

2017 Update



PINELLAS COUNTY

Transportation Disadvantaged



SERVICE PLAN 2013 - 2017

**PINELLAS COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN**

2013-2017

Prepared by:

THE PINELLAS COUNTY METROPOLITAN PLANNING ORGANIZATION

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METROPOLITAN PLANNING ORGANIZATION**

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Transportation Disadvantaged Service Plan

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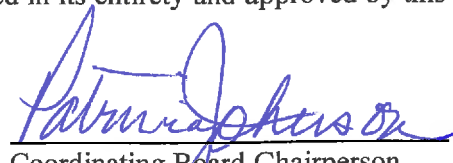
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2017 UPDATE
TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD
ROSTER AND CERTIFICATION

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
Chairperson (Local Mass Transit)	Patricia Johnson	X		
Over 60	Vivian Peters			X
Disabled	Joseph DiDomenico	X		
Citizen Advocate	Brian Scott			X
Citizen Advocate/User	Daniel Gorman	X		
Children at Risk	Delquanda Turner	X		
Community Action	Jane Walker			X
Public Education	Mimi Jefferson			X
FL Dept. of Transportation (ex-off.)	Tracy Tronco			
FL Dept. of Children & Families	John Palumbo	X		
FL Dept. of Elder Affairs	Jason Martino			X
FL Dept. of Education (Vocational Rehab/Division of Blind Services)	Rachel Jacobs	X <i>pmc</i>		
FL Agency for Health Care Admin.	Aaron Lounsberry	X		
Reg. Workforce Dev. Bd. (CareerSource Pinellas)	Don Shepherd			X
Veterans Services	Michael Hill			X
Transportation Industry	Allen Weatherilt	X		
Local Medical Community	Joseph Santini			X

The Local Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the date shown below.

5/17/16
Date


Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

Executive Director

I. Development Plan

Section A: Introduction to the Service Area

1. Background and Organization of the Transportation Disadvantaged Program

The Pinellas County Transportation Disadvantaged (TD) Program was established in 1979 with the enactment of Chapter 427, F.S. Chapter 427, F.S., defines “Transportation Disadvantaged” as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation. These individuals are dependent upon others to obtain access to health care, employment, education, shopping, social outings and other life-sustaining activities. Transportation disadvantaged, as defined in the Statute, also includes children who are handicapped, high-risk or at-risk as defined in Chapter 411.202, F.S. In 1981, the Pinellas County Metropolitan Planning Organization (MPO) was designated the Coordinated Community Transportation Provider, operating under the guidance of the Coordinated Community Transportation Provider Council. Three local non-profit agencies that were the primary providers of transportation disadvantaged services in Pinellas County at the time, Neighborly Care Network (NCN), PARC and Arc Tampa Bay (formerly UPARC), agreed to participate in the program.

Until the creation of the State Transportation Disadvantaged Trust Fund, resulting from the 1989 amendment of Chapter 427, F.S., the county’s TD Program was limited to the reporting of transportation services by the participating agencies. The Trust Fund enabled local transportation disadvantaged programs such as Pinellas County’s to begin providing transportation services to disadvantaged citizens who did not already have a sponsoring agency to meet their basic sustenance needs (e.g., trips to doctor’s offices, grocery stores, employment sites).

The 1989 amendment of Chapter 427, F.S. also removed the Coordinated Community Transportation Provider designation and in 1990, the Florida Commission for the Transportation Disadvantaged (CTD) designated the MPO as the Community Transportation Coordinator (CTC) for Pinellas County. This was in addition to its duties as the designated official planning agency (DOPA) for the local TD Program. The Coordinated Community Transportation Provider Council was also replaced by the Local Coordinating Board (LCB) as the governing body for the County’s TD Program.

In 1992, the MPO began to create a brokered system of service delivery through the county’s TD Program. This involved establishing a network of transportation providers that would be assigned to service “non-sponsored” transportation disadvantaged customers by a management firm contracted to handle ride scheduling services from a centralized office. The MPO contracted with a “management entity” to provide these services. The transportation providers included taxi cab and wheelchair transportation companies contracted by the MPO to deliver services to TD Program customers through this brokered system arrangement. Customers were charged \$3 per one-way trip to use the service. Later that year the local Medicaid office started to place their clients through the brokered system for non-emergency transportation (NET) services.

A method of allocating funds on a monthly basis for non-sponsored brokered services was implemented in 1992 to ensure that uninterrupted service could be provided throughout the year. Also, prioritization for non-sponsored trips was introduced allowing not only medical trips, but also trips to educational facilities, employment, shopping, nutritional dining sites, utility companies, and other sustenance-related destinations. Only social or recreational trips were not serviced. Finally, a groundbreaking initiative was launched in 1992 that involved the introduction of the bus pass program to TD Program customers, including Medicaid recipients. Through this program, TD Program customers were able to start using 31-day unlimited bus passes which allowed them to travel anywhere a PSTA bus could take them for any purpose for a small co-pay. In addition to providing transportation disadvantaged individuals with the means to a more independent lifestyle, the bus pass program brought substantial cost savings to the TD Program as well as the Medicaid Program.

In a continuing effort to improve coordination in the delivery of transportation services to the disadvantaged community, responsibility for operating the TD Program was moved to the Pinellas Suncoast Transit Authority (PSTA) on January 1, 2012. This action allowed TD Program services to be fully integrated with PSTA's demand response transportation program (DART), thereby improving the cost effectiveness of the two programs from the standpoint of client eligibility review, trip scheduling, reporting, and administration of the bus pass program. The move also recognized the importance of utilizing the bus system to handle the transportation needs of TD Program clients to the fullest extent possible. To continue serving TD Program clients who are unable to ride the bus, PSTA contracts with Clearwater Yellow Cab and Care Ride for taxi sedan and wheelchair van service. As the CTC, PSTA also contracts with three non-profit agencies that historically served as primary transportation providers for the transportation disadvantaged in Pinellas County: NCN, PARC and Arc Tampa Bay (then UPARC). The agencies are both operators and coordination contractors.

A coordination contract allows the CTC to ensure that services to "sponsored" transportation disadvantaged customers comply with state quality assurance standards and to monitor their trip activity. The coordination contracts also allow participating agencies an opportunity to receive state grant funds under the Section 5310 Elderly and Disabled Persons Program, which provides new and replacement vehicles to agencies providing services to the disadvantaged.

Over the years, the CTC has entered into coordination agreements with a number of non-profit agencies that are able to provide transportation to their disadvantaged clients in a cost-effective manner. There are approximately 20 agencies contracted with PSTA to provide coordinated transportation disadvantaged services. These include Agency for Community Treatment Services Inc., Arc of Tampa Bay (formerly UPARC), Boley Centers Inc., City of Gulfport, Garden of Grace Ministries, Girls, Inc, Goodwill Industries Inc., Homeless Emergency Project, Inc., Lighthouse of Pinellas, Louise Graham Regeneration Center, NCN, Operation PAR, PARC, Personal Enrichment through Mental Health Services, Suncoast Center, Inc., Sunrise Community, Inc., , Van Gogh's Palette (Vincent House), and WestCare Gulf Coast Florida Inc.

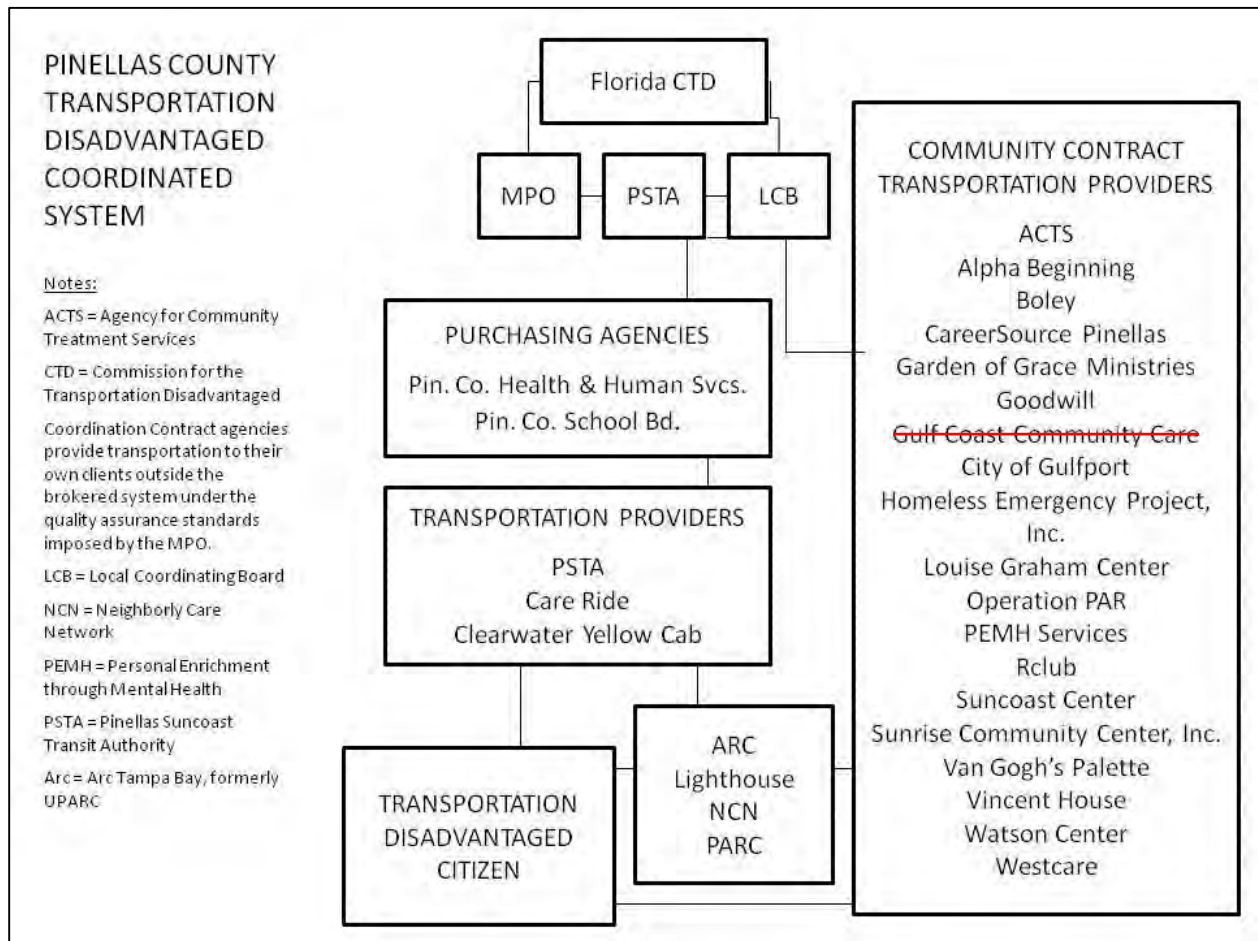
In 2012, the MPO, acting as the DOPA, recommended to the CTD that PSTA be designated as the CTC effective July 1, 2012. The CTD approved this recommendation in April 2012. As the CTC,

PSTA is now responsible for managing the County's TD Program and for coordinating all transportation disadvantaged services in Pinellas County, a primary objective of Chapter 427, F.S.

2. Community Transportation Coordinator Designation Date/History

In 1990, the Florida Commission for the Transportation Disadvantaged (CTD) designated the MPO as the Community Transportation Coordinator (CTC) for Pinellas County. This was in addition to its duties as the designated official planning agency (DOPA) for the local TD Program. Between 1990 and 2012, the MPO served as the CTC, upon recommendation from the MPO and approval from the CTD. In April 2012, the CTD designated the PSTA as the CTC effective July 1, 2012, upon recommendation from the MPO, serving as the DOPA.

