physical or mental disability, age, or income, are transportation disadvantaged.

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

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

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

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

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; $3.00 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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  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/tdsprogram.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

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## 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, 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.

Yellow Cab
East Pasco 727-567-7777
West Pasco 727-043-0000

Available 7 days a week / 24 hours a day.

Cost: $2.25 for 1st 1/4-mile, $2.00 per mile after, and 50¢ per 66 seconds of waiting time.

Wheelchair Stretcher Limo, Inc.
727-846-4464

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.

Regional Services

Rides on Demand

American Cancer Society
Lifeline Transportation Service
1-800-227-2345

Door-to-door transportation service for cancer patients to and from cancer treatment appointments. 8:00 a.m. to 6:00 p.m. Monday through Friday. Offers financial assistance to cancer patients to help pay for door-to-door transportation, cab rides, or to cover the cost of gas.

Tampa Bay Area Regional Transportation Authority
Commuter Assistance Program
1-800-998-RIDE (7433)
tampabayrideshare.org
TBARTA.com

FREE and low cost programs and services include online telecommute programs, carpool matching, vanpooling, and the Emergency Ride Home Program.

Other Helpful Services

Area Agency on Aging & West Central Florida Area Agency
Elder Helpline (Pasco & Pinellas)
1-800-963-5337
Elder Helpline (Hillsborough)
1-800-963-5337
agingcarefl.org

The Area Agency on Aging and West Central Florida Area Agency is here to help you or your loved ones find needed services. Please call the Elder Helpline for information on available Aging Services programs.
### Regional Services

<table>
<thead>
<tr>
<th>Hillsborough County</th>
<th>Pasco County</th>
</tr>
</thead>
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<td>Other Helpful Services</td>
<td>Bus Services</td>
</tr>
<tr>
<td><strong>Deaf &amp; Hearing Connection for Tampa Bay</strong></td>
<td>Pasco County Public Transportation</td>
</tr>
<tr>
<td>727-399-9983</td>
<td>Transit / Paratransit (PCPT)</td>
</tr>
<tr>
<td>TTY: 727-399-9422</td>
<td>727-834-3322</td>
</tr>
<tr>
<td>dhctb.org</td>
<td>Transit: Bus schedules and routes vary.</td>
</tr>
<tr>
<td></td>
<td>Cost: $1.50 per one-way fare</td>
</tr>
<tr>
<td></td>
<td>75¢ for reduced fare</td>
</tr>
<tr>
<td><strong>2-1-1 Tampa Bay</strong></td>
<td><strong>PCPT Paratransit</strong></td>
</tr>
<tr>
<td><a href="http://211tampabay.org">211tampabay.org</a></td>
<td>West Pasco: 727-834-3322</td>
</tr>
<tr>
<td></td>
<td>Central Pasco: 813-235-6073</td>
</tr>
<tr>
<td></td>
<td>East Pasco: 352-521-4587</td>
</tr>
<tr>
<td>Information on a variety of social services is available.</td>
<td>Monday-Friday: 5:00am-8:30pm</td>
</tr>
<tr>
<td>MyRide - TBARTA 1 Call, 1 Click</td>
<td>Cost: $4.00 each way, $2.00 for reduced fares. Call a day in advance and must be a registered client.</td>
</tr>
<tr>
<td>tbarta.com/en/myride</td>
<td><strong>Affinity Health Service</strong></td>
</tr>
<tr>
<td></td>
<td>727-815-9991</td>
</tr>
<tr>
<td><strong>Hillsborough County Rides on Demand</strong></td>
<td>Monday through Friday 8:00am-6:00pm</td>
</tr>
<tr>
<td><strong>Hillsborough County Sunshine Line</strong></td>
<td>can accommodate other hours with a more advanced notice.</td>
</tr>
<tr>
<td>813-272-7272</td>
<td>Cost: Escorted, $14 per hour (3 hour min). Non-Escorted, $20 round trip plus 37¢ per mile if trip is over 10 miles</td>
</tr>
<tr>
<td>TDD: 813-801-6822</td>
<td><strong>MedFleet Medical Transportation</strong></td>
</tr>
<tr>
<td>HCFLGov.net</td>
<td>Available 7 days a week / 24 hours a day.</td>
</tr>
<tr>
<td>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.</td>
<td>Cost: Varies based on mode of transport and distance traveled. Please call for a quote and available discounts.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>
**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.
Rides on Demand (cont’d)

American Medical Response Services  
813-885-7722
Door-to-door van service for medical or other appointments in Hillsborough and Pasco Counties for persons who use a wheelchair or who are confined to a bed. Available Monday through Friday from 9:00 a.m. to 5:00 p.m.

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

Temple Terrace Demand Transportation  
813-506-6635
Free Temple Terrace area door-to-door service for city residents aged 55+ on Mondays, Wednesdays and Thursdays from 8:00 a.m. to 3:00 p.m. Serving medical trips as a priority, non-medical trips are provided if space is available. Reservations are required 48 hours ahead.

Hillsborough County Accessible Taxi Cab Central Line  
813 - 514 - 9858
Companies welcome service animals and offer some flat rate services. For information on all county taxi services contact the Public Transportation Commission 813-272-5814

Hillsborough Area Regional Transit  
813-254-4278  
TDD: 813-626-9158  
gohart.org
Hillsborough County bus service, Bikes on Buses, In-Town Trolleys, Flex routes, and the Historic Streetcar. HART fares vary depending on type of service and pass type purchased. Visit the website or call for details. Discounts are available for youth, seniors, or persons who are disabled or covered by Medicare. HART vehicles comply with ADA's accessibility standards for wheelchairs and motorized scooters. Buses have public address systems to announce stops and lighted stop request signs.

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

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.
Local Coordinating Boards

Hillsborough MPO
813-272-5940
601 E Kennedy Blvd, 18th Fl
Tampa, FL 33602
mpo@plancom.org
PlanHillsborough.org

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>Year</th>
<th>Make</th>
<th>Model</th>
<th>Mileage March 2019</th>
<th>Funding source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>1004</td>
<td>DODGE</td>
<td>VAN 85</td>
<td>215,115</td>
<td>ACTS Purchase</td>
</tr>
<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2003</td>
<td>FORD</td>
<td>E150 SUPER DUTY 18</td>
<td>64,208</td>
<td>FOOT</td>
</tr>
<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2003</td>
<td>FORD</td>
<td>E150 SUPER DUTY 31</td>
<td>14,020</td>
<td>FOOT</td>
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<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2003</td>
<td>FORD</td>
<td>E150 SUPER DUTY 26</td>
<td>40,330</td>
<td>FOOT</td>
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<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2004</td>
<td>FORD</td>
<td>E150 46</td>
<td>65,004</td>
<td>FOOT</td>
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<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2007</td>
<td>HYUNDAI</td>
<td>TUCSON 58</td>
<td>17,018</td>
<td>ACTS Purchase</td>
</tr>
<tr>
<td>Agency for Community Treatment Services, Inc. (ACTS)</td>
<td>2011</td>
<td>FORD</td>
<td>E150 56</td>
<td>56,205</td>
<td>FOOT 9750</td>
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Hillsborough MPO | Hillsborough County Transportation Disadvantaged Service Plan 2020 | F-7 | DRAFT
## Vehicle Inventory 2019

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**Institutional Comment:**

The Vehicle Inventory 2019 table provides a detailed list of vehicles maintained by different agencies, including the year, make, model, mileage as of March 2019, and the funding source for each vehicle. The data is crucial for monitoring vehicle usage and ensuring that the funding is allocated efficiently for fleet maintenance and operation.
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### Vehicle Inventory 2010

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Board & Committee Agenda Item

**Agenda Item**
Tri-County Joint Subcommittee Update Report

**Presenter**
Michele Ogilvie, MPO Staff

**Summary**
The Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee was established in 2012 to ensure transportation services are provided to the disadvantaged populations across and between the county lines of Pasco, Pinellas and Hillsborough counties.

