

# CTC Review

Pinellas Suncoast Transit Authority

Counties served: Pinellas

Date(s) of Review: October/November 2015

Staff Assigned to Review: Sarah Perch, Pinellas County MPO

## I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. On-Site Observation
- E. Surveys
- F. Additional Observations

## II. Findings and Recommendations

### A. General Information

The Commission for the Transportation Disadvantaged (CTD) designated the Pinellas Suncoast Transit Authority (PSTA) as the Community Transportation Coordinator (CTC) for Pinellas County in 2012. PSTA operates a coordinated system in an urban area as a partial brokerage, with PSTA providing bus passes and contracted transportation providers providing door-to-door trips.

**Area of Noncompliance:** None

**Recommendation:** Rider/beneficiary information does not include the Ombudsman number. The CTC is working with the MPO to develop a sticker that includes both the Ombudsman number and the CTC's phone number. This will assist in alleviating confusion that currently exists, since there are two stickers today. Once finalized, the CTC should also include this language, as well as the complaint procedures information, on their website.

**Timeline for Compliance:** 10 weeks

### B. Chapter 427, F.S.

CTC providers and coordination contract agencies are in compliance with the standards required by Rule 427, F.S.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None Needed

# CTC Review

## Pinellas Suncoast Transit Authority

### C. Rule 41-2, F.A.C.

CTC providers and coordination contract agencies are in compliance with the standards required by Rule 41-2 F.A.C.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None Needed

### D. On-Site Observation

Two on-site observations were conducted. In both instances, the driver regularly transported the passenger. Neither driver was wearing identification, nor was there a sign with both a local phone number and the TD Helpline. The drivers were both on time and provided assistance. The vehicles were neat and clean, had working heat and air conditions and two-way communications.

**Area of Noncompliance:** Identification and phone number signs were missing.

**Recommendation:** The CTC should follow up with the transportation provider to ensure that signs are posted. Once the new signs are printed, the CTC should ensure that all of the coordinated system has the updated signs and is utilizing them. The CTC should also work with the transportation provider regarding clear identification.

**Timeline for Compliance:** 20 weeks

### E. Surveys

A total of 12 surveys were conducted with customers, providers and purchasing agencies.

Five surveys were conducted with customers scheduled to utilize the system, including those taking trips with for and not for profit companies. All trips were taken on October 19, 2015. Due to the nature of the Pinellas County coordinated system, the majority of TD customers do not utilize door-to-door services, but utilize the fixed route system. Many of the customers who receive door-to-door transportation regularly use the system. This was reflected in their responses, which include comments relating to service as a whole and not just on the day surveyed. Many clients did not complete the survey in its entirety. Overall, the responses in the customer surveys were positive.

The CTC has six operator agreements. Two, Yellow Cab and Care Ride, are for profit, and the remaining four are not for profit companies. The operators all indicated that invoices are paid in a timely manner and that the facility has adequate time to report statistics. None marked that they have experienced problems with the CTC. Some indicated that riders/beneficiaries call their facility directly to cancel a trip and to issue a complaint. Some, but not all indicated they

# CTC Review

## Pinellas Suncoast Transit Authority

have a toll-free number for riders/beneficiaries. Comments from the survey indicated that one operator felt the need for 1-2 contact people and that there were schedule issues.

Two agencies purchase service through the CTC. One completed a survey. The survey indicated that the agency is satisfied with the services provided by the CTC.

**Recommendation:** The CTC should work with all of the operators to ensure that the proper signage is in each vehicle in the system. In addition, the CTC should follow up regarding operator communication to ensure that the most effective communication methods are being utilized.

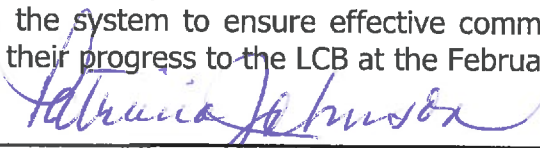
**Timeline for Compliance:** 20 weeks

### **F. Additional Observations**

None

### **III. Conclusion**

We recommend that the CTC address the telephone number information both in the vehicles and on their website. Once the new stickers are ready, they should be made available to all vehicles in the system. It is also recommended that the CTC follow up with the operators in the system to ensure effective communication. The CTC should provide an update on their progress to the LCB at the February 2016 LCB meeting.

LCB Chairperson:   
County: Pinellas  
Date: November 17, 2015

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



### **Transportation Disadvantaged**

**CTC BEING REVIEWED: PINELLAS SUNCOAST TRANSIT AUTHORITY (PSTA)**

**COUNTY (IES): PINELLAS**

**ADDRESS: 3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716**

**CONTACT: ROSS SILVERS    PHONE: 727-540-1844**

**REVIEW PERIOD: FY2014/15 REVIEW DATES: OCTOBER/NOVEMBER 2015**

**PERSON CONDUCTING THE REVIEW: SARAH PERCH**

**CONTACT INFORMATION: PINELLAS COUNTY METROPOLITAN PLANNING  
ORGANIZATION, 310 COURT STREET, CLEARWATER, FL 33756, 727-464-5695**

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>2</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>3</b>
<b>GENERAL QUESTIONS _____</b>	<b>5</b>
<b>CHAPTER 427, F.S. _____</b>	<b>8</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>13</b>
<b>COMMISSION STANDARDS _____</b>	<b>16</b>
<b>LOCAL STANDARDS _____</b>	<b>18</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>21</b>
<b>STATUS REPORT _____</b>	<b>22</b>
<b>ON-SITE OBSERVATION _____</b>	<b>23</b>
<b>SURVEYS _____</b>	<b>26</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>40</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>41</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>43</b>

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.  
  