3. Organization Chart



4. Consistency Review of Other Plans

Most of the agencies responsible for the development of local and regional planning documents concerning transportation issues are familiar with the Pinellas County TD Program. The following Plan(s) summarized below have been reviewed for consistency with the Pinellas County Transportation Disadvantaged Service Plan.

a. **Pinellas County Comprehensive Plan**

Florida law requires every incorporated municipality and county to adopt a comprehensive plan that is consistent with the Growth Management Act of 1985. The Growth Management Act requires all comprehensive plans to be consistent with state and regional plans. For communities with a population over 50,000, all comprehensive plans must include a transportation-related element that summarizes the existing and future transportation conditions, how those conditions relate to what the community considers the ideal transportation situation, and how they propose to get there. The Pinellas County Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning categories for the County and was

updated in December 2004. This document provides information on various policies that can be used in preparing the TDSP, including the following:

Policy 1.7.7: Pinellas County shall continue to identify and monitor “unmet” transportation disadvantaged needs within unincorporated Pinellas County. Residents in need of transportation assistance shall be informed of services available through the Pinellas County Transportation Disadvantaged Program.

Policy 1.7.9: Pinellas County shall continue to maintain an inventory of transportation disadvantaged persons that would be affected by an evacuation order in the event of a natural disaster. Those needing to evacuate to a public shelter that have no personal means available to transport them, shall be provided the opportunity to register with Pinellas County for Special Needs assistance in order to receive transportation assistance.

b. Regional Policy Plans

Strategic Regional Policy Plan

The Tampa Bay Regional Planning Council’s Strategic Regional Policy Plan (SRPP), last updated in 1995, indicates that further study of the feasibility of multi-county coordinated transportation for the transportation disadvantaged is needed.

2007 Tri-County Access Plan (TCAP), 2009 TCAP Update and 2014 Tri-County Area Regional Needs Assessment

Consistent with Federal Transit Administration requirements, the Pinellas County, Hillsborough County and Pasco County MPOs, developed the original Tri-County Access Plan (TCAP) to access funds under the following three federal public transit grant programs:

- Special Needs of Elderly and Individuals with Disabilities (E&D) 5310
- Job Access Reverse Commute (JARC) 5316
- New Freedom (NF) 5317

TCAP was adopted in 2007 and an update to the Plan was completed in 2009. The TCAP is a locally developed, coordinated public transit-human services transportation plan that identifies unmet transportation needs and solutions to meet those unmet needs. The TCAP prioritizes projects based on their ability to efficiently and cost-effectively meet the unmet needs and provide increased access to employment and community activities to older adults, disabled persons, and persons of lower-income. There is much overlap between these populations and those served by the TD Program therefore projects identified in the TCAP would also benefit persons eligible for the TD Program.

In 2012, new transportation legislation, the Moving Ahead for Progress in the 21st Century Act, or MAP-21, was passed. MAP-21 expanded the 5310 Program by making eligible

projects that were previously available for funding under the New Freedom Program. MAP-21 also repealed the 5316 JARC Program and the 5317 New Freedom Program. To be eligible for Tampa Bay Urbanized Area 5310 Program funding, projects must be included in either the TDSP or the TCAP.

In 2013/14, the LCBs for Pinellas, Hillsborough and Pasco counties conducted a regional mobility needs assessment for the tri-county area. The results of the study were included in the Tri-County Area Regional Mobility Needs Report (Appendix K), which was approved by the three MPOs in 2014. This report replaces the TCAP. Criteria for the evaluation of projects for Section 5310 funding are based on the findings and recommendations of the report. In addition to identifying unmet needs facing transportation disadvantaged citizens, the report included information about transportation providers in the region, current projects funded by the JARC and New Freedom programs, demographic information for each county and a review of existing transportation services available to the elderly, disabled and low income population. Appendix K includes the regional mobility needs assessment.

c. Transit Development Plan

The Transit Development Plan (TDP) provides information on transit policies, demographics relating to the need for transit services, proposed transit-related service improvements, costs, funding sources, and an implementation plan. The Pinellas County TD Program relies heavily on the use of bus passes to provide transportation services that are cost-effective and increase the overall mobility of transportation disadvantaged persons. Through implementation of its TDP, PSTA continues to evaluate its frequency and service hours its routes and make appropriate improvements. These route improvements further increase the utility of the bus passes provided to TD users.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Five Year Plan of the Florida Commission for the Transportation Disadvantaged (CTD) provides a summary of issues impacting the CTD and transportation disadvantaged services. It identifies goals and strategic objectives and provides a schedule for implementing actions to achieve the desired goals. The goals identified by the CTD are considered as part of the development of goals and objectives for Pinellas County's TD Program.

e. Pinellas County 2040 Long Range Transportation Plan

The Pinellas County Long Range Transportation Plan (LRTP) is the fundamental planning document for transportation in Pinellas County. The LRTP is required under the Moving Ahead for Progress in the 21st Century (MAP-21) Act in order to receive state and federal funds for transportation programs. The Plan must be consistent with the local Comprehensive Plan as well as the Florida Transportation Plan. The LRTP focuses on all transportation needs. The LRTP has two sections that discuss TD-related populations, Chapter 4 identifies low-income and minority populations in Pinellas County and Chapter 5 analyzes the investments in the LRTP as related to these populations. In addition, there are several policies that support transit use, the

primary travel mode of the transportation disadvantaged in the community, and that seek to address the needs of the underserved. The LRTP objectives and policies that are specific to the transportation disadvantaged are identified below:

Policy 1.2.2: The MPO shall support PSTA's implementation of improved transit service.

Goal 2: Provide a balanced and integrated multi-modal transportation system for local and regional travel

Objective 2.2: Increase transit ridership by providing more frequent and convenient service.

Policy 2.2.1: The MPO shall continue to work with local governments, communities and PSTA to identify and assess transit needs in the county.

Policy 2.221: The MPO shall assist and support the efforts of the PSTA to implement and achieve the goals of its Ten-Year Transit Development Plan and carry out recommended actions derived from related studies.

Goal 5: Encourage public participation and ensure that the transportation plan and other MPO planning activities reflect the needs of the community, particularly those who are traditionally underserved.

Objective 5.1: Provide opportunities to engage citizens, particularly the traditionally underserved populations, and other public and private sector entities.

Policy 5.1.7: The MPO shall continue to specifically target traditionally underserved populations to engage them in the transportation planning process.

Goal 6: Enhance quality of life and promote sustainability.

Objective 6.3: Ensure that benefits and impacts of transportation investments are equitably distributed.

Policy 6.3.1: With the development of the LRTP, the MPO shall use the best available data to identify areas with high concentrations of traditionally underserved populations. This data will be used to analyze the projects included in the LRTP to ensure the benefits and impacts of these projects are equitably distributed.

Policy 6.3.2: The MPO shall target outreach to traditionally underserved populations to engage them in the transportation planning process and ensure their input into MPO plans and programs.

Objective 6.4: Provide better transit access to a greater number of people including those who are transit dependent, minority, low income and/or disabled.

Policy 6.4.1: The MPO shall continue to ensure that economically disadvantaged and physically impaired citizens of Pinellas County have access to cost-effective and efficient transportation services.

f. Transportation Improvement Program

Through the adoption of the Transportation Improvement Program, the MPO annually reviews and approves funding resources for the Pinellas County TD Program. Funding is obtained through federal, state, and local government sources.

5. Public Participation

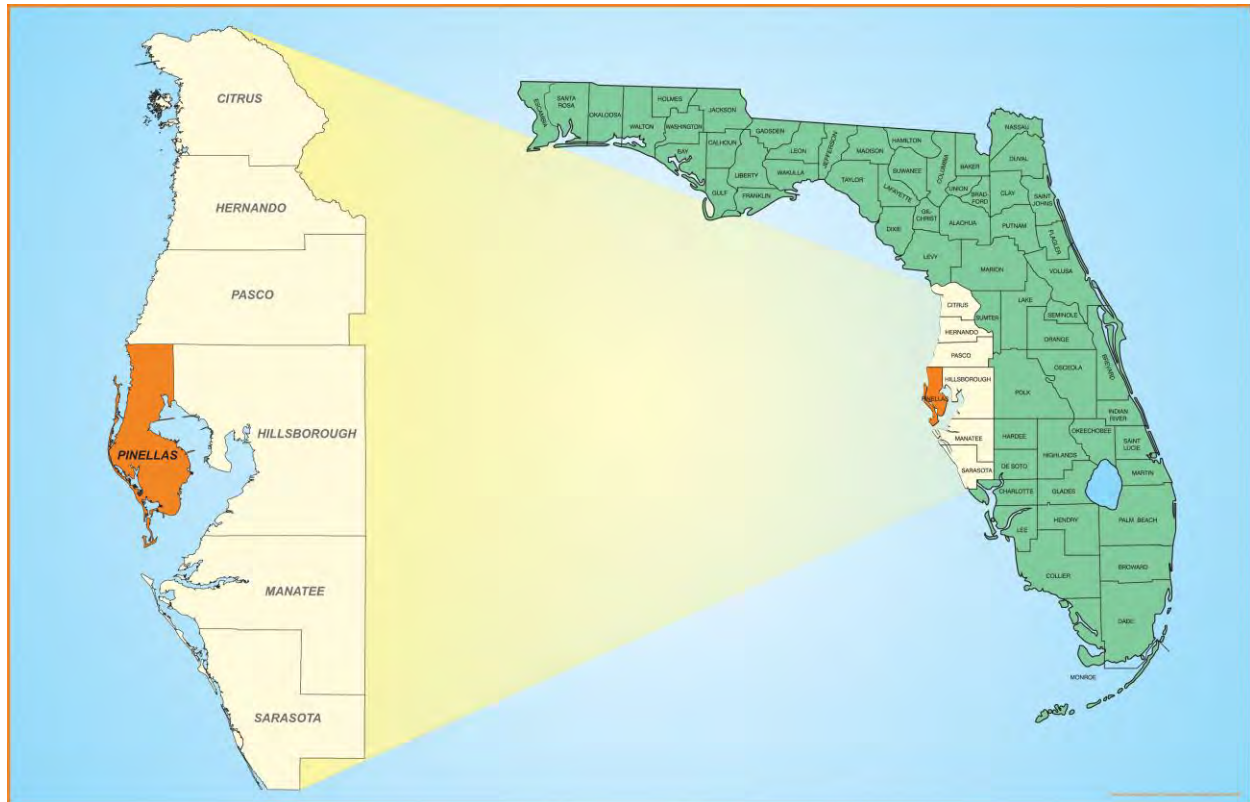
The TDSP is developed and updated through a process that includes participation of members of the public, transportation providers (public, private, and non-profit), human services agencies, and others interested in transportation for the disadvantaged. In addition, the Tri-County Area Regional Needs Assessment which serves as the locally developed, coordinated public transit-human services transportation plan for Pinellas, Pasco, and Hillsborough Counties was developed and updated through a process that included transportation providers, area planning agencies, system users and advocates for elderly, low-income, and disabled persons, human service agencies, workforce agencies, and elected officials. Opportunities for public input from citizens and representatives of the transportation disadvantaged community were provided at public workshops conducted in all three counties, as well as a regional LCB meeting and through online surveys. Detailed information on the public involvement process relating to development of the Tri-County Area Regional Needs Assessment is contained in the Public Outreach section of that report, which is included in Appendix K.

Section B: Pinellas County Profile/Demographics

1. Service Area Description

Pinellas County is a narrow 280 square mile peninsula located on Florida's West Coast just south of Pasco County, west of Hillsborough County, and north of Manatee County. It is the 6th ranked county of all Florida counties for population and the highest for population density per square mile.