Over the years, the subcommittee discussed priorities, funding opportunities and identified regional needs (summary of subcommittee efforts attached). The success of the recently completed the Advantage Ride pilot project demonstrates the need to explore more mobility options and the demand for such services. While the Subcommittee has been successful in bringing attention to the issue of providing cross county Transportation Disadvantaged (TD) trips in the region, its ability to effect change has been hampered various funding parameters for the program. Funding for the program is shared by recipients who serve their clients individual needs and do not have the capacity to do cross-county trips as an additional service.

The subcommittee does not have the ability to set regional priorities for other state or federal funding. The Tampa Bay Transportation Management Area (TMA) Leadership Group represents the MPOs of Pinellas, Pasco and Hillsborough counties and focuses on major cross-county transportation markets and traffic movement. The Group serves to help the Tampa Bay metropolitan area speak with one voice in discussions of regional transportation prioritization issues and financial resources. Because this group includes the development of regional consensus priorities for the TMA for the allocation of state and federal funding, it is well situated to secure funding for tri-county area TD or paratransit mobility needs. Given the inability to set priorities or secure state or federal funding for tri-county needs, the need to continue regular subcommittee meetings no longer exists.

**Recommended Action**
That the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee to an annual subcommittee to provide the Tri County priorities to the TMA. The subcommittee will be comprised of one (1) designated member of each LCB (and an alternate) and supported by the MPO and Community Transportation Coordinator staffs.

**Prepared By**
Michele Ogilvie, MPO Staff

**Attachments**
Tri-County Summary Report
TRI COUNTY JOINT TRANSPORTATION Disadvantaged Local Coordinating Board Subcommittee

SUMMARY 2012 TO 2020

BACKGROUND

A Tri County Partnership between Hillsborough, Pinellas and Pasco Counties Transportation Disadvantaged Coordinating Boards (TDCB) has been in place since the creation of the Hillsborough, Pinellas and Pasco Tri County Access Plan in 2006 and updated in 2009.

The Hillsborough TDCB has been working with the Pinellas MPO, the designated recipient of the Job Access and Reverse Commute (5316) and New Freedom (5317) programs, to ensure that these funds supported regional access, the focus of Tri County Access Plan.

Key Terms:

- 49 USC 5316: Job Access and Reverse Commute (Program provides grants for competitively selected projects to improve access to transportation services to employment, job training and support activities for welfare recipients and eligible low-income individuals.
- 49 USC 5317: The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.

In June 2012 members of the Hillsborough, Pasco and Pinellas Coordinating Boards convened a meeting to discuss the existing limitations of Tri County travel for the Transportation Disadvantaged (TD) population. Consensus from that meeting directed staffs of the Metropolitan Planning Organizations (MPO), the Florida Department of Transportation (FDOT) and the Community Transportation Coordinators (CTC) as well as representatives from the 3 TDCBs to work together and develop strategies to address the needs of the Transportation Disadvantaged (TD). The following is a summary of Tasks, Findings and Actions by year of what came to be called the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee.

Excerpt from Invitation Letter: Joint coordination of transportation services across county lines has been an interest of our constituents as evidenced by the priorities of the Tri County Access Plan. To our knowledge, the Boards of these counties have never met
together. We believe that a joint meeting can further our common interests in coordinated services and allow for a sharing of ideas on best use of Job Access Reverse Commute and New Freedom Program grant funds.

**Year 1: 2012 Summary:**

The 3 Boards were briefed and updated on the following status of Tri County efforts:

Tri-County Partnership since 2006:

- Tri-County Access Plan (TCAP) created 2006 with the purpose to
  - Define unmet needs
  - Establish broad project areas to address those needs
  - Provide RIDES-RIDES-RIDES
  - TCAP Updated in 2009:
    - Re-evaluated needs
    - Developed a strategies-based approach to address needs
    - Used New Freedom and JARC to implement

With the concurrence of the three (3) Transportation Disadvantaged Local Coordinating Boards, the Pinellas MPO undertook the update of the 2009 Tri County Access Plan.

**Year 2: 2013 Summary:**

**The Tri County Access Plan update included the following:**

An update to the MAP-21 Funding Program changes noted that:

* No new funding for the JARC and New Freedom programs
* JARC activities are now eligible under the Urbanized Area Formula Program (Section 5307) & Rural Area Formula Program (Section 5311)
* New Freedom activities are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310)

Completed public outreach:

  Public workshop in each county
  - November 5, 2013 - Pasco
  - November 6, 2013 - Hillsborough
  - November 7, 2013 – Pinellas
  - Web access survey until December 20, 2013
Public Input Summary – Pasco
  * Local connectivity needed more than regional connectivity
  * Greatest need for seniors and persons with a disability is transportation options for quality of life/social activities
  * Service improvements
  * Coverage to new areas

Public Input Summary – Hillsborough
  * Need regional para transit access regardless of funding source
  * More local service to areas currently without service
  * Additional infrastructure (sidewalks, bus shelters)
  * More flex routes

Public Input Summary – Pinellas
  * Regional connectivity needed more than local service
  * Greatest need for seniors is transportation options for medical
  * Greatest need for persons with a disability is transportation options for travel assistance
  * Connections to/from Hillsborough to Pinellas
  * Extend evening service hours
  * Regional paratransit service

The Draft *Tri-County Area Regional Mobility Needs* identified that the Combined Top Needs for the Tri County area are:
  * Transportation options for quality of life and social activities.
  * More regional transit.
  * More focus on expanding fixed route transit services- area coverage and hours of operation.
  * Focus investment on rail and bus transit.
  * Connect to Hillsborough

**Year 3: 2014 Summary**

Tri-County Area Regional Mobility Needs Plan is adopted by three (3) Transportation Disadvantaged Local Coordinating Boards.

The Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee affirmed the groups mission, goal and objectives:

*Mission*
  * Meet the mobility needs of the transportation disadvantaged in the tri-county area.*
**Goal**

Ensure transportation services are provided to the disadvantaged populations of the Tampa Bay area in the most cost effective manner possible.