The LCB will be reviewing the following areas:
  - ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
  - ☐ Monitoring of contractors.
  - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL ☒ URBAN
2. ORGANIZATION TYPE:
  - ☐ PRIVATE-FOR-PROFIT
  - ☐ PRIVATE NON-PROFIT
  - ☐ GOVERNMENT
  - ☒ TRANSPORTATION AGENCY
3. NETWORK TYPE:
  - ☐ SOLE PROVIDER
  - ☐ PARTIAL BROKERAGE
  - ☒ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

For Profit: Care Ride, LLC; Clearwater Yellow Cab

Non-Profit: Lighthouse of Pinellas, Inc.; Neighborly Care Network; PARC, ARC Tampa Bay (formerly UPARC)

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Agency for Community Treatment Services (ACTS); Alpha House; Boley Centers for Behavioral Health; City of Gulfport; Garden of Grace Ministries; Girls, Inc.; Goodwill Industries; Gulf Coast Jewish Family Services; Homeless Emergency Project, Inc. (HEP); Louise Graham Regeneration Center; Operation PAR; Personal Enrichment through Mental Health Services (PEMHS); Suncoast Center, Inc.; Sunrise Community, Inc.; Van Gogh's Palette (Vincent House); Westcare Gulfcoast Florida

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?

Name of Agency	% of Trips	Name of Contact	Telephone Number/Email Address
Pinellas County Human Services	<.001% (10 trips)	Lisa Freeman	(727) 464-8427
Pinellas County School Board	<.002% (349 trips)	Melissa Kegler	keglerm@pcsb.org

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

The TD Ombudsman line received one call from July 1, 2014 to June 30, 2015 regarding Pinellas availability of local transportation services. There were no follow up actions after the information was provided and the call was closed on the same day.

## GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: July 1, 2012

2. WHAT IS THE COMPLAINT PROCESS?

The complaint process begins after a call, letter or email is received. A standard form is used to document the complaint, which is then addressed immediately if possible or researched further. If the complaint is not able to be resolved to the satisfaction of the customer through PSTA or the CTD Ombudsman Program, the formal grievance process may be initiated.

IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No

Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

☐ Yes ☒ No, Resolution typically described in comments section.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

☒ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

If the conflict cannot be resolved to the satisfaction of the customer, then the formal grievance process may begin. During the formal grievance process, if no common ground can be utilized to negotiate a resolution, the complainant can contact the TD helpline.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

☒ Yes ☐ No

If no, what is done with the complaint? N/A

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No

If yes, what type? Information on website, printed and presented information at presentations and informational events, included in the Mobility Options brochure

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
☐ Yes ☒ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
☐ Yes ☒ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?  
Individuals seeking access to services can receive a TD Program application and eligibility information by contacting PSTA's InfoLine, through PSTA's website or in person at a local bus terminal. Instructions explaining the process are provided. Any incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form. The entire eligibility process is detailed in the TDSP, on page 31.
13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?  
Over the past year, the CTC has established a system where agencies can be trained in the CTC application process, allowing for a fast application processing time. The agency can assist in completing an application, send it to PSTA and receive verification to issue the individual's first TD bus pass in about 30 minutes.
14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?  
After discussions with the CTC, there are areas we can improve, such as bus stop access and wayfinding, which involve working with our partners.
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?  
Funding is a significant barrier to the coordinated system – PSTA is currently spending additional dollars to continue to program without breaks in service. Regional service across county lines is also a barrier. PSTA has conceptual agreement on how to implement cross county service with Pasco and Hillsborough counties should a situation warranting it arise.
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?  
Regional transportation for the disadvantaged across county lines is a major concern. Development of pilot programs or other efforts to support this and other areas would be helpful, as would proactively addressing funding gaps.
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?  
In discussion with the CTC, we felt that there are multiple funding agencies the CTD needs to work closely with to facilitate a better-coordinated system. Agencies we discussed include: Agency for Persons with Disabilities, Vocational Rehabilitation, Agency for Health Care Administration and Area Agency on Aging.
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?  
The CTC does not market the voluntary dollar.

## GENERAL QUESTIONS

### Findings:

*Rider/beneficiary information does not include the Ombudsman number.*

### Recommendations:

*The CTC is working with the MPO to develop a sticker that includes both the Ombudsman number and the CTC's phone number. This will assist in alleviating confusion that currently exists, since there are two stickers today. Once finalized, the CTC should also include this language, as well as the complaint procedures information, on their website.*

## COMPLIANCE WITH CHAPTER 427, F.S.

### Review the CTC contracts for compliance with 427.0155(1), F.S.

*“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”*

ARE YOUR CONTRACTS UNIFORM?

☒ Yes ☐ No

CTD standard contract language is used in the contracts, which also include performance standards (e.g. 95% on-time minimum requirement).

IS THE CTC IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

### Review the CTC last AOR submittal for compliance with 427. 0155(2)

*“Collect Annual Operating Data for submittal to the Commission.”*

#### REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report ☒ Yes ☐ No  
Any issues that need clarification? ☐ Yes ☒ No

Any problem areas on AOR that have been re-occurring?

- b. Transportation Disadvantaged Service Plan ☒ Yes ☐ No  
c. Grant Applications to TD Trust Fund ☐ Yes ☒ No  
d. All other grant application (\_\_\_\_%) ☐ ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

*Comments: The AOR was submitted by the CTC and reviewed/approved by the Local Coordinating Board. Due to the timing of the meetings, data is often not available until very close to the LCB meeting, which does not give much time for review.*

*Due to the late state budget process, the CTC was not able to submit its grant application to the TD Trust Fund on time.*

## COMPLIANCE WITH CHAPTER 427, F.S.

### **Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

*“Review all transportation operator contracts annually.”*

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

The CTC monitors its operators annually. This process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The operator’s drivers are also monitored annually, including driver certificates, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed.

Is a written report issued to the operator?      ☒ Yes      ☐ No

If NO, how are the contractors notified of the results of the monitoring? N/A

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

The CTC monitors its contractors annually. Like with operators monitoring, this process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The contractor’s drivers are monitored annually, including driver certificates, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed.