Figure 1 – Pinellas County Transportation Disadvantaged Service Area



2. Demographics

a) Land Use

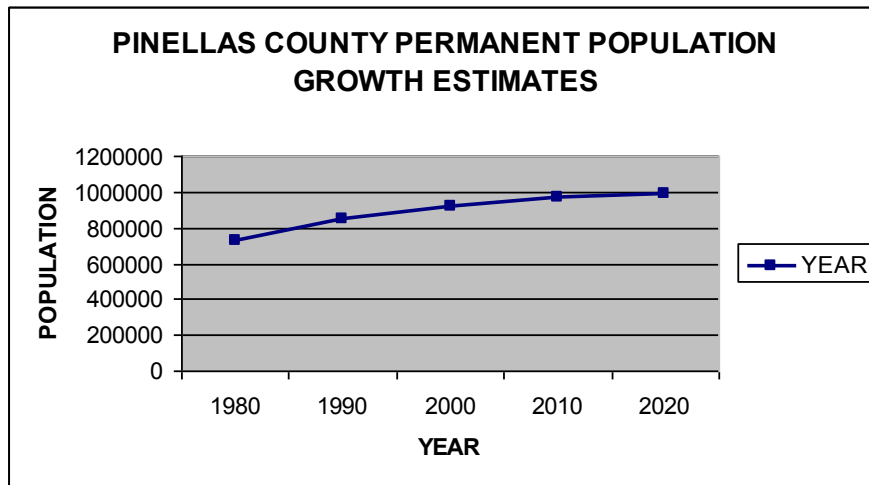
Pinellas County has approximately 3,383 persons per square mile, making it a better environment to support transit services. Single family homes and strip development, however, have resulted in an unfriendly pedestrian environment along some of the major corridors that may make accessing transit difficult for some.

Less than five percent of the county's land area is vacant and suitable for development. Consequently, development patterns in the county revolve around redevelopment and infill development activity.

b) Population

According to the Pinellas County Planning Department's population projections, the 2010 population for Pinellas County totaled 916,542, a decrease of 4,940 (-0.5%) since 2000. Population is not expected to grow significantly in upcoming years as shown below.

Figure 2



Source: Pinellas County Planning Department, Population Projections, 2004, rev. 2010

Of the 2010 Census figure (916,542), approximately 23.9% of individuals were living at or below 150% of the poverty level, which is the threshold used for the Pinellas County TD Program's income eligibility criteria. Median household income is \$43,225 (2009 ACS, 1-year estimate).

Pinellas County's population is 82.1% Caucasian, 10.3% African-Americans, and 7.6% are a combination of the races or other minority groups. Pinellas County's Hispanic community has grown to 7.99% of the population 48.0% of the population is male and 52.0% female. Residents age 65 and older account for 21.2% of the county's population. A breakdown of the population by age group is described in Table 1 below.

Table 1
2011 Population in Pinellas County by Age Group

Age Categories	2011 Population	Percent of Total Population
0-14 years	132,048	14.4
15-24 years	97,202	10.6
25-44 years	210,910	23.0
45-64 years	282,436	30.8
65 and over	194,404	21.2

Source: 2010 Census; Assumptions: 0.05% population increase from 2010, and consistent age category percentage as in 2010.

c) Employment

During the recession period and the troubled housing market in Pinellas County, the population has declined in the past 3 years; however, the population is expected to have slow but consistent growth in the future as the economy recovers. The Service Industry remains the dominant employer in Pinellas County comprising approximately 55 percent of the employment base in 2009 – up from 39 percent in 2000. The second largest employment base in Pinellas County is trade (retail and wholesale), which decreased in employment from 24 percent in 2000 to 15.7 percent in 2009. Due to moderate-to-low pay in these two fields, which comprise 70 percent of the total employment, public transit is vital to assist low-wage workers. Table 2 shows employment for each of the major employment categories.

Table 2
2009 Annual Average Non-Agricultural Employment by Category for Pinellas County

Employment Categories	Annual Average Employment	Percent of Total Employment
Manufacturing	32,158	8.2
Construction	19,216	4.9
Transportation, Communication and Public Utilities	15,069	3.9
Trade (Wholesale and Retail)	61,421	15.7
Finance, Insurance and Real Estate	28,893	7.4
Services	213,820	54.6
Government (Federal, State and Local)	20,535	5.2
Other	156	0.03

Source: Florida Agency for Workforce Innovation, Quarterly Census of Employment & Wages (ES202) 2009 (Annual average for 2010 not yet available)

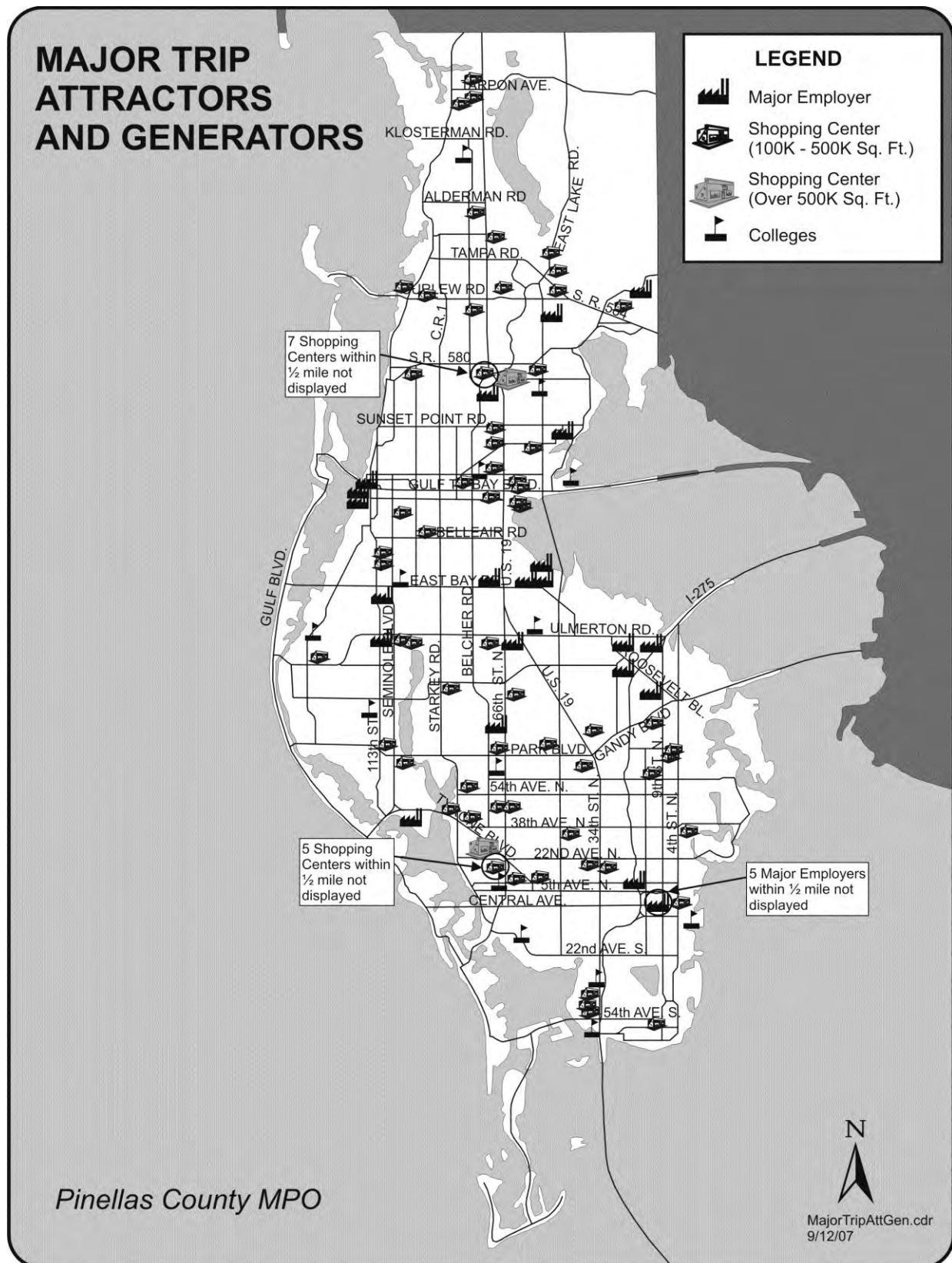
d) Major Trip Generators/Attractors

Figure 3 illustrates the location of major trip attractors and generators in the county. These include shopping centers, employment centers and colleges and universities. The map shows the highest concentrations of major trip attractors and generators in south and mid-Pinellas County. The major trip attractors and generators in north Pinellas County are primarily located along US Highway 19.

e) Inventory of Available Transportation Services

An inventory of available transportation services is in Appendix I.

Figure 3 – Trip Attractors/Generators Map



Section C: Service Analysis

1. Forecasts of Transportation Disadvantaged Population

The Pinellas County Planning Department estimated Pinellas County's transportation disadvantaged and complementary paratransit eligible population, as defined in the Americans with Disability Act (ADA). The definition of "Transportation Disadvantaged" as contained in Chapter 427, F.S., and local eligibility criteria are the key components used in estimating the transportation disadvantaged population. However, the ADA complementary paratransit estimates are based on the fixed-route service area, whereby persons with a disability residing within 3/4 mile of the fixed-route system are considered eligible regardless of their age or income.

Data used to compile the estimates contained in this section were derived from the following sources:

- US Department of Commerce, Bureau of the Census, 2010, data on population.
- US Department of Commerce, Bureau of the Census, 2009 American Community Survey (1-year estimate), data on poverty, disability, and car ownership;
- Pinellas County Planning Department Population Projections, 2010; and
- Long-term Forecast for Pinellas County, by the Bureau of Economic and Business Research, University of Florida.

The total number of persons estimated to be transportation disadvantaged in Pinellas County for 2011 is 77,941. This includes disabled and low-income (at or below 200% of the Federal Poverty Level) people with no access to an automobile as well as non-disabled, low-income persons with no access to an automobile. It is important to note that the age groups for the disability data have changed. The 5-17 year group would have to be split to determine the disability status of persons 16 years and over, which was able to be determined in earlier years. There is no information available to reliably derive the disability status of 16 and 17 year old persons from the 5-17 year category; therefore, the data obtained were for the 18 year and over age category. Furthermore, the Census Bureau introduced a new set of disability questions in the 2008 American Community Survey questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. Consequently, one would see a large disparity among the disability data which was based earlier upon the 2000 Census. Table 3 summarizes the projected TD population for 2011 by age categories. Table 4 provides TD population estimates for 2012 through 2017; projections assumed a relatively flat population growth, no more than a 0.05% annual population increase.

Table 3
Pinellas County Transportation Disadvantaged Population Estimates
Year 2011

Population Category	Age Group	
	18 to 64 Years (Non-Elderly)	65 + Years (Elderly)
Disabled/Low-Income/No Car	31,577	44,513
Non-Disabled/Low-Income/No Car	1,374	477
Total Transportation Disadvantaged Population	32,951	44,990

Source: Bureau of the Census, 2010 Census; American Community Survey (1-year estimate), 2009

NOTES:

1) "Disabled" includes hearing, vision, cognitive, ambulatory, self-care, and independent living disabilities, as defined by the Bureau of the Census

2) "Low-Income" defined as being below 200% of the Federal Poverty Level

3) "No Car" defined as having no access to an automobile

Table 4
Pinellas County Transportation Disadvantaged Population Projections
Years 2012-2017

Year	Total Transportation Disadvantaged Population	Age Group	
		18 to 64 Years (Non-Elderly)	65 + Years (Elderly)
2012	77,979	32,967	45,012
2013	78,019	32,984	45,035
2014	78,057	33,000	45,057
2015	78,097	33,017	45,080
2016	78,135	33,033	45,102
2017	78,175	33,050	45,125

Source: Bureau of the Census, 2010; American Community Survey (1-year estimate) 2009; Annual growth estimate approximately 0.05%

In 1991, the U.S. Department of Transportation introduced rules for implementing public transportation requirements necessary to comply with the ADA. Included in these rules was a requirement that public entities operating fixed-route transportation services for the general public also provide complementary paratransit services to persons unable to use the fixed-route system due to a mental or physical impairment. In accordance with the ADA provisions, these persons may receive paratransit services for trips with origins and destinations located within 3/4 mile of a fixed route. The ADA service area is shown in Figure 5.