**Objectives**

- Provide solutions for regional transportation needs, as identified in the Tri-County Area Regional Needs Assessment.
- Evaluate and address the regional priorities of the transportation disadvantaged in Hillsborough, Pasco and Pinellas counties.
- Continually assess and update tri-county regional needs.
- Promote regional transportation initiatives serving the transportation disadvantaged. This includes efforts associated with identifying and pursuing funding opportunities.
- Share information associated with the development and implementation of the individual transportation disadvantaged service plans, annual operating reports and related issues. Emphasis shall be placed on identifying “best practices.”
- Educate elected officials and other community leaders on the challenges and needs of the transportation disadvantaged in the Tri-County area.

**Other activities of the committee included**

- Issues and concerns including the importance of providing rides, negative connotations associated with the word “disadvantaged,” focusing on people and the need to change the culture and effect a paradigm shift in the way disadvantaged citizens are treated.
- Identifying other regional transportation groups that might be helpful to follow are the Tampa Bay Transportation Management Area Leadership Group (composed of MPO members from the tri-county area) and the TBARTA’s Transit Management Committee.
- Overviews of the Hillsborough County CTC’s organization and the work that they do.
- Discussion of the changes that have been occurring to Medicaid programs and how that relates to transportation. Detailed information is available on AHCA’s website.

**Year 4: 2015 Summary:**

In this year, the subcommittee conducted a Strengths, Weaknesses, Opportunity and Threats (SWOT) analysis examining common themes and comments threaded through the work that had been done to date, including coordination/communication, safety, quality of life and service improvements/needs, safety and infrastructure. Arriving at consensus, the group agreed:
• Tie the action back to a need that a specific operator could fulfill.
• Find a sponsor who could match opportunities for funding with operators and help with the grant application and management, with a Regional benefit approach
• Pinellas Homeless Leadership Board is an example of regional coordination, work together, write the grant together and share the funding
• What can we do regionally to bring more dollars to the program? Figure out if the DOPA is the coordinator, who is the best resources (LCB?) who can revise and advise. Provide training for the small groups
• Elected officials on the Boards are valuable for sharing the needs of the TD community with other elected officials.
• Each local coordinating board give real time report to the MPO board and TMA board as well
• Transportation Management Area board was discussed
• The time is now for a Regional LCB with a message for including all community members, reminded of the needs of the TD

Through facilitation, the subcommittee ranked the priorities of the
• Regional paratransit services
• Infrastructure and technology improvements
• Educate elected officials and other community leaders on the challenges and needs of the transportation disadvantaged in the Tri-County area.
• Incorporate regional transportation needs into the FTA Section 5310 application criteria and evaluations.
• Identify and pursue funding opportunities, including reaching out to community organizations locally, statewide and nationally.
• Let’s implement a Regional Bus Pass at a reasonable cost

Also in 2015, the subcommittee conducted discussion of:

• TBARTA ‘s Master Plan and how it addresses the transportation disadvantaged. The presentation included information on their vanpool program, carpool matching, One Call One Click efforts and myRide. myRide is run through the crisis center and includes transportation information that TBARTA is looking into expanding. TBARTA agreed to regularly attend the subcommittee meetings.

• Hillsborough Area Regional Transit (HART) gave a presentation on the regional fare box efforts. The efforts include the transit agencies from Hillsborough, Pasco, Pinellas, Polk, Manatee, Citrus, and Hernando counties.
The regional fare box efforts will allow migration from paper cards to reloadable, account-based cards, smartphone use and barcode cards (like gift cards).

- **Issue**: There was a question of how crossing county lines will work, in respect to counties that currently have free or reduced fares, but neighboring counties do not have the same structure. The regional fare box relates to the subcommittee’s priority of implementing a regional bus pass.

- The Florida Department of Transportation’s (FDOT’s) consultants on the 5310 program provided an update on the new requirements and process that FDOT has implemented, including maintenance checks and preventative maintenance work.

- The subcommittee continued its discussion of priorities. Based on the discussion, a status update will be provided at each meeting and the priorities will be revisited each year.

- One of the priorities is the education of elected officials and community leaders. Using the Transportation Disadvantaged Legislative Awareness Day (TD Day) on Thursday, January 21, 2016 as a kick off, a common information flyer was developed that individuals from all three counties can bring with them to TD Day.

**Year 5: 2016 Summary:**

The committee explored the opportunity for the 5310 process to fund regional trips, exploring alternate funding sources:

- Working with FDOT staff, the statewide 5310 Process which includes Title VI assurances, vehicle preventative maintenance and annual timelines for recipients and potential applicants was reviewed.
- FDOT consultants demonstrated a new GIS mapping tool being developed that spatially locates 5310 recipients. Data is also being collected on providers who provide cross county trips.
- Focusing on the Federal Transit Administration’s (FTA) Rides to Wellness (R2W) Demonstration and Innovative Coordinated Access and Mobility Grants, the FTA R2W grant information including application deadline of May 31, 2016. It was noted that the Pinellas Suncoast Transit Authority (PSTA) was planning on applying for the grant.
• The subcommittee discussed connecting transportation to health and human services exploring the creation of a coalition. The discussion included  
  o Quality of Life has vehicles  
  o The Tampa Bay Network to End Hunger has a partnership with Humana, part of Bold Moves 2020  
  o The need for a tri-county hub and for a paratransit tri-county hub or way to deliver paratransit trips across county lines  
  o Regional centers – VA hospitals, Moffitt  
  o TBARTA’s Once Call Once Click Center abilities and potential to assist with a regional project  
  o The grant is for a small amount, so begin with something small that is scalable  
  o Whether the R2W grant would be available beyond 2016

• The group reached consensus that PSTA explore the ideas further and explore linking the three counties to support health and human service needs. They will provide an update at the Pinellas LCB meeting and send out information regarding letters of support.
• PSTA’s pilot program, Direct Connect a technology software initiative that will help coordinate trips. The Pilot Expansion would provide more opportunities for education, seven more location, and up the availability of more trips.
• Explored Mobility Management the TNC models each of which are opening doors to new opportunities.
• CTD’s Mobility Enhancement Grants and Jacksonville’s Rides to Wellness grant.

**Year 6: 2017 Summary:**

In this year, the Committee assessed the effectiveness of outreach to the Commission for the Transportation Disadvantaged (CTD) and Florida Legislature through the TD day events in Tallahassee including: The CTD’s review and proposed update of Trip & Equipment formula and Senate Bill 1086 and House Bill 881 in the Florida legislature and update on their status.