Is a written report issued?      ☒ Yes      ☐ No

If NO, how are the contractors notified of the results of the monitoring? N/A

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

CTC staff works with the contractor to correct the problems identified in the report.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?      ☒ Yes      ☐ No

### **Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

*“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”*

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

The CTC does not currently use school buses in the coordinated system. The cost for the utilization of school buses is considerably higher than the traditional multi-load transportation services in Pinellas County. Furthermore, school bus availability is extremely limited.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

### HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

The CTC's goal is to for 100 percent of those who are able to access and use public transportation to be issued bus passes for their transportation needs. The CTC requires that all clients who are within three-quarters of a mile of a local bus route use the fixed-route system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances, such as service hours. The CTC uses 10-day nonconsecutive and 31-day consecutive unlimited bus passes as a way of providing cost-effective transportation. TD Program customers submit a co-payment for the bus passes.

### IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

The CTC's goal is to maximize available funding by providing cost-effective and efficient transportation disadvantaged services. The CTC seeks to ensure all transportation disadvantaged users who are eligible for the Bus Pass Program are using the program. The CTC requires all clients who are within three-quarters of a mile of a local bus route to use the fixed-route transit system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances. Because the CTC seeks to maximize transit utilization through its policies, those riding paratransit are doing so because transit is not an option.

Is the CTC accomplishing the goal? ☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments: *The CTC is successful in utilizing the fixed route system to maximize service and funding to TD customers.*

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**  
*"Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies."*

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☒ No

If Yes, describe the application review process.

## COMPLIANCE WITH CHAPTER 427, F.S.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?    ☒    Yes    ☐    No

Staff for the LCB serves on the application review committee for the FTA Section 5310 Program. In addition, the LCB reviews the contracts for TD funds and the contracting agencies.

If no, is the planning agency currently reviewing applications for TD funds?  
☐    Yes    ☐    No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    ☒    Yes    ☐    No

Comments: *PSTA often applies for the Section 5310 program, therefore it would be a conflict of interest to review applications.*

### **Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

***“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

#### **WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?**

The trip prioritization is described in detail in Appendix G of the TDSP. Door-to-door trips are prioritized as follows: medical, sustenance (A), sustenance (B), employment, education related to employment, education not required to maintain employment, other.

#### **HOW ARE THESE PRIORITIES CARRIED OUT?**

The priorities are carried out in the door-to-door trip reservation process.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?    ☒    Yes    ☐    No

Comments: *The CTC primarily provides bus passes which eliminates the need to priorities trips. However, when providing door-to-door trips, trips are prioritized based on the parameters set in the TDSP.*

### **Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

***“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”***

#### **1. Hours of Service:**

The TDSP describes hours of service on page 30. Hours of service for bus pass users vary based on individual hours of service for each route, as well as day of the week. Ambulatory and wheelchair services are available twenty-four hours a day, seven days a week.

#### **2. Hours of Intake:**

Reservationists available: 8 a.m. – 5 p.m., Monday – Friday; 9 a.m. – 5 p.m., Saturday, Sunday and holidays.

## COMPLIANCE WITH CHAPTER 427, F.S.

3. Provisions for After Hours Reservations/Cancellations?

Clients can leave a voice mail message on the TD line 24 hours a day, 7 days a week.

4. What is the minimum required notice for reservations?

Reservations for taxi or wheelchair van service must be made 72 hours in advance.

5. How far in advance can reservations be place (number of days)?

30 days.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?



Yes



No

Comments: *None*

**Review the cooperative agreement with the regional workforce board according to Chapter 427.0155(9).**

*“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”*

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE REGIONAL WORKFORCE BOARD? PSTA met with CareerSource Pinellas. CareerSource Pinellas gives their job seekers TD applications. A representative from CareerSource Pinellas sits on the LCB and recently gave a presentation on their services.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?



Yes



No

Comments: *The CTC currently works with CareerSource Pinellas and job seekers. In the future, there may be further opportunities for the CTC to work with CareerSource Pinellas.*

## CHAPTER 427

Findings:

*None*

Recommendations:

*None*

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*"...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident..."*

#### WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

They are currently \$500,000 Combined Single Limit (CSL).

#### WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

The operator and coordination contracts have the same minimum insurance requirements. This includes: Commercial General Liability with, at minimum:

- Premises Operations
- Products and Completed Operations
- Blanket Contractual Liability
- Personal Injury Liability
- Expanded Definition of Property Damage

The minimum limits shall be \$500,000 CSL. If split limits are provided, minimum limits acceptable shall be: \$500,000 per Person, \$500,000 per Occurrence, \$500,000 Property Damage.

An Occurrence Form policy is preferred. If coverage is a Claims Made policy, provisions should include coverage for claims filed on or after the effective date of this contract. In addition, the period for which claims may be reported should extend for a minimum of twelve (12) months following the expiration of the contract.

Vehicle Liability – Recognizing that the work governed by this contract requires the use of vehicles, the Contractor, prior to the commencement of work, shall obtain Vehicle Liability Insurance. Coverage shall be maintained throughout the life of the contract and include, as a minimum, liability coverage for: Owned, Non-owned, and Hired Vehicles with minimum limits at \$500,000 CSL.

Employers' Liability Insurance - Contractor shall maintain Insurance throughout the life of the contract with limits no less than: \$100,000 Bodily Injury by Accident, \$500,000 Bodily Injury by Disease, policy limits, \$100,000 Bodily Injury by Disease, each employee.

#### DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments: *None*

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(2), Safety Standards.

*"...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C."*

The CTC is a transit agency. They are compliant with FDOT section 14-90, set by the agency in their contracts and enacted with bus operators.