To estimate Pinellas County's ADA-eligible population, the number of persons with a disability who reside within 3/4 mile of the fixed-route system (i.e., ADA Service Area) was calculated. Table 5

illustrates ADA paratransit population estimates, 2010 through 2017. Similar to the estimates presented for the transportation disadvantaged population, the ADA-eligible estimates were projected for each census tract as well as the entire county.

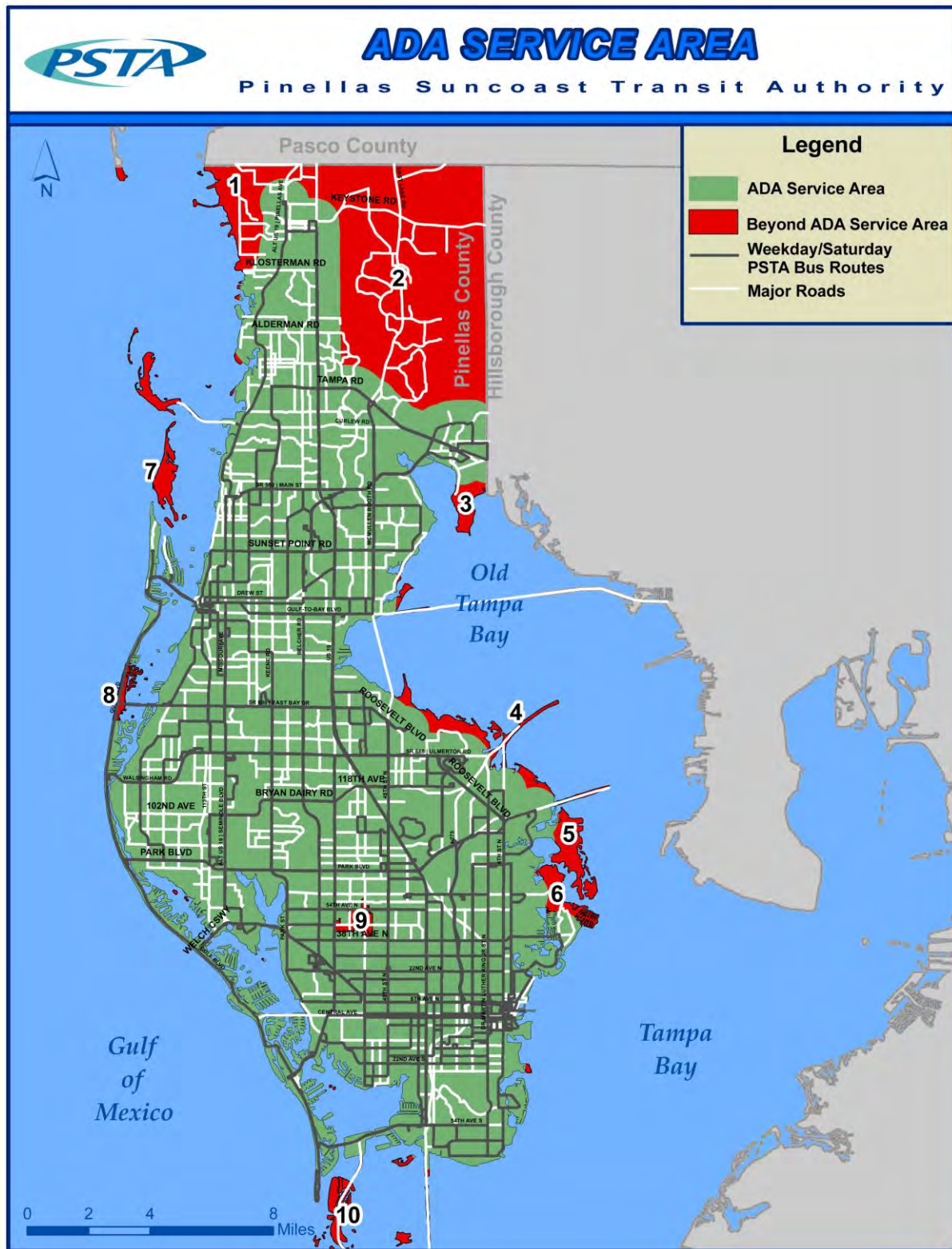
Table 5
Pinellas County Complementary ADA Paratransit
Population Projections
Years 2010-2017

Year	Population of ADA Service Area	Age Group		Total ADA Population
		18 - 64 Years	65+ years	
2010	834,053	29,981	40,935	70,916
2011	834,470	29,985	40,941	70,926
2012	834,887	30,000	40,961	70,961
2013	834,304	30,015	40,982	70,997
2014	835,720	30,030	41,002	71,032
2015	836,137	30,045	41,023	71,068
2016	836,553	30,060	41,043	71,103
2017	836,973	30,076	41,064	71,140

Source: Bureau of the Census, 2010 Census, American Community Survey (1-year estimate), 2009; Annual growth estimate adjustment 0.05%;

It is estimated that 91% of Pinellas County's population currently live within the 3/4-mile ADA service area. Figure 5 provides a map of the ADA service area.

Figure 4 – PSTA 3/4 Mile ADA Service Area



2. Needs Assessment

Of the 77,941 transportation disadvantaged people residing in Pinellas County, an estimated 50,000 were served through the Coordinated System in 2010 (actual total may be slightly less due to some individuals receiving transportation through multiple programs and some ADA-eligible customers not being TD-eligible). This includes 26,371 Transportation Disadvantaged Program non-sponsored clients and Medicaid-eligible recipients as well as 7,800 PSTA ADA-eligible paratransit customers. Another 15,936 received sponsored transportation services other than Medicaid through agencies serving under coordination contracts. Approximately 36% of transportation disadvantaged persons are not receiving transportation through the coordinated system, possibly due to the following factors:

- Transportation provided by family members or friends.
- Transportation provided through residence facility (assisted living, group home, etc.).
- Unaware of available services.
- Not interested in applying for services.

Although approximately 50,000 people receive transportation services through the coordinated system, many of these people may only receive transportation for a portion of their trip needs. Each program may only provide for certain trip purposes. For example, the TD Program provides trips based on available funding and a priority system. Due to limited funding, certain trip types are not served, including trips for educational and recreational purposes. Similarly, the Medicaid Non-Emergency Transportation Program only provides trips to Medicaid-compensable services. As shown in the inventory of available transportation services in Appendix I, most medical trips can be accommodated through the coordinated system whereas trips related to recreation, shopping, and education are provided by very few programs. Additional funding would allow the TD Program to meet more of the needs of transportation disadvantaged persons.

Unmet needs for the transportation disadvantaged within the Tampa Bay region were identified through the Tri-County Area Regional Mobility Needs Assessment (Appendix K), which identified existing transportation services and unmet transportation needs for low-income, disabled and elderly people. The Tri-County Area Regional Mobility Needs Assessment also identifies solutions to address the unmet needs and provides criteria for evaluating projects eligible for Section 5310 funding. The top five unmet needs identified in the Regional Mobility Needs Assessment are as follows:

- More transportation options for quality of life/social activities are needed for elderly and disabled persons;
- More bus shelters;
- Paratransit services should be expanded to new areas;

- Fixed-route service needs frequency improvements; and
- Shorter wait times for paratransit pick-up.

3. Barriers to Coordination

The long-term goal of the TD Program is to funnel transportation disadvantaged services in Pinellas County through the TD Program brokered service delivery system to the fullest extent possible in order to increase coordination of transportation disadvantaged services provided in the county. Agencies such as PARC, Arc Tampa Bay and Neighborly Care Network receive TD funds through the CTC to directly provide transportation to many of their clients because they have demonstrated that they can provide the service more cost-effectively by utilizing group trips. Coordination between the CTC and other agencies providing transportation to the disadvantaged outside the brokered system occurs through the process of executing coordination contracts, which allow the participating agencies to be eligible for Federal Transit Administration (FTA) Section 5310 funds. Through this process, the CTC is provided the opportunity to ensure that transportation services are not being duplicated and are cost-effective. In addition, the coordination agreements allow the CTC to ensure that the participating agencies are in compliance with state quality assurance standards as established in Rule 41-2, F.A.C.

Although many transportation services are coordinated through the aforementioned process, barriers to full coordination do exist. Each program serving the transportation disadvantaged has its own set of eligibility criteria and many programs use transportation services that are tailored to the specific needs of their clients. Persons seeking services often have to contact multiple agencies to address different trip needs. Although the public has indicated a desire for one centralized location for eligibility determination and trip scheduling, the diverse eligibility requirements and operating characteristics of each program currently makes full coordination impossible. The CTC does however try to identify opportunities for increased coordination on an ongoing basis. For example, the CTC previously addressed a need for a “one-number” system to connect elderly persons with appropriate transportation services by working with the Area Agency on Aging to provide information on transportation services through its Senior Helpline.

The development of the Regional Mobility Needs Report addressed regional transportation disadvantaged concerns, divided by county. These included: the need for regional connections, travel training and assistance for individuals with disabilities, regional demand response service, expanded infrastructure, such as bus stops, and additional funding for nonprofit agency partners. Through increased coordination between TD Programs, a desired result of the Regional Mobility Needs assessment process, the individual counties in the region can work together to overcome common barriers.

Section D: Goals, Objectives, and Strategies

Table 6 presents the proposed goals, objectives, and strategies for the Transportation Disadvantaged program in Pinellas County. These proposed goals were updated based on the goals, objectives, and strategies presented in the TDSP adopted in 2008 and from public input received through LCB meetings and workshops associated with the development of the locally coordinated, human services transportation plan known as the Tri-County Access Plan adopted in 2007 and updated in 2009. The table also includes goals from the Tri-County Area Regional Needs Assessment, completed in 2014.

For each of the goals, objectives, and strategies, responsible parties have been identified and timeframes for implementing the strategies recommended. Where possible, measures have been included to determine whether and the extent to which goals and objectives are being achieved.