Also in 2017:

The TDLCB subcommittee explored the possibility of using Route Match, a software platform for public transit fixed route and demand response operations. The subcommittee suggested that, as all three counties CTCs use Route Match, they will be able to work together to set up a system to provide regional trips as well as collectively work on finding different funding sources.
Mr. Tim Flanagan of Route Match was invited to attend and provide an overview of how the company has developed different programs around the country and how they can provide assistance in the Tri-County area. Mr. Flanagan gave details about how the company can coordinate fleets and hubs between the three CTC counties. Riders will be able to call in to the central hub with pick-up and drop-off details, which will allow for coordination among the three CTC agencies. Mr. Flanagan suggested that different hubs be set up to maximize the capacities of the CTC agencies.

Mr. Flanagan provided an estimate of the platform development fees, which may cost approximately $200,000 per site. The TDLCB subcommittee mentioned that it would look into a $750,000 grant in order to fund this service.

Subcommittee members discussed the goal and purpose of the group is for the transporting transportation disadvantaged individuals between the counties of Pasco, Pinellas and Hillsborough. Currently, customers cannot be driven across the border during trips. Furthermore, each Community Transportation Coordinator (CTC) has a different degree of Route Match software implemented.

Mr. Tim Flanagan of Route Match discussed overcoming the different degrees of Route Match implementation by stating that this tri-county coordination software will be newly developed rather than rely on current software. This coordination software will establish targeted service zones, with points interspersed for meetings between vehicles. Subcommittee members discussed reducing deadhead time by using these cross-border trips to perform trips within the destination county.

The subcommittee performed a Strengths, Weaknesses, Opportunities and Threats analysis. All three CTCs determined that medical trips are currently their number one request. Members discussed coordination, vehicles, reimbursement, and cost-effectiveness. The conversation continued with a discussion of success measures, which might relate to return on investment for taxpayers as well as positive health and wellness outcomes.

Mr. Dave Newell of FDOT discussed 5310 applications, stating that most agencies are in a position of minimal vehicle and operational funding in the coming year. Therefore, a large portion of funding, in the range of $3 million, may be used toward coordination software implementation. This funding will become available in August or September of 2018. Mr. Newell recommended a joint application, which Mr. Ross Silvers of the Pinellas County CTC agreed to write.
Subcommittee members discussed details of vehicles, and whether this pilot would involve trips to all medical facilities or just select high-priority sites. Members determined they would reach out to St. Luke’s Cataract & Laser Institute, All Children’s Hospital, Moffitt Cancer Center, and the two VA hospitals to determine demand.

OUTCOME: In December 2017 the 3 CTC’s gathered to discuss their capacity to apply for funding from the 5310 grant process. The CTC’s were unable to commit the time and resources necessary to make the application process.

Year 7: 2018 Summary:

Regrouping, the Committee reaffirmed their purpose to: Provide regional trips across Hillsborough, Pasco and Pinellas counties serving individuals who are transportation disadvantaged.

The subcommittee then agreed to focus efforts on creating a regional pilot project that would provide medical and life sustaining trips.

Exploring the opportunities available, the Committee determined the following:

1. The Tri-County Regional Mobility Needs Plan serves as the Coordinated Public Transit Human Services Transportation Plan and is instrumental in determining if a project is eligible to receive Federal Transit Administration Section (FTA) 5310 funding.

2. A desired outcome for providing regional trips would be a 5310-eligible agency (or multiple agencies) providing regional trips in partnership with a medical or life sustaining services provider

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

4. The Committee asked that all three (3) Transportation Disadvantaged Coordinating Boards review the outlined scope and support moving forward with the development of a Request of Intent to move forward.

5. The Hillsborough, Pinellas and Pasco county Transportation Disadvantaged Coordinating Boards supported the subcommittee proposals and a request for a Letter of Intent was issued in the Fall of 2018.

6. A special meeting with MPO staffs, CTCs and coordination Contractors was held to encourage participation in the Letter of Intent process.

CONCLUSION: While two (2) applicants did submit preliminary letters of intents to provide regional trips, the applications were never submitted, and this project was never realized.

Year 8: 2019 Summary:

The subcommittee reconvened with a roundtable discussion to explore with Tampa Bay Area Regional Transit Agency (TBARTA), Community Transportation Coordinators (CTCs) and Transit agencies the feasibility of cross county trips for the Transportation Disadvantaged.

Participants: David Green and Chris DeAnnuntis – TBARTA; Ross Silvers – Pinellas Suncoast Transit Authority (CTC), Scott Clark and Karen Smith – Sunshine Line (Hillsborough CTC), Kurt Scheible – Pasco County Public Transportation (Pasco CTC), Greg Brackin – Hillsborough Area Regional Transit, David Newell – Florida Department of Transportation.

Following the roundtable, an agenda item for TBARTA's September 27, 2019 prepared.

• On September 27, 2019, Ms. Sarah Caper, representing the 3 MPO staffs made a presentation to the TBARTA Board. The Board, lacking a quorum referred the Tri County access program to their staff.
• FDOT staff offered to work with the 3 CTCs to provide funding for cross county trips if the CTCs are willing and able to provide such trips.
Year 9: 2020 Summary:

**Update:** Hillsborough County CTC is providing limited cross county medical trips if that trip is cost effective

**REFLECTIONS:**
1. Cross county trips are an interest of our constituents as evidenced by the priorities of the Tri County Access Plan and the Tri-County Area Regional Mobility Needs Plan.

2. The funding initially IDENTIFIED to implement the needs of the Tri County Plans were:
   - 49 U.S.C. 5317: The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities
   - 49 U.S.C. 5316: JARC relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities.

3. These programs were rescinded and replaced by:
   - **49 U.S.C. 5310:** New Freedom program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This funding is shared by recipients who serve their clients individual needs and do not have the capacity to do cross county trips as an additional service

4. The Commission for Transportation Disadvantaged recently completed The Advantage Ride pilot from January 29, 2019 and October 31, 2010 and served approximately 483 individuals and provided over 20,000 trips in Hillsborough, Pinellas and Manatee County. The Pilot allowed cross county trips and reports that 753 trips were made from Pinellas to Hillsborough and 814 trips from Hillsborough to Pinellas (7%).
5. **The Tampa Bay Transportation Management Area Leadership Group (TMA) is a group whose** role includes developing regional consensus priorities for the TMA, especially in the allocation of federal & state funds. The Leadership comprises three members of each MPO board as voting members, and non-voting advisors from FDOT and TBARTA. Recommendations are by consensus.

6. The group focuses on major cross-county transportation markets and traffic movements, and on helping the Tampa Bay metropolitan area speak with one voice in discussions of regional transportation prioritization issues and financial resources. This group brings cross county interests together and this should be a next step for the Tri County subcommittee to discuss the Tri-County Area Regional Mobility Needs similar to the other modes of transportation the TMA advocates for.