### Compliance with 41-2.006(3), Drug and Alcohol Testing

*"...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing..."*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: FTA Triennial and FTA D&A review in FY 2014/15

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments: *None*

### Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

*"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

	Operators						Summary of Coordinators
	Care Ride	Yellow Cab	Lighthouse of Pinellas	NCN	PARC	ARC Tampa Bay	
Cost per trip (\$)	32.91	8.64	27.40	15.58	6.19	5.05	13.01
Cost per revenue mile (\$)	5.35	0.20	*	9.89	2.29	1.89	3.45
Special or unique considerations that influence costs? Explanation (if needed)			Pay a contracted rate to Yellow Cab because only transportation expense (about \$6/trip)				

*Data from 2014/15 AOR submittals and is based on reported data*

\* Not reported

<b>COMPLIANCE WITH 41-2, F.A.C.</b>
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2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

<b>RULE 41-2</b>
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Findings:

*None*

Recommendations:

*Explore methods of reporting to be used in the AOR that would improve data consistency.*

## COMMISSION STANDARDS

### Compliance with Commission Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	An accessible <i>Community Transportation Decal</i> displaying the CTC's local phone number for complaints or grievances and the TD Helpline phone number is required to be placed inside all vehicles used in the Coordinated System. Decals are made available to operators at no cost upon request to the CTC.
Vehicle Cleanliness	Operators ensure that all vehicles used within the Coordinated System are clean on the interior and exterior. Additionally, vehicles should be safe and comfortable for passengers.
Passenger/Trip Database	PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files.
Adequate seating	Operators shall provide seating based on the vehicle manufacturer's specifications.
Driver Identification	All Coordinated System drivers are required to have an identification badge. In the case of licensed taxi companies, the taxi occupational license badges can serve as the required identification.
Passenger Assistance	Operators shall ensure all drivers within the Coordinated System are trained on the requirements of passenger assistance. At a minimum, this assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securing devices, storing mobility assistance devices, and closing the door.
Smoking, Eating and Drinking	Smoking in any vehicle in the Coordinated System is prohibited. Drivers should advise clients of the operators' requirements for eating and drinking within a vehicle.
Two-way Communications	All vehicles in the Coordinated System should have a two-way communications system in good working order.
Air Conditioning/Heating	All vehicles in the Coordinated System should have working air conditioners and heaters. Any vehicle not meeting this requirement should be scheduled for repair.
Billing Requirements	Operators shall submit billing data to the CTC within ten working days of the last day of each month. After the CTC receives payment, all subcontractors will be paid within seven working days.

## COMMISSION STANDARDS

Findings:

*None*

Recommendations:

*None*

## LOCAL STANDARDS

### Compliance with Local Standards

*“...shall adhere to Commission approved standards...”*

Local Standards	Comments
Transport of Escorts and dependent children policy	Personal Care Attendants (PCAs) are permitted to travel jointly with TD customers at no charge when documented as needed to perform tasks for the customer that they cannot perform unassisted due to their disability. Parents of dependent children who are TD Program eligible are considered an escort for the child and, therefore, are permitted to travel at no additional charge. If the parent is traveling as the customer and chooses to carry dependent children, the cost of transporting the child would not be compensable.
Use, Responsibility, and cost of child restraint devices	In accordance with Florida Statutes Chapter 316.613, every operator of a motor vehicle, while transporting a child, if the child is 5 years of age or younger, shall provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children up to 3 years of age, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children age 4 through 5, a separate carrier, an integrated child seat, or a seat belt may be used. TD Program passengers are responsible for installation and proper use of restraining devices and/or seat belts. If the passenger is unable to install the restraining device due to a disability, they are responsible for instructing the driver on the proper installation of the device. The driver must offer assistance to all passengers regarding restraint devices and seat belt use.
Out-of-Service Area trips	There are currently no provisions for out-of-service area non-sponsored trips.
CPR/1st Aid	The CTC requires that drivers for providers/operators maintain current CPR/First Aid certification. Copies of current CPR and First Aid certification cards shall be kept in each driver's file.
Driver Criminal Background Screening	Operators are required to obtain a Florida Department of Law Enforcement Level 2 Background Check of each driver before the driver can render services for the Coordinated System.
Rider Personal Property	Passenger property that can be carried by the passenger and/or PCA in one trip that can be safely stowed within that passenger's own seating area on the vehicle shall be allowed to be transported at no additional charge. Passenger property does not include wheelchairs, child seats, secured oxygen, personal assistive devices, or intravenous devices.
Advance reservation requirements	A minimum 72-hour advance notification time is required to obtain services through the providers.
Pick-up Window	Vehicles may arrive up to thirty minutes after the scheduled pick-up time. Pick-up times will be negotiated up to one hour before or after the pick-up time requested by the client.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (FY 2013/14)</i>
Public Transit Ridership	The CTC has established a goal that 100% of people who are able to access and utilize public transit will do so.	71.6% of trips were taken on public transit (a total of 1,908,954 trips)	Yes	71% of trips (2,307,198 trips)
On-time performance	Compliance with standards at or above 95% of the time shall be considered satisfactory.	On-Time Data		
	Care Ride	99.6% *	Y	99%
	Yellow Cab	95.2% *	Y	96%
Passenger No-shows	The CTC and LCB have jointly established a policy on passenger no-shows, available in Appendix D of the TDSP.	0.4% (11,202 no-shows)	N/A	0.3% of trips (10,468 no-shows)
Accidents	No more than 10 accidents per 100,000 revenue miles	<1 total accident per 100,000 revenue miles (8 chargeable and ; 27 non-chargeable)	Y	2.69 total accidents per 100,000 revenue miles (14 chargeable and 89 non-chargeable)
Roadcalls	No more than 1,500 per year	78 roadcalls	Y	142 roadcalls
Complaints <i>Commendations</i>	PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints should be less than 0.5 percent of all trips provided.	562 complaints, 0.02% of all trips provided resulted in a complaint 8 <i>commendations</i>	Y	364 complaints and 20 commendations. Less than 0.02% of all trips provided resulted in a complaint.

\* On time performance reflect DART services. Transportation Disadvantaged on-time always exceeds DART on time performance.

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (FY 2013/14)</i>
Call-Hold Time	95% of all ride-scheduling callers will remain on hold for no longer than one minute and no one shall be placed on hold for over three minutes.	Care Ride: 14 seconds	Y	12 seconds
		Yellow Cab: 59 seconds	Y	66 seconds

### LOCAL STANDARDS

Findings:

*None*

Recommendations:

*None*

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

**X**

Yes

☐

No

ARE ACCESSIBLE FORMATS ON THE SHELF?