Table 6
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal	Objective	Strategy	Measures	Evaluation of Measurement (May 2016)	Responsible Parties	Timeframe
1. Deliver cost-effective transportation services to Pinellas County citizens who are physically, mentally, and/or economically disadvantaged and who do not have access to a personal automobile or other transportation to meet their basic transportation needs.	1. Provider service to meet the demand for both sponsored and non-sponsored transportation disadvantaged trips to the maximum extent feasible.	Coordinate with PSTA to review whether fixed-route and Paratransit services remain responsible to the needs of the transportation disadvantaged population and the community.	PSTA user's survey results	PSTA conducted surveys with TD customers. PSTA responded to both service and policy complaints. Positive customer feedback was also obtained during the Annual CTC Evaluation.	PSTA	2015
		Utilize a range of transportation options, including bus, taxi, wheelchair van, and multi-passenger ambulatory service, to provide the most cost effective and efficient mode of transportation available to the disadvantaged	Comparison of trip levels and total cost on an annual basis	Reflected in annual rate model calculations for all modes.	PSTA	Ongoing
		Continue to identify ways to increase the capacity of the Transportation Disadvantaged Program and Coordinated Transportation System to meet existing and future demand.	Comparison between unduplicated passengers and total TD population	Extensive outreach was conducted to reach unserved TD-eligible individuals and those who serve them. In the TDSP, a comparison can be made between unduplicated passengers and total TD population.	PSTA	Ongoing
	2. Ensure all transportation providers are in compliance with State Quality Standards.	Continue to monitor operations, maintenance requirements, management, and oversight for compliance as required by Rule 41-2, F.A.C.	Percentage of contract coordinators in compliance with State Quality Standards	Annual CTC site visits indicate compliance with State Quality Standards.	PSTA	Annual
	3. Coordinate with Emergency Management Department to ensure the disadvantaged population has access to transportation to evacuation shelters when needed.	Provide information to TD Program users regarding special needs shelters and the Emergency Management Department's Special Needs/Evacuation Assistance Program, including participating in Reverse 911 system.	Provided information regarding emergency evacuation program (yes/no)	Tested Reverse 911 system with TD customers several times.	MPO/PSTA	Annual

Table 6
Transportation Disadvantaged Service Goals, Objectives, and Strategies (cntd.)

2. Maximize available funding by providing cost-effective and efficient transportation disadvantaged service.	1. Ensure all transportation disadvantaged users who are eligible for the Bus Pass Program are using the program.	Require 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.	Growth of Bus Pass Program users, including the number of travel trainings performed and “show me”s conducted	Fixed route is always first option for yet unserved TD-eligible individuals. Extensive outreach about the TD bus pass program and improvements to the bus system along with travel training and Show Me services have been made throughout the community to this end. All door-to-door applicants are evaluated for safe access to fixed route system as first choice for transportation mode.	PSTA	Ongoing
	2. Reduce duplication of services by increasing coordination between agencies and groups that provide transportation disadvantaged services outside the Coordinated System.	Execute coordination contracts with social service organizations where they can provide transportation services more cost effectively than the CTC.	Number of agreements with social service organizations; Number of trips provided through social service agency contractors	Number of trips provided through social service agency contractors remains high and cost-effective. Increased funding for group trips has been budgeted for FY 16-17.	PSTA	Annual
		Coordinate with social service agencies to promote services for the transportation disadvantaged	Attend social service agency coordination events	MPO staff attends Pinellas County Human Service Coalition meetings and Homeless Leadership Board meetings. PSTA frequently attend meetings with social service agencies and has conducted TD Compliance Officer Certification Training sessions for social service agency staff.	MPO/PSTA	Ongoing
	3. Increase multipassenger ambulatory trips where it improves efficiency and maintains state and local standards.	Evaluate trip requests and travel patterns to identify opportunities for multi-passenger trips	Utilize tools to promote route matching (e.g., route match software) (yes/no)	Most ambulatory and some Wheelchair trips are multi-passenger, as are all TD-funded agency trips.	PSTA/ Providers	Ongoing
	4. Continue to implement an equitable rate structure for each type of transportation service provided through the TD Program.	Continue to utilize transportation rates as deemed necessary through the negotiated PSTA/provider contracts.	n/a	Continuous in compliance with contracts and agreements	PSTA	Ongoing
	5. Continue to update and utilize technology and software that enhances operational efficiency.	Continue to update scheduling software and systems and appropriate.	Utilization of updated scheduling software (yes/no)	Yellow Cab and PSTA have each updated their scheduling software	PSTA	Ongoing

Table 6
Transportation Disadvantaged Service Goals, Objectives, and Strategies (cntd.)

3. Provide transportation services that are responsible to the demands of the transportation disadvantaged community, but that can also be adjusted as necessary to comply with changes to state-wide rules/policies, local conditions, and/or available funding	1. Monitor system performance data in order to identify needed program adjustments.	Monitor and evaluate the performance of agencies in the coordinated system through Annual CTC Evaluation.	Quality assurance standards are being met (yes/no); Corrective actions were made as a result of the CTC evaluation (yes/no)	Quality assurance standards are being met. Corrective actions were made as a result of the CTC evaluation.	PSTA	Conduct agency performance monitoring and report on an annual basis
		Work with transportation providers to ensure information reported in the Annual Operating Report is accurate and provided in a timely manner.	n/a	Annually with all, monthly for some.	PSTA	Obtain information annually.
	2. Provide sufficient opportunities and mechanisms for client feedback and outreach.	Disseminate information on the TD Program by distributing printed materials such as TD Program brochures, MPO publications, and PSTA route maps through various outlets, including the MPO website, public events and workshops addressing transportation issues.	Number of printed materials distributed and outreach events attended; Number of hits/downloads of TD Program information from website;	High number of printed materials distributed and outreach events attended . TD website earns praise for ease of use and transparency. Fare increase was communicated clearly and effectively.	PSTA & MPO	Ongoing
		Communicate 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.	Number of surveys distributed/returned within underserved population areas; number of comments received and client surveyed conducted through CTC evaluation process (yes/no)	PSTA conducted Customer Satisfaction Surveys with positive responses from TD customers. PSTA responded to both service and policy complaints. Positive customer feedback was also obtained during the Annual CTC Evaluation.	PSTA & MPO	Ongoing
4. Address the transportation needs of the elderly, disabled and low-income citizens within the Tampa Bay region.	1. Coordinate transportation disadvantaged planning in the Tampa Bay region.	Establish regional LCB advisory committee with semi-annual meetings, at a minimum	Set up regional LCB subcommittee (yes/no)	Yes, regional subcommittee was formed and met quarterly.	Hillsborough, Pasco and Pinellas MPOs	Ongoing, beginning 2014
		Participate in FTA Section 5310 project review/selection process	Participation in regional project review/selection process (yes/no)	Yes, participated in regional project review/selection process.	Hillsborough, Pasco and Pinellas MPOs	Ongoing
		Monitor and update regional element of the Tampa Bay TDSPs	Up-to-date regional element (yes/no)	Yes, up-to-date regional element.	Hillsborough, Pasco and Pinellas MPOs	Ongoing

Section E: Implementation Schedule

Table 7 outlines the Pinellas County Coordinated System’s major improvements and provides an anticipated schedule for carrying out specific tasks associated with the program. As changes in the Coordinated System develop, this section of the Service Plan will be updated.

Table 7
Pinellas County Transportation Disadvantaged
Implementation Schedule

Task	Task Description	Timetable
Submit Grant Applications for Funding.	The CTC regularly applies for funding through the Trip/Equipment and Planning Grant Programs and will continue to submit applications by the deadlines each year.	Annually, by deadline
Update TDSP	The five-year TDSP must be updated each year in the interim years and submitted to the CTD.	Annually, by June 30
Complete Annual Operating Report and Annual Expenditure Report	The CTC is required to submit the Annual Operating Report and the DOPA is required to submit Annual Expenditure Report to the CTD each year.	Annually, by September 15
Conduct CTC Evaluation Including Monitoring of Providers and Coordination Contractor	The CTC annually monitors each of its provider and coordination contractors for compliance with state and local standards. This information is included in the CTC evaluation conducted by the LCB and CTC annually.	Annually, by June 30
Renew Coordination Contracts	Coordination contracts are extended for three year periods and need to be renewed when the contracts expire.	Annually, by June 30

II. Service Plan

Section A: Operations

1. Type, Hours, and Days of Service

Trip requests are processed through the PSTA and assigned to a PSTA contracted provider. The hours of operation for PSTA's "TD Line" are Monday through Friday, 8 a.m. to 4:30 p.m. Clients can leave a voice mail message 24 hours a day, 7 days per week. Reservationists are available to take reservations for TD Program trips between the hours of 8 a.m. and 5 p.m. Monday through Friday and between 9 a.m. and 5 p.m. Saturday, Sunday and holidays. Provider phone lines are also available for cancellations at any time. PSTA contracted providers have a supervisor/dispatcher on duty any time a TD Program trip is on the road.

Bus passes are issued to those requesting transportation service who are able to access and use the public transit system. Ambulatory and non-ambulatory/wheelchair trip requests for individuals who are unable to ride the bus are assigned to a PSTA contracted provider. Ambulatory and wheelchair transportation services are available twenty-four hours a day, seven days a week. The hours of operation for PSTA bus service vary depending on the routes and day of week.

In addition to serving non-sponsored clients, another element of the TD Program involves allocating funding and monitoring the services of social service agencies that provide TD services to their clients. These agencies include the PARC, Arc Tampa Bay (formerly UPARC), Lighthouse of Pinellas, and Neighborly Care Network (NCN). PARC, Arc Tampa Bay, and NCN provide mostly group trips more cost-effectively than if they were to be provided through the brokered system. Lighthouse of Pinellas primarily provides ambulatory transportation to and from its facilities, which are not accessible by public transportation, at a cost lower than the cost of similar transportation through the brokered system.

PARC operates fixed-route and demand-response transportation Sunday through Saturday for medical, recreational and work-related trips. Arc Tampa Bay also operates fixed route and demand-response service on a daily basis to individuals with developmental disabilities who range in age from eight weeks to over 80 years.

Neighborly Care Network provides a wide variety of sponsored transportation services to the elderly. The State Department of Elder Affairs provides primary funding for this transportation through the Older Americans Act, with additional funds coming from Community Care for the Elderly. NCN transports people over 60 to adult day care centers, group dining sites, doctor's appointments, and other sustenance-type destinations within a ten-mile radius of the client's home. NCN provides door-to-door ambulatory and wheelchair service and operates from 8:00 a.m. until 5:00 p.m., Monday through Friday.

Lighthouse of Pinellas provides transportation services to its clients, who are blind or visually-impaired people. Ambulatory taxi cab transportation is provided from clients' homes to the Lighthouse of Pinellas facility, which lacks a safe and accessible route to the nearest bus stop.

The Pinellas County Transportation Disadvantaged Program also coordinates with and monitors transportation services provided by other local service agencies through coordination contracts. Coordination contractors are listed in Appendix B and include Agency for Community Treatment Services (ACTS), Alpha House, Boley Centers for Behavioral Health Care, City of Gulfport, Goodwill Industries, , Homeless Emergency Project, Inc. Louise Graham Regeneration Center, Operation PAR, Personal Enrichment through Mental Health Services (PEMHS), Suncoast Center, Inc., Sunrise Community, Inc., Vincent House (Van Gogh's Palette), and WestCare Gulf Coast Florida. Information on these agencies' service hours, transportation service type, persons served, and trips served are included in Appendix I.

2. Accessing Services

Individuals seeking access to service can receive a TD Program application and eligibility information by contacting PSTA's InfoLine by phone at 727 540-1900, through their website (www.psta.net) or in person at a local bus terminal. Simple instructions explaining the application process as well as how to complete and submit the application are also provided. Incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form.

Applicants are determined eligible if they reside in Pinellas County, have no access to a ride for priority trips and have an income at or below 150 percent of the federal poverty level. Upon determining that an applicant is qualified for service, PSTA determines the appropriate mode of travel using the process described below.

- Bus service availability: if bus service is available within reasonable walking distance of priority origins and destinations at times required, a bus pass is assigned to the client. If not, taxi or wheelchair van service is assigned for only those eligible trips not meeting this criteria for which time or location cannot be changed.
- Taxi or wheelchair van: Assigned if client indicates disability in application that prevents access to fixed route system. ADA standards are used to evaluate on a case-by-case basis. Also assigned for trips to/from medical procedures in which the medical provider indicates that the individual cannot transport themselves independently.
- Bus pass: Clients are given a choice between a 10-day and 31-day bus pass.