**RECOMMENDATION:**
That the Tri County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee evolve to an annual subcommittee to provide the Tri County priorities to the TMA.
Board & Committee Agenda Item

**Agenda Item**
Plant City Transit Study

**Presenter**
Vishaka Shiva Raman, MPO Staff

**Summary**
At the request of the City of Plant City, the MPO, in collaboration with the Hillsborough Area Regional Transit Authority (HART), is conducting a transit study to evaluate the feasibility of implementing transit services to Plant City in order to provide access to jobs, recreation and medical needs of the residents. Currently, there is no transit serving Plant City. In the mid-2000s, HART and Plant City operated a circulator service within downtown Plant City, but it ceased operation in 2008 due to a lack of funding. HART operated a commuter express bus service (Route 28X) from 2012. Unfortunately, this service had to be eliminated in 2017 due to low ridership.

This study will evaluate the feasibility of re-initiating a circulator service within downtown Plant City. It will also evaluate the feasibility of providing a commuter service to connect to downtown Tampa and to Lakeland in the future. The study team will also develop planning-level cost estimates for capital and operating costs for the different alternatives.

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

**Prepared By**
Vishaka Shiva Raman, MPO Staff

**Attachments**
None.
Virtual Meeting of the MPO Board
Wednesday, May 13th, 2020

I. 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 as a Virtual Meeting of the MPO Board.

II. ROLL CALL

The following members were present:

Commissioner Les Miller, Jr., Commissioner Pat Kemp, Commissioner Ken Hagan, Commissioner Mariella Smith, Commissioner Kimberly Overman, Councilman Guido Maniscalco, Councilman Joseph Citro, Councilman John Dingfelder, Vice-Mayor Andrew Ross, Joe Lopano, Charles Klug, Joe Waggoner, Michael Maurino, Cindy Stuart

Also present:  Attorney Cameron Clark, Beth Alden, Bill Roberts, Wanda West, Allison Yeh, Johnny Wong, Vishaka Raman, Jeffrey Sims, Michele Ogilvie, Debbie Guest

The following members were absent: Mayor Rick Lott, City Commissioner Nate Kilton, Council Member Frank Chillura, Gina Evans, Adam Harden, Paul Anderson, Bob Frey, Trent Green, Steven Cona

A quorum was met. Chairman Miller welcomed Councilman John Dingfelder to the MPO Board.

III. APPROVAL OF MINUTES – APRIL 14th, 2020

Chairman Miller requested a motion to approve the April 14th, 2020 minutes. Councilman Cindy Stuart so moved; it was seconded by Commissioner Kimberly Overman and adopted.

IV. PUBLIC COMMENT

There were no public comments.

V. COMMITTEE REPORTS & ONLINE COMMENTS

Bill Roberts, CAC Chair, gave a brief report since the CAC has not met since the last MPO meeting. There are three TIP Amendments on the agenda, and they have been reviewed and forwarded on to the MPO with CAC recommendations. CAC's next meeting is May 20th, and the next CAC scheduled workshop is May 27th to discuss the TIP funding and is still on the calendar in anticipation of the public hearing for the TIP. There were no questions.
Wanda West, MPO staff, announced the CAC has approved and forwarded the Annual Certification of the MPO Planning Process, the FY21 and FY22 Unified Planning Work Program, and Transportation Improvement Program Amendments for I-75 and I-4, which are action items on today’s agenda.

Regarding the UPWP, the Transportation Disadvantaged Coordinating board members noted that the community health impacts, storm evacuation forecasting, and bus stop assessment studies would be most useful for the transportation disadvantaged.

Other presentations made to committees include ITS Capability Maturity Model, Hillsborough County Air Quality Status, Vision Zero Speed Management Study, and Sidewalk Stomper’s activities, including advocacy, walking school buses, and future direction.

The Technical Advisory Committee held their meeting on April 20th. Under action items the TAC approved and forwarded to the MPO Board the Transportation Improvement Amendments, the FY21 and FY22 Unified Planning Work Program, and the Annual Certification of MPO Planning Process. There were no Status Reports this month.

The Bicycle/Pedestrian Advisory Committee received public comments on the need for a redesign/speed study for Bayshore Boulevard and regarding modifications to 14th and 15th Streets in Ybor City as a result of the TBNext project. The ITS Committee met and did not vote but had no objections and forwarded to the MPO Board the FY21 and FY22 Unified Planning Work Program. The Committee also heard status reports on the ITS Capability Maturity Model, Hillsborough County Air Quality Status, and the Vision Zero Speed Management Study.

The Livable Roadways Advisory Committee held their meeting on April 15th. Under action items the LRC had no objections and forwarded to the MPO Board the FY21 and FY22 Unified Planning Work Program and the Annual Certification of MPO Planning Process. The LRC heard a status report on Air Quality Month.

The TDCB held their annual workshop and heard an update on the Tri-County Regional Needs for cross-county trips. A summary report on the cross-county trips provided through the Advantage Ride Pilot Program was also given. Board members briefly discussed the pilot program and its implications for future cross-county trip services. The Board also learned that the Advantage Rides Pilot Program and the Sunshine Line's weekend trips have been provided through the Commission for Transportation Disadvantaged's M-CORES funding. In action items a presentation on the USC Section 5310 New Freedom Program reported that $2.4 million was available regionally this year. Hillsborough County agencies are receiving around $1.3 million of these funds to continue providing enhanced mobility for seniors and persons with disabilities.
Staff received e-mails from the public and Ms. West went over their concerns, documents were provided electronically, and there were no Facebook comments.

There were no questions of Wanda West by Staff.

VI. ACTION ITEMS – All actions will be by Roll-Call Vote

A. TIP Amendments for I-75 and I-4

Vishaka Shiva Raman, MPO staff, reviewed and started with the new FY 2019/2020 - 2021/2024 TIP Amendments. Amendment 16 is a new project and is for I-75 from north of U.S. 301/Progress Village Boulevard to Woodberry Road. The project is currently in design phase, and this amendment will add $1,753,888 to fiscal year 2021. Construction is anticipated in 2023. Amendment 17 is a new project and is for I-75 from north of CSX Railroad/Broadway Avenue to south of SR 582/Fowler Avenue. The project is currently in design phase, and this amendment will add $1,763,855 to fiscal year 2021. Construction is anticipated in 2023. Amendment 18 is an existing project update and is for I-4 from east of McIntosh Road to County Line Road. It is currently in design phase, and the amendment will add about $3,870,126. Construction is anticipated in 2023.

Commissioner Overman asked Ms. Raman if there's any restructuring or redesign as far as I-4 is concerned, an opportunity to create a pathway under I-4 in that design, and Ms. Raman stated this question was brought up at the CAC meeting, and she got an answer from the FDOT project manager and wrote it to CAC members that the TIP Amendment is only for the road milling and resurfacing and said she'd check on it and get back to her on the answer of a wildlife crossing.

Chairman Miller sought a motion to approve the TIP Amendments for I-75 and I-4; Joseph Waggoner so moved; it was seconded by Commissioner Overman and adopted after unanimous roll-call of those virtually present.