☐

Yes

**X**

No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

Accessible information is available electronically. Alternate formats are available upon request via Lighthouse.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

**X**

Yes

☐

No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

**X**

Yes

☐

No

## **STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)**

DATE OF LAST REVIEW: October/November 2014

During the last review, the LCB approved the CTC Evaluation Review Report and Evaluation Workbook recommending that the CTC:

**1. Work with Yellow Cab to improve average daily call hold time performance.**

Yellow Cab exceeded the local standard average daily call hold time. The LCB recommended that the CTC work with the provider to improve its performance in this area so as to comply with local standards. The CTC had 60 days to address this issue. At the February 2015 LCB meeting, the CTC reported that the average daily call hold time was monitored and was under the required 60 seconds in January 2015.

**2. Work with Yellow Cab to ensure the appropriate phone number(s) are posted inside all vehicles.**

The CTC verified with the manager at Yellow Cab that all vehicles providing service to transportation disadvantaged customers were inspected and now have the phone number properly displayed.

**3. Look into survey results regarding TD Program service.**

The CTC conducted follow up work regarding survey results and provided an update at the February 2015 LCB meeting.

**4. Work with Pinellas County Schools to ensure all possible measures are being taken to provide service in a smooth and consistent manner.**

During the last review, Pinellas County Schools noted in their purchasing agency survey that pick up times are not convenient, timeliness is a concern, there are long waits for reservations and the operator is unreachable. The LCB recommended that the CTC work with Pinellas County Schools to ensure that all possible measures are being taken to provide service in a smooth and consistent manner. The CTC had 60 days to address this issue. During the February 2015 LCB meeting, the CTC noted that the School Board concern regarding consistency was addressed and improved.

## ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

10-7-15

Please list any special guests that were present:

YONNIE JORDAN

Location:

2850 34 ST S (DAVITA DIALYSIS)

Number of Passengers picked up/dropped off:

ONE

Ambulatory

YES

Non-Ambulatory

DRIVER  
DEO  
CAB 279  
YELLOW  
CAB

Was the driver on time?



Yes



No, how many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

Was the driver wearing any identification?



Yes: ☐ Uniform ☐ Name Tag ☐ ID  
Badge



No

Did the driver render an appropriate greeting?



Yes



No



Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?



Yes



No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?



Yes



No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?



Yes



No

Does the vehicle have working heat and air conditioning?



Yes



No

CELL PHONE & MOBIL KNOWLEDGE (EM CODES)

Does the vehicle have two-way communications in good working order?



Yes



No

If used, was the lift in good working order? NOT NEEDED



Yes



No

Was there safe and appropriate seating for all passengers?



Yes



No

Did the driver properly use the lift and secure the passenger?



Yes



No

If no, please explain:

NOT NEEDED

## ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

10-7-15

Please list any special guests that were present:

DWAYNE BROWN

Location:

11550 ULMERTON RD (DAVITA DIALYSIS)

Number of Passengers picked up/dropped off:

ONE

Ambulatory

YES

Non-Ambulatory

Was the driver on time?



Yes



No, how many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

Was the driver wearing any identification?



Yes: ☐ Uniform ☐ Name Tag ☐ ID Badge



No

Did the driver render an appropriate greeting?



Yes



No



Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

PASSENGER DID NOT WANT TO WEAR SEAT BELT.....



Yes



No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?



Yes



No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?



Yes



No

Does the vehicle have working heat and air conditioning?



Yes



No

Does the vehicle have two-way communications in good working order?



Yes



No

If used, was the lift in good working order?



Yes



No

Was there safe and appropriate seating for all passengers?



Yes



No

Did the driver properly use the lift and secure the passenger?



Yes



No

If no, please explain:

NOT NEEDED

DRIVER CARPENTER

YELLOW CAB 174

TD/MPO Manifest

Below is the TD manifest. Manifest to be e-mail to Ross Silvers, Barry Michael and Patrick Murray @ PSTA by 2pm the day before trips are scheduled.  
Trips are to be scheduled 72 hours in advance

Today's Date: 10/6/2015  
Trip Date: 10/7/2015  
Number of Clients riding: 3  
Total Number of Trips: 6  
Repetitive Trips Total: 6

Key as follows:

		Repetitive										
Client Name (Last, First)	Phone Number	Pick up address	City	P/U name	Destination Address	City	Destination name	Pick up	Return	Repetitive	Date	Purpose
			ST. PETERSBURG	HOME	2850 34TH ST S	ST. PETERSBURG	DIALYSIS	5:00	9:30	YES	10/7/2015	DIALYSIS TREATMENT
			CLEARWATER	HOME	11550 ULMERTON RD	LARGO	DIALYSIS	5:30	10:45	YES	10/7/2015	DIALYSIS TREATMENT
			LARGO	HOME	8751 ULMERTON RD	LARGO	DIALYSIS	9:00	W/C	YES	10/7/2015	DIALYSIS TREATMENT

## SURVEYS

CTC: Pinellas Suncoast Transit Authority County: Pinellas

Date of Ride: October 19, 2015

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD	9*	5*	3	5

\* Care Ride & Yellow Cab only. Additional trips were taken on Neighborly Care Network, PARC, Lighthouse and UPARC. Calls were made to a range of customers, including representatives of group transportation trips.