All individuals not found eligible are promptly notified in writing of their eligibility determination, including subsequent steps necessary to appeal denied application and to re-submit an application. Individuals found eligible for sedan or wheelchair van service are notified in writing of how to access these services.

Clients issued bus passes must pick them up at a local PSTA terminal or from an agency that has an agreement with PSTA to distribute passes. Passes may be mailed to individuals in situations where

an eligible person is unable to access a local PSTA terminal due to special circumstances as determined by PSTA.

For sedan and wheelchair van trips, it is required that trip reservations be made at least 72 hours before the time the ride is needed. Return trips are available on both a scheduled and will-call basis.

Should a ride cancellation be necessary, the rider must advise the provider no less than two hours before the scheduled pick-up time. The customer is instructed to call the transportation provider directly to check on the status of their trip. Co-payment must be paid to the driver at the time of pick-up for the trip in accordance with Table 8.

If the customer is not present at the scheduled pick-up time, the driver waits at the pick-up location for five minutes. If after five minutes the client is still not present, the driver may consider the client a no-show and leave. No-show clients will be subject to the No-Show Policy in Appendix D. In all cases involving a no-show, the operator shall inform PSTA.

3. Transportation Providers and Coordination Contractors

The PSTA utilizes a Request for Proposals (RFP) process in order to secure providers for the TD Program. Proposals are submitted by providers and reviewed by PSTA. In 2015, PSTA began the procurement process for paratransit service providers, which is scheduled to conclude in 2016. Appendix B provides a table identifying the current providers and the type of service they provide.

The CTC allocates TD Program funding to non-profit providers, PARC, Arc Tampa Bay, Neighborly Care Network, and Lighthouse of Pinellas to provide transportation to their sponsored clients. These agencies have demonstrated the ability to cost-effectively transport their TD-eligible clients, and therefore are able to provide an acceptable alternative to brokered transportation service through PSTA.

As mentioned previously, the CTC has coordination contracts with local agencies that can provide cost-effective transportation services to their clients. A list of current coordination contractors is provided in Appendix B.

4. Public Transit Utilization

In addition to its role as CTC, PSTA is the primary provider of transportation services for Pinellas County residents. They operate both fixed-route and paratransit services that cover most of Pinellas County. The CTC utilizes PSTA 10- and 31-day unlimited bus passes as a way of providing cost-effective transportation service. Bus passes are especially effective for TD clients who use the passes for all their trip needs, including employment, medical, and food shopping. The CTC requires that anyone who is able to access and utilize transit to do so, as stated in the Public Transit Ridership Standard in Section A.5.

Complementary demand-response paratransit services (DART) are also provided by PSTA to persons eligible under the Americans with Disabilities Act (ADA), who cannot independently utilize PSTA fixed-route buses because of a disability. PSTA certifies whether a person has the ability to

use the regular fixed route service, including traveling to a bus stop, boarding a bus, and navigating the bus system. If the certification process determines a person is unable to use regular fixed route service, they will become eligible for demand-response transportation. People with permanent or temporary disabilities who are unable to independently use the regular, wheelchair accessible PSTA buses should contact PSTA directly at 727-540-1800. PSTA's demand response service is available to and from locations within $\frac{3}{4}$ mile of PSTA's existing fixed route bus service and during the same days and hours of operation as the regular bus service. The cost of demand-response service for each one-way trip is twice the full cash fare.

5. School Bus Utilization

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. Consequently, the CTC has only occasionally school bus transportation for larger specialized group needs. For example, a program to transport inner-city minority youth to sports camp during the summer has utilized school buses in the past. The service was offered as part of St. Petersburg and Eckerd College's outreach programs. For programs or groups such as these, the use of school buses is authorized by the CTC.

6. Vehicle Inventory

The vehicle inventory is included in Appendix A.

7. System Safety Program Plans

All providers and coordination contractors are required to develop a System Safety Program Plan in accordance with Chapter 427, F.S., and Rule 14-90, F.A.C. Incorporated within each System Safety Program Plan are specific procedures to be followed in the event of an accident, fire, or any other type of emergency. As part of the annual monitoring process, the CTC reviews each plan to ensure that vehicle and equipment safety, driver training, insurance, accident procedures, and Federal, State, or local regulations are addressed.

8. Inter-County Services

At this time, there are no inter-county service agreements in place between the Pinellas County CTC and any CTC from an adjacent county. However, there are agreements in place between PSTA and Hillsborough Area Regional Transit (HART), to provide inter-county bus service between the two counties via the Gandy Bridge (Route 100X), Howard Frankland Bridge (Route 300X) and the Courtney Campbell Causeway (Route 200X). PSTA now also has deviated fixed route service between north Pinellas County and northwest Hillsborough County six days a week via Tampa Road/Hillsborough Avenue, including pick-ups and drop-offs up to $\frac{3}{4}$ mile off the route with just two hours advance notice. Transit and ADA Paratransit riders also have the opportunity to travel between Pinellas and Pasco Counties along US Highway 19 by transferring between PSTA and Pasco County Transit Authority (PCPT) systems at Tarpon Mall. Transit riders with a Medicare

card or a discount ID card issued by any of the three transit authorities can receive discounted fares in any of the three counties.

9. Emergency Preparedness and Response

The Pinellas County Department of Emergency Management is responsible for coordinating the evacuation of county citizens in the event of a natural disaster. In order to limit traffic on major roads needed for emergency vehicles and to ensure that people can be evacuated safely and in a timely manner, the Emergency Management Department's plans are geared toward directing its evacuees into other homes or shelters within the county located in areas outside the evacuation zones. The Emergency Management Department sponsors a Host Home Program, which provides information and assistance to businesses, churches, civic groups, etc., on how to establish host home programs for their employees or members, where people who live within an evacuation zone are matched with people who live outside an evacuation zone so that they will have a safe place to stay during an emergency. As a secondary or "last resort" option, people in evacuation zones can register for the County's Special Needs Program either with Emergency Management, the Health Department, the Department of Children and Family Services, or with a local fire department.

Through the Special Needs Program, transportation is coordinated through Pinellas County Emergency Management Services and local fire departments to emergency evacuation shelters. Since living conditions at the evacuation shelters are usually crowded and uncomfortable, Emergency Management urges all persons within evacuation zones, particularly those with disabilities, to seek arrangements through the Special Needs Program only as a last resort. The preferred option would be to secure accommodations either through their own personal acquaintances or the Host Home Program.

As a "community-based service provider," the CTC is required to assist Emergency Management in collecting information on disadvantaged persons residing in evacuation zones and increasing their awareness of procedures that may be necessary for their safety during disasters (Chapter 252.355, F.S.). Utilizing the TD Program customer database, maintained by PSTA and the Pinellas County geographic information system, the MPO has worked with the Pinellas County Department of Emergency Management to identify the TD Program users who may need shelter or transportation assistance during an emergency. These people have been contacted and provided information on the Host Home and the Special Needs Programs, including information on how to register for these programs or other special needs assistance. In addition, TD Program providers coordinate with Emergency Management to assist in transporting disadvantaged people to public or private shelters.

10. Marketing

The marketing activities of the CTC primarily involve public outreach efforts that focus on educating and informing the general public and potential customers about its services. These efforts include the following:

- a. Program information provided in Mobility Options brochures;

- b. Community Transportation Forums held periodically for the purpose of assessing local transportation needs and interests; and
- c. Presentations to community groups and social service agencies as requested.
- d. Participation in health, employment, and provider informational fairs and other events as requested.

11 . Acceptable Alternatives

Alternative transportation disadvantaged services are provided pursuant to Chapter 427.016(1)(a), F.S., and Rule 41-2.015, F.A.C. At this time, no alternative transportation disadvantaged services have been identified.

12 . Service Standards

In compliance with Rule 41-2, F.A.C., pertaining to performance and operational standards, the Pinellas County CTC has established the policies and standards described below.

Drug and Alcohol Policy

Each operator is required to have a Drug and Alcohol testing policy for all safety sensitive job positions. The policy must meet the requirements of the Federal Highway Administration and the Federal Transit Administration provisions attached as Appendix C.

Transport of PCAs 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 which the customer 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 and Responsibility of Child Restraint Devices Policy

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 aged 4 through 5 years, 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.

Passenger Property Policy

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.

Vehicle Transfer Points Policy

As applicable, the operator must ensure that vehicle transfer points (e.g., PSTA terminals, bus stops, etc.) are safe. Shelters should provide reasonable protection from the elements.

Local Toll Free Phone Number Policy

An accessible *Community Transportation Decal* 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.

Out-of-Service Area Trips Policy

There is currently no provision for out-of-service area non-sponsored trips.

Vehicle Cleanliness Policy

Operators will 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.

Billing Requirements Policy

Sponsored agencies shall submit billing data to the CTC within ten (10) days of the last day of each month. The CTC shall reimburse the sponsoring agencies for all CTD-compensable invoiced expenses within thirty days of receipt of the invoice.

Passenger/Trip Database Policy

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 Policy

Operators shall provide seating based on the vehicle manufacturer's specifications.

Driver Identification Policy

All Coordinated System drivers are required to have an identification badge. In the case of licensed taxi companies, the taxi occupational license badge can serve as the required identification.

Passenger Assistance Policy

All coordinated transportation providers shall ensure all drivers within the Coordinated System are trained on the requirements of passenger assistance. Drivers are required to walk next to the client between the vehicle and building entrance to offer assistance if requested. At a minimum, this assistance shall include opening the vehicle door, securing wheelchair devices, storage of mobility assistance devices, and closing the door.

Smoking, Eating, and Drinking Policy

Smoking in any vehicle in the Coordinated System is prohibited. The drivers should advise clients of the operators' requirements for eating and drinking within a vehicle.

Passenger No-Show Policy

The CTC has jointly established, with the Local Coordinating Board, a policy on passenger no-shows. The CTC's No-Show Policy is provided as Appendix D.

Air Conditioning/Heating Policy

All vehicles in the Coordinated System should have working air conditioners and heaters. Any vehicle not meeting this requirement should be scheduled for repair.

Two-Way Communication Policy

All vehicles in the Coordinated System should have a two-way communications system in good working order.

Driver Criminal Background Screening Policy

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.

Sensitivity Training Policy

All transportation contractors must ensure that every driver, upon hire and prior to transporting DART or TD Program clients, has eight hours of sensitivity training and passenger assistance training, with six hours covering general customer service and sensitivity to people with mobility, sensory, cognitive, and mental limitations. Non-ambulatory providers would be required to provide an additional two hours of training on wheelchair securement and ambulatory providers would be required to provide an additional two hours of training on topics selected from a menu of options. An annual two hour refresher course should focus on general customer service, specific areas of concern and/or current changes in laws or standards related to the transportation of disadvantaged persons. All training provided should cover sensitivity to persons of all ages, sexes, and ethnicities. Sensitivity training should also cover treatment of assistance animals.

Services Effectiveness Standard

The effectiveness of the transportation services provided by the Coordinated System will be evaluated by the CTC annually. The evaluation will include the review of operating data such as passenger trips per vehicle mile, operating expense per vehicle mile and passenger trips, and accidents per 100,000 vehicle miles. Additionally, the CTC shall make this information available to the Local Coordinating Board as part of the CTC Evaluation Process.

Public Transit Ridership Standard

The CTC has established a Public Transit Ridership Performance Standard that 100% of people who are able to access and utilize public transit will do so.

Contract Monitoring Policy

As part of the CTC's contract compliance review process, the CTC shall provide written results of the review process to each transportation provider. Additionally, these results shall be provided to the Local Coordinating Board as part of the CTC Evaluation process.

Pick-up Window Policy

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.