B. FY19 & FY20 UPWP Amendment for Funding De-obligation

Allison Yeh, MPO staff, went over how the funds for the current program will end on June 30th, 2020 and they will shift the funds that are left to the new program. Tasks 2, 3, 5, and 6 will have funds de-obligated and, in particular, Task 3, $175,000 for consultant funds, includes traffic counts being postponed until after the health emergency, managed lanes speaker, and IOC report. The total de-obligation amount is $332,703, and this complies with the FDOT standard that only 20 percent of grant funds are carried forward to the next fiscal year.

Other amended items. There were some minor expenditures that were not needed, such as funds shifted to reimburse the agency for staff hours on federally required tasks; unused FTA grant funds rolled over
into the next two-year UPWP; added language in Task 1 to clarify expenditures that ADA compliance; and TIP will be amended concurrently with UPWP de-obligation.

The Recommended Action is to approve the amendment for fiscal year 2019 and fiscal year 2020 UPWP to de-obligate planning funds and related TIP amendment.

Chairman Miller sought a motion to approve the amendment for fiscal year 2019 and fiscal year 2020 UPWP to de-obligate planning funds and related TIP amendment; Commissioner Kemp so moved; it was seconded by Joe Waggoner and adopted after unanimous roll-call of those virtually present.

C. FY 21 & FY 22 Unified Planning Work Program

Allison Yeh, MPO staff, stated the next amendment related to the previous one, and they are adopting the UPWP for FY 2021-2022. It's required every two years and is effective July 1st, 2020 through June 30th, 2022. It outlines major planning tasks, documents State and federal funding, coordinates federally funded planning tasks performed by the MPO, HART, and FDOT, and complies with federal and State rules. Ms. Yeh went over the six major planning tasks and noted that 90 percent of the funds go directly towards planning and 10 percent goes towards compliance and management activities.

There was a PowerPoint shown of the funding allocated annually for FY 2020/2021, total budget of $2,872,121, and FY 2021/2022, total budget of $2,367,660, and year one includes a carry-forward from the previous year. Also, a slide was shown going over the Critical Path Projects and Analyses, the two fiscal years, for a total cost of $615,602.

Last month a list of jurisdiction requests and committee requests, along with a list of the projects suggested to MPO Staff, were provided, and MPO Staff asked the Board members for their top five preferences. The top five are multimodal school safety reviews, storm evac/shelter-in-place scenarios, HART bus stop assessment, trail feasibility, and freight supply chain and resilience. The estimated cost for studies with two or more votes is approximately $900,000. Lastly, Ms. Yeh stated MPO Staff in April brought the draft to the committees and today are asking that the document be adopted so they can transmit it to the Department of Transportation by Friday so they can have their funding in place by July 1st.

Cindy Stuart commented that she is happy that the multimodal school safety reviews is at the top of the voting list but asked if they could potentially talk about expanding the sites and expanding the scope of this work. This work originally only included ten schools, and the data is at least two years old, maybe more. Ms. Stuart asked within the scope that they review existing schools. There were ten schools originally at the top of the list that fell as the most
hazardous, but she feels there is a need to re-review those and potentially expand the scope. We currently have 251 schools within the district, and that does not include charters, which have no busing from the district whatsoever, and there is not a lot of walking to those schools. The other issue Cindy Stuart brought up is about how kids get to schools and stated that she and Lisa Sylvan had been in conversations with both the county, the district, and MPO Staff about creating what they call “family friendly maps,” which are the ability for a parent to have a map of where their school is and alternate routes to get to that school either by bike or trail or by walking, that the school district could distribute, and gave an example.

Ms. Alden commended the comments and added that with a number of Board member votes supporting this study, there’s a clear direction that the Board should focus some of their resources on, the multimodal school safety studies, certainly expand the scope to update the status of the previously reviewed schools, looking at some additional schools, and then looking at those family friendly maps that Ms. Stuart mentioned.

Chairman Miller sought a roll-call to approve the FY 2020 and FY 2022 Unified Planning Work Program, and it was adopted after unanimous roll-call of those virtually present.

D. **Annual Certification of MPO Planning Process**

Johnny Wong, MPO staff, explained the MPO/FDOT Joint Certification and reviewed the findings of that process. Mr. Wong stated it happens every year with FDOT. Every fourth year there is a site visit by the feds, and there is a "Report Card" on the MPO for the last year that includes notable achievements, recommended and corrective actions, compliance with fed and state rules. It is required for field and state funding eligibility. Mr. Wong walked the Board through the notable achievements. There were two recommendation comments by FDOT, both positive: MPOs (financial) risk assessment remain low and value MPOs drive to be innovative and lead conversation on safety for all modes. It was all a positive report card, and there were no corrective actions.

The requested action from the Committee is, although they can't change the findings from the certification, finding first that MPO is in compliance with fed and state laws; second, support recertification of MP; third, authorize Chair to sign the Joint Certification Statement.

Chairman Miller sought a motion to accept all three findings from the certification; Commissioner Overman so moved; it was seconded by Commissioner Smith and adopted after unanimous roll-call of those virtually present.

E. **Annual Evaluation of Executive Director**
Cameron Clark, MPO Attorney, presented the annual evaluation of the MPO Director. The format was the same one the Board adopted last year. There is also a second attachment that compiled all of the comments any members made into a single form to be read together, and individual forms certainly are available upon request. Attorney Clark sent two updated forms last night to incorporate comments that he received from board members earlier in the week, so they did not make the agenda deadline. The motion Attorney Clark requested was for the Board to receive the report and then the result will be transmitted to the planning commission director.

Chairman Miller sought a motion for the Board to receive the report; Commissioner Kemp so moved; it was seconded by Councilman Citro and adopted after unanimous roll-call of those virtually present.

There was a discussion on a possible pay increase for the Executive Director, which is normally done after the annual evaluation.

VII. STATUS REPORTS

A. Hillsborough Air Quality Update

Jeff Sims, EPC, gave an update on the air quality in Hillsborough County. We continue to meet the national health-based standards for the principal pollutants for the Transportation Section. During COVID-19 they have remained fully functional, and their focus today is mostly on the Air Monitoring Section. Mr. Sims presented a PowerPoint on the Effects of Common Air Pollutants and potential health and environmental effects. Looking nationally at the trends data from the EPA, it shows a significant increase in the gross domestic product and vehicle miles traveled, along with a steady growth of population; however, the long-term emissions are trending down and continue to decrease.

The EPA requires that the following six pollutants be monitored to determine compliance with federal standards: Nitrogen dioxide, ozone, particulate matter, carbon monoxide, sulfur dioxide, and lead. The first four are particularly associated with transportation, and we are now in attainment of all six.