Number of Round Trips	Number of Riders/Beneficiaries to Survey
<b>0 – 200</b>	<b>30%</b>
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

TD/MPO Manifest

Below is the TD manifest. Manifest to be e-mail to Ross Silvers, Barry Michael and Patrick Murray @ PSTA by 2pm the day before trips are scheduled.  
Trips are to be scheduled 48 hours in advance

Today's Date: 10/17/2015  
Trip Date: 10/19/2015  
Number of Clients riding: 3  
Total Number of Trips: 6  
Repetitive Trips Total: 4

Key as follows:

		Repetitive											
Client Name (Last, First)	Phone Number	Pick up address	City	P/U name	Destination Address	City	Destination name	Pick up	Return	Repetitive	Date	Purpose	
			ST PETERSBURG	HOME	420 4TH ST N	ST PETERSBURG		9:00	W/C	NO	10/19/2015		
			ST PETERSBURG	HOMR	2850 34TH ST S	ST PETERSBURG	DIALYSIS	5:00	9:30	YES	10/19/2015	DIALYSIS TREATMENT	
			CLEARWATER	HOME	11550 ULMERTON RD	LARGO	DIALYSIS	5:30	10:45	YES	10/19/2015	DIALYSIS TREATMENT	

Care Ride Manifest													
PICKUPDATE	PICKUPTIME	NAME	PAddress	DAddress	MILEAGE	PRICE1	PRICE2	OtherPrice	TOTPRICE	STATUS			
10/19/2015	8:45			ST PETERSBURG SOUTH KIDNE	0	30.77	0	3	33.77				
10/19/2015	14:30			3278 56TH AVE N	0	30.77	0	3	33.77				
10/19/2015	4:45			ST PETERSBURG KIDNEY CARE	0	30.77	0	3	33.77				
10/19/2015	9:30			1125 9TH PL S	0	30.77	0	3	33.77				

# RIDER/BENFICIARY SURVEY

Staff making call: Sarah Perch  
Date of Call: 10 / 22 / 15

County: Pine Haul

- 1) Did you receive transportation service on Oct 19? ☒ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No If so, how much?

- 3) How often do you normally obtain transportation?  
☐ Daily 7 Days/Week ☐ Other  
☐ 1-2 Times/Week ☒ 3-5 Times/Week

- 4) Have you ever been denied transportation services?  
☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

- ☐ None ☐ 3-5 Times  
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

- ☐ Ineligible ☐ Space not available  
☐ Lack of funds ☐ Destination outside service area  
☐ Other \_\_\_\_\_

- 5) What do you normally use the service for?

- ☒ Medical ☐ Education/Training/Day Care  
☐ Employment ☐ Life-Sustaining/Other  
☐ Nutritional

- 6) Did you have a problem with your trip on Oct 19?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

- ☐ Advance notice ☐ Cost  
☐ Pick up times not convenient ☒ Late pick up-specify time of wait  
☐ Assistance ☐ Accessibility  
☐ Service Area Limits ☒ Late return pick up - length of wait  
☐ Drivers - specify ☐ Reservations - specify length of wait  
☐ Vehicle condition ☐ Other

1-2 months ago-had to change pickup time b/c of window (too long)

- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

7

- 8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: One time - insisted on pick up time, called for pickup (blind, dialysis) - were 2 hours late b/c pickup time didn't match end of dialysis. Dialysis makes pick ups difficult.

## RIDER/BENFICIARY SURVEY

Staff making call: Sarah Perch  
Date of Call: 10 / 22 / 15

County: Pinal

- 1) Did you receive transportation service on Oct. 19? ☒ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?

3) How often do you normally obtain transportation?

- ☐ Daily 7 Days/Week ☐ Other  
☐ 1-2 Times/Week ☐ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

- ☐ None ☐ 3-5 Times  
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

- ☐ Ineligible ☐ Space not available  
☐ Lack of funds ☐ Destination outside service area  
☐ Other \_\_\_\_\_

5) What do you normally use the service for?

- ☐ Medical ☐ Education/Training/Day Care  
☐ Employment ☐ Life-Sustaining/Other  
☐ Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

- ☐ Advance notice ☐ Cost  
☐ Pick up times not convenient ☐ Late pick up-specify time of wait  
☐ Assistance ☐ Accessibility  
☐ Service Area Limits ☐ Late return pick up - length of wait  
☐ Drivers - specify ☐ Reservations - specify length of wait  
☐ Vehicle condition ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

\_\_\_\_\_

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: husband who took trip is in hospital.  
Service is okay, but not enough trips/service  
on Sunday.

# RIDER/BENFICIARY SURVEY

Staff making call: Sarah Peron  
Date of Call: 10 / 23 / 15

County: Pine Hills

- 1) Did you receive transportation service on 10/19? ☒ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No If so, how much?

- 3) How often do you normally obtain transportation?  
☐ Daily 7 Days/Week ☐ Other  
☐ 1-2 Times/Week ☒ 3-5 Times/Week

- 4) Have you ever been denied transportation services?  
☐ Yes

☒ No. If no, skip to question # 4

- A. How many times in the last 6 months have you been refused transportation services?

- ☐ None ☐ 3-5 Times  
☐ 1-2 Times ☐ 6-10 Times

If none, skip to question # 4.

- B. What was the reason given for refusing you transportation services?

- ☐ Ineligible ☐ Space not available  
☐ Lack of funds ☐ Destination outside service area  
☐ Other \_\_\_\_\_

- 5) What do you normally use the service for?

- ☐ Medical ☐ Education/Training/Day Care  
☒ Employment ☐ Life-Sustaining/Other  
☐ Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?