On-time Performance Standard

The CTC has jointly established, with the Local Coordinating Board, On-time Performance Standards as provided in Appendix E. Compliance with these standards at or above 95% of the time shall be considered satisfactory.

Advance Reservation Policy

A minimum 72-hour advance notification time is required to obtain services through the providers.

Customer Call Hold Time

Ninety-five percent of all ride-scheduling callers will remain on hold for no longer one minute, and no one shall be placed on hold for over three minutes.

Complaints Standard

PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints received should be less than .5 percent of all trips provided.

Local Accident Standard

The CTC has established an Accident Performance Standard of no more than ten (10) accidents per 100,000 vehicle miles.

Local Roadcall Standard

The CTC has established a Roadcall Performance Standard of no more than 1,500 roadcalls per year.

CPR/First Aid Requirements

The CTC requires that drivers for transportation providers maintain current CPR/First Aid certification. Copies of the current CPR and First Aid certification cards shall be kept in each driver's file.

Accessible Materials Policy

Materials provided to the public by providers shall also be provided upon request in an accessible format in accordance with Title 2 of the Americans with Disabilities Act.

13 . Local Complaint and Grievance Procedure/Process

The complaint and grievance process will be conducted in accordance with Chapter 427, Florida Statutes and Rule 41-2 and the Memorandum of Agreement between PSTA and the Commission for the Transportation Disadvantaged.

Through the CTC's complaint process, all TD Program complaints are registered with the CTC after a call, letter, or email is received, including complaint referrals provided by the Commission for the Transportation Disadvantaged Ombudsman Program. The complaint process requires the call-taker to document the nature of the complaint on a standard form. The complaint is either addressed immediately if possible or researched further.

If the complaint is not able to be resolved to the satisfaction of the customer through contact with PSTA or the CTD Ombudsman Program, the formal grievance process may be initiated by contacting the CTC's grievance/appeal coordinator. The Grievance System, including the formal grievance process, is provided in Appendix H. It was adopted by the Local Coordinating Board on July 16, 1991, and last amended on June 18, 2002. The grievance procedures are approved annually by the LCB.

14. CTC Monitoring Procedures of Operators and Coordination Contractors

In the annual process of evaluating the contract compliance of brokered system and coordination contract providers, staff reviews provider files for required driver and insurance coverage information and ensures that a current system safety program plan is available. Random field reviews of ride-scheduling services and vehicle inspections are also conducted to make sure providers are meeting service standards in the field. The information collected is recorded on the CTC's compliance review forms (see appendix F). The forms are kept on file in the CTC's office. The transportation provider receives a copy of the form for their records. The CTC also presents a summary report of the compliance review to the Local Coordinating Board. The same procedures are applied toward the contract compliance evaluation of the nonprofit Coordination Contractors excluding the field review of pick-up services.

Telephone or mail surveys are also conducted with customers to ascertain their level of satisfaction with the services they received. The surveys allow for operator performance to be critiqued based on the experiences of their clients.

15. Coordination Contract Evaluation Criteria

Before recommending the CTC enter into a coordination agreement, the participating agency must agree to comply with the coordinated transportation operator provisions contained in Chapter 427, F.S., and Rule 41-2, F.A.C. These provisions include the following:

- A. A minimum vehicle liability insurance requirement of \$100,000 per person and \$300,000 per incident;
- B. Development of a System Safety Program Plan in accordance with Chapter 341.061, F.S., and Rule 14-90, F.A.C.; and
- C. Reporting requirements that include, but are not limited to the following:

- a) A brief description of the overall agency functions and transportation program;
- b) The expected amount of funds to be used for transportation and per trip or unit cost;
- c) The estimated number of one-way trips to be provided, and
- d) Other information as required by the CTC to complete its Annual Operating Report.

Agencies working with the CTC through coordination contracts are evaluated regularly for the purpose of verifying whether they are providing trips in the most effective and efficient manner possible. The CTC receives monthly operating reports from these agencies and an annual operating report with information on the services provided, such as the number of clients and the cost of the trips. Based on information provided in these reports, CTC staff evaluates their performance and makes a recommendation to the LCB on renewal of the coordination contracts.

Section B: Cost/Revenue Allocation and Rate Structure Justification

The cost and revenue allocation method for coordinated transportation services, including the different types of trips and modes, must take into account the overall structure of the Coordinated System and how service is provided. In service areas with one or perhaps two transportation disadvantaged operators, the allocation is a straightforward and direct process, allowing the Coordinator to determine and allocate revenues and costs for all modes of service. The Pinellas County Coordinated System, however, utilizes multiple for-profit and non-profit agencies and, due to a wide array of differences in customer needs, a separate procedure is necessary for each type of transportation service provided.

The current ambulatory rates were set by the contracted providers in 2011 through a competitive RFP process using service criteria established by PSTA. Co-pays for TD Program trips go directly to providers, and are considered part of the total trip cost but are not shown in the reimbursement rates in Table 8.

The rates for PARC, Arc of Tampa Bay, and NCN were calculated using the CTD-provided rate model as group trip rates to reflect the primary method of service provision by these agencies. These rates are lower than the rates actually paid to providers because they are based on a fixed contract amount whereas the actual rates paid are based on cost per trip as reported in the prior year's Annual Operating Report.

Table 8
Pinellas County Transportation Disadvantaged Program Rate Structure
2016-2017

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST PER UNIT
Ambulatory	Trip	\$8.62 single zone \$13.13 multi-zone
Wheelchair	Trip	\$30.77 single zone \$35.47 multi-zone
NCN	Trip	\$13.28
PARC	Trip	\$6.29
Arc Tampa Bay	Trip	\$9.58
Lighthouse	Trip	\$5.60
31-Day Bus Pass	Pass	\$59
10-Day Bus Pass	Pass	\$40.00

Notes:

- 1) Ambulatory clients a \$3.00 per trip co-pay. The co-payments are retained by the drivers and not included in the reimbursement rates. TD ambulatory trips are assessed a \$10 late fee if between 30-60 minutes late and a \$20 late fee if greater than 60 minutes late.
- 2) Wheelchair clients pay a \$3.00 per trip co-pay, which is retained by the drivers and not included in the reimbursement rates. TD wheelchair trips are assessed a \$15 late fee if between 30-60 minutes late and a \$30 late fee if greater than 60 minutes late.
- 3) Bus pass program participants submit a co-pay of \$11.00 for a 31-day pass and \$5.00 for a 10-non-consecutive day pass. These co-pays are retained by PSTA and are not included in the bus pass reimbursement rates.

Table 9
Pinellas County Transportation Disadvantaged Program Rate Structure as Submitted to
the Commission for the Transportation Disadvantaged¹
2015-2016

TYPE OF SERVICE TO BE PROVIDED	UNIT	COST PER UNIT
Ambulatory	Trip	\$15.87
Wheelchair	Trip	\$27.21
Stretcher	N/A	N/A
Group	Trip	\$6.21
31-Day Bus Pass	Pass	\$70.00
10-Day Bus Pass	Pass	\$45.00

¹The CTD requires that rates used to submit requests for reimbursement be fully allocated rates that are derived from a rate model provided by the CTD. These rates are shown in this table.

Figure 5 – PSTA Paratransit/Ambulatory Service Zones



III. Quality Assurance

Each year, the Local Coordinating Board (LCB) evaluates the performance of the CTC in accordance with the standards contained in Chapter 427, F.S. and Rule 41-2, F.A.C. The standards address CTC performance in the areas of coordination, operations, costs and utilization of funding agencies, school buses, and public transit. The LCB utilizes the CTD's *QAPE/LCB CTC Evaluation Workbook* to conduct the evaluation. In the evaluations conducted since 1995, the performance of the CTC has been found to be adequate.

APPENDIX A

CTC VEHICLE LISTING FY 15/16					
YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2006	1FMRE11W96HA35899	FORD	VAN	72,038	ACTS
2011	1FMNE1BL8BDA36109	FORD	VAN	40,549	ACTS
2012	3FAHP0GA7CR4188885	FORD-Fusion	SEDAN	34,642	ACTS
2006	1FBSS31L16HA73941	FORD	VAN	59,025	ALPHA HOUSE
2005	1FBSS31L45HA74791	FORD	VAN	91,416	BOLEY CENTERS
2005	1FDWE35L05HB19896	FORD	WC VAN	58,883	BOLEY CENTERS
2006	1FBSS31L96HA07721	FORD	VAN	73,416	BOLEY CENTERS
2006	1FBSS31L06HA07722	FORD	VAN	76,421	BOLEY CENTERS
2006	1FMRE11W26HA07720	FORD	VAN	78,558	BOLEY CENTERS
2006	1D46P24E96B698443	CHRYSLER	VAN	71,832	BOLEY CENTERS
2006	1GBE4V1806F406311	GMC	BUS	80,731	BOLEY CENTERS
2006	1GBJG31U161175772	CHEVY	CUTAWAY	62,576	BOLEY CENTERS
2007	1GDJG31U361261737	GMC	CUTAWAY	45,995	BOLEY CENTERS
2007	1GDJG317X61261704	GMC	CUTAWAY	86,914	BOLEY CENTERS
2007	1GDJG31U9612260690	GMC	CUTAWAY	93,037	BOLEY CENTERS
2008	1GBJG31U671245395	CHEVY	CUTAWAY	82,914	BOLEY CENTERS
2009	1FAHP35N39W155095	FORD	FOCUS	70,718	BOLEY CENTERS
2009	1GBE4V1G07F425765	CHEVY	WC BUS	39,932	BOLEY CENTERS
2010	1GB9G5AG4A1131766	CHEVY	WC CUTAWAY	39,270	BOLEY CENTERS
2010	1GB9G5AG4A1129984	CHEVY	WC CUTAWAY	22,235	BOLEY CENTERS
2001	1GMDX13E01D145975	PONTIAC	MONTANA	216,655	CARE RIDE
2006	1N4AL11D36C255919	NISSAN	ALTIMA	57,994	CARE RIDE
2008	1FTNS24W38DB52305	FORD	E-250	204,691	CARE RIDE
2008	1FTNS24WX8DB57503	FORD	E-250	212,993	CARE RIDE
2008	1FTNE14W68DB57032	FORD	E-150	211,754	CARE RIDE
2008	1FTNE14WX8DB43036	FORD	E-150	227,009	CARE RIDE
2008	1FTNE14W78DB29241	FORD	E-150	208,295	CARE RIDE
2008	1FTNS24W78DB57507	FORD	E-250	189,853	CARE RIDE
2008	1FTNS24W48DB46383	FORD	E-250	192,505	CARE RIDE
2008	1FTNE14W88DB26302	FORD	E-150	184,575	CARE RIDE
2008	1FTNS24WX8DB46386	FORD	E-250	232,131	CARE RIDE
2008	1FTNE14W38DB53858	FORD	E-150	174,995	CARE RIDE
2008	1FTNS24W08DB57512	FORD	E-250	221,108	CARE RIDE
2008	1FTNS24W18DB46387	FORD	E-250	228,230	CARE RIDE
2008	1FTNS24W08DB46395	FORD	E-250	188,552	CARE RIDE
2008	1FTNS24W08DB48020	FORD	E-250	238,219	CARE RIDE
2008	1FTNS24W58DB46392	FORD	E-250	205,694	CARE RIDE
2008	1FTNS24W18DB52299	FORD	E-250	207,775	CARE RIDE
2008	1FTNS24W58DB57506	FORD	E-250	189,622	CARE RIDE