Mr. Sims did a quick overview of the air monitoring network. There are 11 air monitoring stations. They run continuously and take samples. There's a near-road monitoring station near I-275 to enhance the understanding of mobile source impacts. Ozone is measured at four of the sites. There was a PowerPoint presented on ozone, a secondary pollutant, and an explanation of the sources of NOX: Utilities/boilers, mobile sources, non-road mobile sources, industrial/residential/commercial fuel combustion. Ozone formation is VOC plus NOX. There was a review of the impacts of ozone nonattainment, and it would be significant for MPO and locally if we went in nonattainment. Currently, we are in attainment but close.
Mr. Sims also reviewed the factors of how to lower ozone. There was a PowerPoint on considerations for the MPO Board regarding air quality and an explanation on the EPC transportation-related initiatives. Ultimately, the message is that Hillsborough County's overall air quality is good. Florida is the most populous state to meet all the national ambient air quality standards. That being said, Mr. Sims asked that we keep promoting efforts leading to reduced emissions and the importance of air quality.

Commissioner Kemp commended Mr. Sims on his report and commented on the health effects from emissions, even with reduced traffic during COVID-19 and mentioned that one of the advantages of electric vehicles is that they don't have NOX emissions, but particulate matter is a high percentage of the pollution we receive, which comes from tires and brake dust. Commissioner Kemp also inquired as to the reduction that comes from telecommuting and opined that the MPO Board should make an effort to look at that in the future. Mr. Sims concurred with Commissioner Kemp on her statement that with electric vehicles there is the advantage of not getting any emissions from NOX and that many of the particulate emissions are also related to diesel combustion. It was also noted she's correct there is a contribution from tire dust, brake dust, and so forth, and electric vehicles would also have those same issues, although electric vehicles try to recover power by using braking to help charge their systems. Mr. Sims stated he could certainly ask the Air Monitoring Section to provide him with a quick summary of their reading at the monitor station on I-275. As to Commissioner Kemp's second issue on telecommuting, they would 100% promote it as an agency, that because of the reduced traffic on the roadways, it would correlate in a reduction of emissions. Councilman Dingfelder indicated that his question had now been answered.

Commissioner Smith also commended Mr. Sims on his presentation and asked which of the pollutants are the most dangerous for childhood asthma and other respiratory ailments, and Mr. Sims responded that he is not a health expert so he could not give a completely educated answer, but the studies show all of them can be unhealthy in high concentrated levels. With people wearing masks now, that should control most particulates that might be in the air. Obviously, lead would probably be the one he would be most concerned about, but that's in really low levels. All of them are ones to be conscious of. The main thing is to be aware when any one of those levels are elevated. That is what they do, is to compare it to the air quality index and national standards, and they will issue an advisory when necessary.

B. Transportation Disadvantaged Services Update

Michele Ogilvie gave an update on the results of their review from 2019. This program is State funded under Chapter 427 of the Florida Statutes, and Ms. Ogilvie did an overview of the program. The Sunshine Line services include door-to-door trips, subsidized bus passes, referrals to other services as available and eligible, with
the weekly service Monday through Friday, 6:00 a.m. to 5:00 p.m., and now Saturday service, 8:00 a.m. to 4:00 p.m., thanks to the intervention of the MPO Board. The annual cost for these services is $6.8 million. All standards have been met for safety, reliability, efficiency, being on time, low complaints, everything. The cost per trip: The standard statewide is $12.97, and the Sunshine Line is providing the cost per trip at $10.22. Satisfaction with the service continues to be 99 percent.

Ms. Ogilvie discussed other parts of the program, which include the coordination of contractors, 12 in Hillsborough County, which brings in about $12.2 million in revenue to Hillsborough County, annually, and provide over 400,000 trips, annually; and HART, a TD board member. There was also a PowerPoint on "Other News" and "Congrats to Sunshine Line."

VIII. EXECUTIVE DIRECTOR’S REPORT

Beth Alden thanked the Board and shared that it has been a pleasure to work with them over the past year and does appreciate their reviews. Ms. Alden announced that the Board continues to work remotely, coordinating with Hillsborough County facilities about the upcoming reopening of the County Center Building to the public. As they continue to hold, almost without change, the public meetings of the MPO Advisory Committees and the Board through this virtual meeting format, Beth Alden noted the following changes: The first one is a postponement of the annual public hearing to adopt the Transportation Improvement Program to give more time before the deadline date for submission of the TIP and to provide opportunities for in-person feedback as well as virtual feedback.

The Board workshop on managed lanes was originally scheduled for June 19th, and the suggestion was made to postpone that to October 14th so the speakers can travel and to hold a Board workshop on managed lanes in place of the MPO Board meeting in October.

The quarterly regional meetings are still on the calendar for July 10th, starting at 9:30 a.m. at the Plant City Campus of Hillsborough Community College.

Independent Oversight Committee. The MPO Staff is providing support for the work of the Independent Oversight Committee for Transportation Sales Surtax. The Oversight Committee is required to provide an annual report and to hold a public hearing and would like to provide some in-person opportunities for folks to participate in that public hearing. That is being postponed to August. The date will be announced on the website. The annual report Beth Alden mentioned that the Oversight is required to produce has been drafted and prepared by staff, so a draft of that is available on the website now for review, and you will find a link to it in the addendum to this Board packet.
In February, as the Board discussed setting targets for improvements and safety for the upcoming year, there was a discussion about what low-cost and no-cost safety strategies can be brought forward so the Board is not waiting on funding to make progress on the safety issues. So the proposal was made to hold a leadership summit on that topic and bring in panelists to discuss things like high visibility enforcement and development review to make sure, as construction continues, that we are building communities that are as safe as they can possibly be.

Quarter 3 report is in your Board folders which have been distributed through e-mail.

Commissioner Overman thanked Beth Alden very much for her report and asked the Chair and the rest of the Board to consider accommodating virtual meetings for any meetings going forward until further notice and making arrangements for those with health challenges that would keep them out a little longer than what may be seen in the way of phase-in for back-to-work under the Governor's orders. She also emphasized that it actually supports our environmental sustainability goals by telecommuting more. Commissioner Miller inquired of Attorney Clark on the deadline of the Governor's Executive Order, and Attorney Clark stated Executive Order 20-69 allows for a Sunshine Meeting to be held without a physical quorum being present and believes it's now been tied to another executive order that has been extended to the first week of July. The Board is only able to meet virtually for as long as that executive order creates that Sunshine Law exemption. Beth Alden stated that Mayor Ross typed in the Chat Box that he believes it is July 7th. Commissioner Overman further inquired of a possible bylaw change, which is not possible under the Sunshine Law, and there was further discussion among Commissioner Miller, Attorney Clark, Councilman Dingfelder, Commissioner Smith, and Cindy Stuart, on quorum attendance to vote along with virtual appearances and maybe relocation of meetings to the Convention Center. It was noted by Beth Alden that it is a quorum of nine for the MPO Board to meet.

IX. OLD & NEW BUSINESS

There was no old business or new business.