- ☐ Yes. If yes, please state or choose problem from below

- ☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

- ☐ Advance notice ☐ Cost  
☐ Pick up times not convenient ☒ Late pick up-specify time of wait  
☐ Assistance ☐ Accessibility  
☐ Service Area Limits ☒ Late return pick up - length of wait  
☐ Drivers - specify ☐ Reservations - specify length of wait  
☐ Vehicle condition ☐ Other

Not necessarily  
regarding this  
trip. Service  
has gotten better -  
is pretty good

- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

4 Calling in to DART (3278) is difficult - worst part. Trouble booking and understanding

- 8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: NO

## RIDER/BENFICIARY SURVEY

Staff making call: Sarah Perch

County: Pinellas

Date of Call: 10 / 23 / 15

- 1) Did you receive transportation service on 10/19? ☒ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?
- 3) How often do you normally obtain transportation?  
☐ Daily 7 Days/Week ☐ Other  
☐ 1-2 Times/Week ☒ 3-5 Times/Week
- 4) Have you ever been denied transportation services?  
☐ Yes  
☐ No. If no, skip to question # 4  
A. How many times in the last 6 months have you been refused transportation services?  
☐ None ☐ 3-5 Times  
☐ 1-2 Times ☐ 6-10 Times  
If none, skip to question # 4.  
B. What was the reason given for refusing you transportation services?  
☐ Ineligible ☐ Space not available  
☐ Lack of funds ☐ Destination outside service area  
☐ Other \_\_\_\_\_
- 5) What do you normally use the service for?  
☐ Medical ☐ Education/Training/Day Care  
☐ Employment ☐ Life-Sustaining/Other  
☐ Nutritional
- 6) Did you have a problem with your trip on \_\_\_\_\_?  
☐ Yes. If yes, please state or choose problem from below  
☒ No. If no, skip to question # 6  
What type of problem did you have with your trip?  
☐ Advance notice ☐ Cost  
☐ Pick up times not convenient ☐ Late pick up-specify time of wait  
☐ Assistance ☐ Accessibility  
☐ Service Area Limits ☐ Late return pick up - length of wait  
☐ Drivers - specify ☐ Reservations - specify length of wait  
☐ Vehicle condition ☐ Other
- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
\_\_\_\_\_
- 8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: \_\_\_\_\_

RIDER/BENFICIARY SURVEY

Staff making call: Sarah Perch  
Date of Call: 10 / 23 / 15

County: Pinellas

1) Did you receive transportation service on Oct. 19? ☒ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☒ No If so, how much?

\$3 copay

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other

☐ 1-2 Times/Week ☐ 3-5 Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☒ No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other \_\_\_\_\_

5) What do you normally use the service for?

☒ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

☐ Yes. If yes, please state or choose problem from below

☒ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: No

Contractor Survey  
Pinellas County

Contractor name (optional) YELLOW CAB

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☒ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒ Yes ☐ No BUT CAN CALL PSTA DIRECTLY

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☒ Yes ☐ No

If yes, is the phone number posted the CTC's?

☒ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☒ No

If yes, what type of problems?

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contractor Survey  
Pinellas County

The Arc Tampa Bay, Inc.  
Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☒ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☒ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☒ No

If yes, what type of problems?

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contractor Survey  
\_Pinellas\_\_\_\_\_County

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Contractor name (optional) Care Ride, LLC

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☒Yes      ☐No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒Yes      ☐No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☒Yes      ☐No

If yes, is the phone number posted the CTC's?

☐Yes      ☒No

4. Are the invoices you send to the CTC paid in a timely manner?

☒Yes      ☐No

5. Does the CTC give your facility adequate time to report statistics?

☒Yes      ☐No

6. Have you experienced any problems with the CTC?

☐Yes      ☒No

If yes, what type of problems?

Comments: Generally great relationship with the CTC\_\_\_\_\_

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Contractor Survey  
Pinellas County

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Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐Yes      ☐No (both)

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒ Yes      ☐No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐Yes      ☐No

If yes, is the phone number posted the CTC's?

☐Yes      ☐No

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes      ☐No

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes      ☐No

6. Have you experienced any problems with the CTC?

☒ Yes      ☐No

If yes, what type of problems?

Comments: Not always picked up, not on schedule – confusing. Would be helpful to have 1-2 contact people that could speak with.

Contractor Survey  
Pinellas County

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Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☒ Yes

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒ Yes

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☒ Yes

If yes, is the phone number posted the CTC's?

☒ Yes

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes

5. Does the CTC give your facility adequate time to report statistics?

☒ No

6. Have you experienced any problems with the CTC?

☒ No

If yes, what type of problems?

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contractor Survey  
Pinellas County

---

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☒ Yes     ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☒ Yes     ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes     ☒ No- see comments

If yes, is the phone number posted the CTC's?

☐ Yes     ☒ No

4. Are the invoices you send to the CTC paid in a timely manner?

☒ Yes     ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☒ Yes     ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes     ☒ No- Great to work with.

If yes, what type of problems?

Comments:

#3 In all vehicles the local Neighborly Care Network is posted 727-573-9444 ext 3160 call the Director Deborah Lekenta.

## PURCHASING AGENCY SURVEY

Purchasing Agency name: Pinellas County Department of Human Services

Representative of Purchasing Agency: Lisa Freeman

1) Do you purchase transportation from the coordinated system?

☒ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☒ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☒ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☒ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☒ Yes

☐ No If no, why? \_\_\_\_\_

# FLCTD

## Annual Operations Report

### Section VII: Expense Sources

County: Pinellas		Fiscal Year: July 1, 2014 - June 30, 2015	
Status: Saved with Issues			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$4,052,251.00	\$826,215.00	\$4,878,466.00
Fringe Benefits (502):	\$828,310.00	\$173,085.00	\$1,001,395.00
Services (503):	\$229,704.00	\$25,436.00	\$255,140.00
Materials and Supplies Cons. (504):	\$1,315,243.00	\$328,689.00	\$1,643,932.00
Utilities (505):	\$36,052.00	\$23,818.00	\$59,870.00
Casualty and Liability (506):	\$818,508.00	\$214,252.00	\$1,032,760.00
Taxes (507):	\$32,639.00	\$2,204.00	\$34,843.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$2,201,283.00	\$13,926.00	\$2,215,209.00
School Bus Expenses:	\$2,785.00	\$40,660.00	\$43,445.00
Other:	\$6,282.00	\$7,323.00	\$13,605.00
Miscellaneous (509):	\$12,418.00	\$15,731.00	\$28,149.00
Interest (511):	\$21,062.00	\$1,337.00	\$22,399.00
Leases and Rentals (512):	\$48,253.00	\$2,134.00	\$50,387.00
Annual Depreciation (513):	\$8,088.00	\$218,377.00	\$226,465.00
Contributed Services (530):	\$0.00	\$315.00	\$315.00
Allocated Indirect Expenses:	\$255,949.00	\$84,264.00	\$340,213.00
GRAND TOTAL:	\$9,868,827.00	\$1,977,766.00	\$11,846,593.00

## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System	Column C Include Trips	Column D % of all Trips
Private Non-Profit	18	18	502,463	18.9%
Private For-Profit	6	6	277,944	10.4%
Government	1	1	6,567	0.2%
Public Transit Agency	1	1	1,877,681	70.5%
Total	26	26	2,664,655	100%

2. How many of the operators are coordination contractors? 18
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 2 (for profit operators)  
Does the CTC have the ability to expand? Yes, if additional funding were available
4. Indicate the date the latest transportation operator was brought into the system.  
January 2009
5. Does the CTC have a competitive procurement process? Yes
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

1	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Request for Proposals

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
X	Age of company
X	Previous experience
X	Management
X	Qualifications of staff
X	Resources
	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
X	Financial Strength
X	Performance Bond
X	Responsiveness to Solicitation

X	Scope of Work
X	Safety Program
X	Capacity
X	Training Program
X	Insurance
	Accident History
X	Quality
X	Community Knowledge
X	Cost of the Contracting Process
X	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? RFP was advertised on PSTA website and to companies on vendor list as well as national transportation websites.

How many responded? 6

The request for bids/proposals was distributed:

X Locally X Statewide X Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? N/A

## **Level of Availability (Coordination)**

### **Worksheet 3**

**Planning – What are the coordinated plans for transporting the TD population?**

The CTC coordinates transportation by utilizing the contracted provider network and brokered system. The brokered system centralizes the functions of trip requests from TD clients and trip assignment to providers or the bus system. Non-profit social service agencies are contracted with the CTC to provide trips to specific population groups with special needs that can be served more cost-effectively by the agencies than by using the brokered system. Two government programs purchase transportation through the coordinated system.

**Public Information – How is public information distributed about transportation services in the community?**

The CTC disseminates information on the TD Program by distributing printed materials such as TD Program brochures, and PSTA route maps through various outlets, including the MPO website, public events and workshops addressing transportation issues, and public speaking engagements involving MPO staff. Furthermore, the CTC communicates with TD Program users and participating agencies through personal contact, surveys, and comment cards distributed at public participation events and workshops to receive feedback that can be utilized to improve customer services.

**Certification – How are individual certifications and registrations coordinated for local TD transportation services?**

PSTA determines eligibility of individuals and requested trips through an application process, and in accordance with procedures described in the Service Plan, and CTD policy. Ongoing eligibility is monitored through the use of the client database.

**Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?**

In order to arrange for non-sponsored services through the TD Program brokered system, individuals must first complete an application that can be obtained by calling PSTA at (727) 540-1900. The application is also available at <http://www.psta.net/tdprogram.php>. The application includes a screening questionnaire designed to determine whether they have access to or can obtain their own transportation, including family or friends. In addition, the client's income cannot exceed 150 percent of the Federal Poverty Level. In the event an individual is determined ineligible, he or she is notified of the appeals process and the CTC's grievance policies and procedures.

**Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?**

The providers utilize a phone system that tracks call hold times and help ensure that a reservationist is available to assist a customer. The CTC requires that 95 percent of calls are answered within one minute and no caller should be on hold more than three minutes from the time the call is received. After-hours calls are recorded on a voice recording system and returned the next day.

**Reservations – What is the reservation process? How is the duplication of a reservation prevented?**

Individuals call the provider assigned by PSTA directly to request a trip reservation.

**Trip Allocation – How is the allocation of trip requests to providers coordinated?**

PSTA screens clients for eligibility for service. During this screening process the individual is classified as either ambulatory or non-ambulatory. PSTA has a provider for each classification. The client then calls their designated provider directly to schedule their trip.

**Scheduling – How is the trip assignment to vehicles coordinated?**

Individual providers are responsible for assigning trips to their vehicles and drivers.

**Transport – How are the actual transportation services and modes of transportation coordinated?**

Coordination occurs through the use of PSTA. In the process of determining eligibility, PSTA determines which transportation services and modes of transportation are most appropriate. For example, to determine whether a bus pass is most appropriate, PSTA staff members look at a client's distance from a bus stop on the origin and destination sides of the trip, and physical and mental ability to access/ride a bus. Hours of service of the bus system are also considered. If it is determined that a person is unable to utilize public transportation, another form of transportation will be provided.

**Dispatching – How is the real time communication and direction of drivers coordinated?**

Providers are responsible for ensuring real-time communication with drivers.

**General Service Monitoring – How is the overseeing of transportation operators coordinated?**

PSTA provides oversight of transportation operators. PSTA reviews monthly operations reports from providers and notifies the CTC of any concerns. The CTC inspects provider vehicles and records and conducts rider surveys throughout the year.

**Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?**

Daily service monitoring and real-time problem resolution is the responsibility of the transportation providers. Problems not resolved at the provider level are transmitted to the CTC for resolution.

**Trip Reconciliation – How is the confirmation of official trips coordinated?**

Providers submit manifests to PSTA, which utilizes its client/trip database to confirm official trips.

**Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?**

For each provider, PSTA calculates the number of trips provided and total miles, taking into account co-pays collected, to determine payment due to the providers from the CTC. PSTA receives the co-pays for bus passes directly from clients.

**Reporting – How is operating information reported, compiled, and examined?**

PSTA receives and examines reports from each provider and compiles a single report for the CTC. Each provider is responsible for submitting its annual operating report to the CTC.

**Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?**

The brokered system ensures some sharing of costs by centralizing many functions such as eligibility determination, mode assignment, and invoicing.

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

The CTC provides many opportunities for outreach and coordination. Information is shared through outreach presentations to agencies, the PSTA and MPO websites, and community events. Printed information (TD Brochures, Ride Guide, etc.) is also available through these outlets.

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

The CTC has coordination and provider contracts with organizations and companies that provide transportation in the community.