IX. ADJOURNMENT

The MPO meeting was adjourned at 10:52 a.m.
Chat Log C:\Users\fuentes\Documents\ChatLog MPO Board Meeting 2020_05_13 10_52.rtf

MPO Board (to Organizers and Panelists Only): 8:06 AM: If you have Audio issues and cannot connect via phone using your login, please say in GoToWebinar for visual and dial 1(562)247-8422, Access Code 110-936-626#, PIN 82#
Johnny Wong (Private): 8:18 AM: Do I need to dial in using the phone number or just provide it to the 3cx attendant?
MPO Board (to Johnny Wong): 8:21 AM: Just give the 3CX attendant the number, code, and PIN. You do not need to call in yourself (but you need to be logged into the meeting).
Johnny Wong (Private): 8:21 AM: ok
Johnny Wong (Private): 8:21 AM: thanks
MPO Board (to Johnny Wong): 8:22 AM: NP
MPO Board (to Johnny Wong): 8:22 AM: Remember to name it "Generic Attendee"
Johnny Wong (Private): 8:23 AM: I renamed it - does it appear that way to you in the attendees list?
MPO Board (to Johnny Wong): 8:24 AM: I see the Generic Panelist that I created, My name, and your name
Johnny Wong (Private): 8:24 AM: also, can you boot my account that’s appearing in staff currently?
Johnny Wong (Private): 8:24 AM: I'm logged in under three names at the moment
MPO Board (to Beth Alden): 8:33 AM: If you have Audio issues and cannot connect via phone using your login, please say in GoToWebinar for visual and dial 1(562)247-8422, Access Code 110-936-626#, PIN 82#

MPO Board (to John Dingfelder): 8:45 AM: Hello Mr. Dingfelder Are you on a mobile device?
MPO Board (to John Dingfelder): 8:47 AM: You will be able to hear and speak once the broadcast starts.
John Dingfelder (Private): 8:53 AM: Iphone
John Dingfelder (Private): 8:53 AM: Is this a video meeting too?
John Dingfelder (Private): 8:56 AM: ?
MPO Board (to John Dingfelder): 8:59 AM: Yes it is.
John Dingfelder (Private): 8:59 AM: Better get dressed! ;)
MPO Board (to John Dingfelder): 9:00 AM: You can unmute yourself now.
MPO Board (to John Dingfelder): 9:02 AM: Haha get dressed! Yes!
MPO Board (to Ken Hagan): 9:07 AM: Your system is causing feedback, please mute yourself until you would like to speak.
KIMBERLY OVERMAN (to Organizers and Panelists Only): 9:07 AM: Debbie Guest, please mute yourself
KIMBERLY OVERMAN (to Organizers and Panelists Only): 9:07 AM: Thank you
MPO Board (to Organizer(s) Only): 9:08 AM: Ken Hagen is the cause of the feedback. I have muted him
MPO Board (to Ken Hagan): 9:09 AM: Thank you,
KIMBERLY OVERMAN (to Organizers and Panelists Only): 9:17 AM: I have a question
Debbie Guest (to Organizers and Panelists Only): 9:29 AM: Thanks Cheryl.
Andy Ross (to Organizers and Panelists Only): 9:37 AM: I have a question please
Charles Klug (to Organizers and Panelists Only): 9:38 AM: I am muted by the organizer.
Patricia Kemp (to Organizers and Panelists Only): 9:38 AM: I am muted.
Mariella Smith (to Organizer(s) Only): 9:39 AM: We can't unmute ourselves.
MPO Board (to Cindy Stuart): 9:41 AM: Your system is causing feedback, please mute yourself until you would like to speak.
MPO Board (to Organizer(s) Only): 9:49 AM: Please, only one of us should be muting or unmuting panelists. I would assume that should be me. Thanks.
Patricia Kemp (to Organizers and Panelists Only): 10:04 AM: I'd like to ask question.
Beth Alden (to Organizers and Panelists Only): 10:04 AM: ok
MPO Board (to Beth Alden): 10:06 AM: It is Commissioner Miller that is breaking up
Mariella Smith (to Organizer(s) Only): 10:08 AM: I'm hearing him fine.
MPO Board (to Organizer(s) Only): 10:08 AM: It is Commissioner Miller that is breaking up
Mariella Smith (to Organizer(s) Only): 10:15 AM: I'd like to ask a question.
Patricia Kemp (to Organizers and Panelists Only): 10:34 AM: I just lost Beth for some of what was said.
Andy Ross (to Organizers and Panelists Only): 10:39 AM: July 7 I’m told
Mariella Smith (to Organizer(s) Only): 10:39 AM: I’d like to comment please
Beth Alden (to Organizers and Panelists Only): 10:40 AM: got it thanks
Andy Ross (to Organizers and Panelists Only): 10:41 AM: I have a comment
Cindy Stuart (to Organizers and Panelists Only): 10:42 AM: I would like to comment
Andy Ross (to Organizers and Panelists Only): 10:44 AM: I have a comment please
Melanie Williams (to Organizer(s) Only): 10:48 AM: Mr. Chairman - I will need to drop in approximately 2 minutes.
Committee Reports

Meetings of the Citizens Advisory Committee (CAC)

On May 20, under Action items, the CAC approved and forwarded to the MPO Board:

- Public Participation Measures of Effectiveness Report
- 2020 Public Participation Plan Amendments

Under Unfinished Business, the CAC voted to agree with the Tampa CRA’s motion in support for the use of CSX as a top priority; however, the CAC did not agree with the CRA’s motion opposing tolls on Interstates within the City. Following discussion of a letter from Chris Vela, the CAC also voted to oppose the proposed exit from the downtown interchange to 14th & 15th Streets.

On May 27, the CAC also held a special evening workshop on the new Transportation Improvement Program. No actions were taken, but the CAC asked a lot of good questions and discussion took place about specific projects and how they will be funded. The CAC is expected to act on the TIP at the next meeting, scheduled for June 10.

Meeting of the Technical Advisory Committee (TAC) on May 18

Under Action items, the TAC approved and forwarded to the MPO Board:

- Comments on Regional Development Plan
- Public Participation Measures of Effectiveness Report
- 2020 Public Participation Plan Amendments

TAC heard a status report on Performance of E-Scooter Sharing in the City of Tampa

Meeting of the Bicycle/Pedestrian Advisory Committee (BPAC) on May 13

The BPAC heard status reports on the following topics:

- THEA Project Update and PD&E Advance Notification for Whiting St & Washington St Extensions & Selmon Expressway Ramps Reconfiguration.
- Hillsborough Air Quality Update
- Performance Evaluation of E-Scooter sharing in Tampa

Meeting of the Livable Roadways Advisory Committee (LRC) on May 27

Under Action items, the LRC had no objections and forwarded to the MPO Board:

- Public Participation Measures of Effectiveness Report
2020 Public Participation Plan Amendments

The LRC heard status reports on:

✓ Performance Evaluation of E-Scooter sharing in Tampa

Policy Committee on May 26

Under Action items, the Policy approved and forwarded to the MPO Board:

✓ Annual Certification of MPO Planning Process
✓ Public Participation Measures of Effectiveness Report
✓ 2020 Public Participation Plan Amendments

The Policy Committee heard status reports on:

✓ Mobility after COVID 19
✓ Hurricane Evacuation LOS