2008	1FTNS24W48DB57500	FORD	E-250	238,701	CARE RIDE
2008	1FTNS24W48DB46397	FORD	E-250	226,405	CARE RIDE
2008	1FTNE14W18DB53857	FORD	E-150	173,126	CARE RIDE
2008	1FTNE14W38DB43069	FORD	E-150	224,568	CARE RIDE
2008	1FTNS24W98DB57511	FORD	E-250	181,581	CARE RIDE
2008	1FTNS24W78DB57510	FORD	E-250	211,788	CARE RIDE
2008	1FTNS24W28DB52294	FORD	E-250	175,100	CARE RIDE
2008	1FTNE14W78DB57041	FORD	E-150	208,066	CARE RIDE
2008	1FTNS24W38DB57505	FORD	E-250	237,687	CARE RIDE
2008	1FTNE14W38DB57036	FORD	E-150	233,007	CARE RIDE
2008	1FTNS24W88DB57497	FORD	E-250	219,200	CARE RIDE
2008	1FTNS24W58DB46389	FORD	E-250	219,725	CARE RIDE
2008	1FTNS24W28DB46396	FORD	E-250	187,153	CARE RIDE
2008	1FTNE14W18DB43068	FORD	E-150	220,595	CARE RIDE
2008	1FTNE14W98DB57042	FORD	E-150	236,405	CARE RIDE
2008	1FTNE14WX8DB43070	FORD	E-150	203,771	CARE RIDE
2008	1FTNE14W18DB57035	FORD	E-150	215,760	CARE RIDE
2008	1FTNE14W98DB43075	FORD	E-150	205,703	CARE RIDE
2008	1FTNS24W68DB57501	FORD	E-250	208,322	CARE RIDE
2008	1FTNS24W18DB57499	FORD	E-250	195,422	CARE RIDE
2008	1FTNE14W18DB43071	FORD	E-150	186,545	CARE RIDE
2010	1FTNS2EW4ADA68983	FORD	E-250	160,401	CARE RIDE
2010	1FTNS2EW4ADA68984	FORD	E-250	161,151	CARE RIDE
2010	1FTNS1EWXADA99469	FORD	E-250	152,588	CARE RIDE
2010	1FTNS1EW2ADA99479	FORD	E-250	167,123	CARE RIDE
2012	1FTNE1EW1CDA12973	FORD	E-150	163,355	CARE RIDE
2012	1FTNE1EW4CDA11462	FORD	E-150	148,508	CARE RIDE
2012	1FTNE1EW6CDA12967	FORD	E-150	128,022	CARE RIDE
2012	1FTNE1EW7CDA12976	FORD	E-150	117,064	CARE RIDE
2012	1FTNE1EW0CDA11457	FORD	E-150	104,116	CARE RIDE
2012	1FTNE1EW9CDA11425	FORD	E-150	128,888	CARE RIDE
2012	1FTNE1EW0CDA11426	FORD	E-150	108,040	CARE RIDE
2012	1FTNE1EW2CDA11427	FORD	E-150	121,278	CARE RIDE
2012	1FTNEEW8CDA12940	FORD	E-150	103,938	CARE RIDE
2012	1FTNE1EW1CDA12939	FORD	E-150	105,750	CARE RIDE
2013	1FTNE1EW0DDA19897	FORD	E-150	78,357	CARE RIDE
2013	1FTNE1EW2DDA19898	FORD	E-150	94,024	CARE RIDE
2013	1FTNE1EW2DDA15026	FORD	E-150	69,805	CARE RIDE
2013	1FTNE1EW0DDA19902	FORD	E-150	82,785	CARE RIDE
2013	1FTNE1EW9DDA19896	FORD	E-150	66,726	CARE RIDE
2013	1FTNE1EW8DDB35123	FORD	E-150	47,604	CARE RIDE
2013	1FTNE1EW3DDB32193	FORD	E-150	53,650	CARE RIDE
2014	1FTNE1EW1EDA08554	FORD	E-150	51,276	CARE RIDE
2014	1FTNE1EW3EDA08555	FORD	E-150	52,692	CARE RIDE
2014	1FTNE1EWXEDA08553	FORD	E-150	49,627	CARE RIDE
2014	1FTNE1EW1EDA97526			9,500	CARE RIDE
2014	1FTNE1EWXEDA97525			11,422	CARE RIDE

2014	1FTNE1EW7EDA97529			10,897	CARE RIDE
2014	1FTNE1EW3EDA97530			9,212	CARE RIDE
2014	1FTNE1EW5EDA97531			10,795	CARE RIDE
2002	2MEFM74W42X645999	MERCURY	GRAND MARQUIS	287,302	CLW YELLOW CAB
2002	2FAFP71W72X110099	FORD	CROWN VICTORIA	145,983	CLW YELLOW CAB
2003	1FAFP55U93A127980	FORD	TAURUS	368,415	CLW YELLOW CAB
2003	2FAHP71W43X208324	FORD	CROWN VICTORIA	322,128	CLW YELLOW CAB
2004	2FAFP71W94X168024	FORD	CROWN VICTORIA	346,427	CLW YELLOW CAB
2005	2FAFP71W05X177907	FORD	CROWN VICTORIA	355,658	CLW YELLOW CAB
2005	2FAFP71W15X165314	FORD	CROWN VICTORIA	292,110	CLW YELLOW CAB
2005	2FAFP71W25X102772	FORD	CROWN VICTORIA	321,321	CLW YELLOW CAB
2005	2FAFP71W75X155256	FORD	CROWN VICTORIA	316,490	CLW YELLOW CAB
2005	2FAFP71WX5X172021	FORD	CROWN VICTORIA	414,216	CLW YELLOW CAB
2005	2FAHP71W25X104871	FORD	CROWN VICTORIA	335,280	CLW YELLOW CAB
2005	2FAHP71W35X165601	FORD	CROWN VICTORIA	409,208	CLW YELLOW CAB
2005	2FAHP71W45X150329	FORD	CROWN VICTORIA	271,880	CLW YELLOW CAB
2005	2FAHP71W65X104906	FORD	CROWN VICTORIA	366,373	CLW YELLOW CAB
2005	2FAHP71W65X127876	FORD	CROWN VICTORIA	434,359	CLW YELLOW CAB
2005	2FAHP71W65X165690	FORD	CROWN VICTORIA	393,195	CLW YELLOW CAB
2006	2FAFP71W56X135136	FORD	CROWN VICTORIA	590,131	CLW YELLOW CAB
2006	2FAHP71W26X125818	FORD	CROWN VICTORIA	352,789	CLW YELLOW CAB
2006	2FAHP71W26X130386	FORD	CROWN VICTORIA	378,493	CLW YELLOW CAB
2006	2FAHP71W26X136060	FORD	CROWN VICTORIA	244,197	CLW YELLOW CAB
2006	2FAHP71W26X147172	FORD	CROWN VICTORIA	304,786	CLW YELLOW CAB
2006	2FAHP71W36X125827	FORD	CROWN VICTORIA	418,508	CLW YELLOW CAB
2006	2FAHP71W36X130302	FORD	CROWN VICTORIA	383,150	CLW YELLOW CAB
2006	2FAHP71W36X130350	FORD	CROWN VICTORIA	314,149	CLW YELLOW CAB
2006	2FAHP71W36X130414	FORD	CROWN VICTORIA	278,851	CLW YELLOW CAB
2006	2FAHP71W66X130228	FORD	CROWN VICTORIA	459,598	CLW YELLOW CAB
2006	2FAHP71W66X130312	CHEVY	IMPALA	66,450	CLW YELLOW CAB
2006	2FAHP71W76X123157	FORD	CROWN VICTORIA	182,746	CLW YELLOW CAB
2006	2FAHP71W76X130206	FORD	CROWN VICTORIA	350,321	CLW YELLOW CAB
2006	2FAHP71W76X130268	FORD	CROWN VICTORIA	459,581	CLW YELLOW CAB
2006	2FAHP71W96X106912	FORD	CROWN VICTORIA	204,922	CLW YELLOW CAB
2006	2FAFP71W56X154480	FORD	CROWN VICTORIA	312,992	CLW YELLOW CAB
2007	1D4GP45R67B159907	DODGE	CARAVAN	118,398	CLW YELLOW CAB
2007	1LNHM82V97Y639788	LINCOLN	TOWNCAR	80,936	CLW YELLOW CAB
2007	2FAFP71W17X136866	FORD	CROWN VICTORIA	139,670	CLW YELLOW CAB
2007	2FAFP71W77X142946	FORD	CROWN VICTORIA	334,200	CLW YELLOW CAB
2007	2FAHP71W27X155922	FORD	CROWN VICTORIA	305,106	CLW YELLOW CAB
2007	2FAHP71W37X147487	FORD	CROWN VICTORIA	503,108	CLW YELLOW CAB
2007	2FAHP71W77X155365	FORD	CROWN VICTORIA	258,450	CLW YELLOW CAB
2007	2FAHP71W77X163451	FORD	CROWN VICTORIA	356,557	CLW YELLOW CAB
2007	2FAHP71W87X155939	FORD	CROWN VICTORIA	313,038	CLW YELLOW CAB
2009	1D8HN44E89B509211	DODGE	CARAVAN	268,615	CLW YELLOW CAB
2009	1D8HN44E59B511577	DODGE	CARAVAN	235,583	CLW YELLOW CAB

2009	1D8HN44E49B509142	DODGE	CARAVAN	255,254	CLW YELLOW CAB
2009	1D8HN44EX9B518850	DODGE	VAN	265,838	CLW YELLOW CAB
2009	1D8HN44E79B501570	DODGE	VAN	298,936	CLW YELLOW CAB
2009	2FAHP71V19X136904	FORD	CROWN VICTORIA	96,674	CLW YELLOW CAB
2009	2FAHP71V19X148650	FORD	CROWN VICTORIA	67,138	CLW YELLOW CAB
2009	2FAHP71V59X138574	FORD	CROWN VICTORIA	122,937	CLW YELLOW CAB
2010	2FABP7BV6AX129505	FORD	CROWN VICTORIA	138,940	CLW YELLOW CAB
2010	2FAHP71VX9X138537	FORD	CROWN VICTORIA	119,399	CLW YELLOW CAB
2010	2FAHP71V79X138642	FORD	CROWN VICTORIA	111,394	CLW YELLOW CAB
2011	2FABP7BV2AX126567	FORD	CROWN VICTORIA	125,226	CLW YELLOW CAB
2011	2FAHP71V79X138575	FORD	CROWN VICTORIA	107,586	CLW YELLOW CAB
2012	JTDKN3DU2C5460874	TOYOTA	PRIUS	174,709	CLW YELLOW CAB
2012	JTDKN3DUSC5494162	TOYOTA	PRIUS	168,460	CLW YELLOW CAB
2012	2C4RDGCG4CR304259	DODGE	VAN	140,691	CLW YELLOW CAB
2012	2C4RDGCG8CR153653	DODGE	VAN	129,059	CLW YELLOW CAB
2012	2G1WC5E34C1150342	CHEVY	IMPALA	78,882	CLW YELLOW CAB
2012	2G1WG5E30C1235974	CHEVY	IMPALA	114,612	CLW YELLOW CAB
2012	2G1WF5E33C1273492	CHEVY	IMPALA	91,965	CLW YELLOW CAB
2012	2G1WG5E32C1197678	CHEVY	IMPALA	69,916	CLW YELLOW CAB
2012	NM0KS9CN5CT110637	FORD	VAN	60,393	CLW YELLOW CAB
2012	NM0KS9CN5CT109925	FORD	VAN	54,348	CLW YELLOW CAB
2012	NM0KS9CN3CT110877	FORD	VAN	56,521	CLW YELLOW CAB
2012	NM0KS9CNXCT101254	FORD	VAN	48,609	CLW YELLOW CAB
2012	NM0KS9CN1CT101255	FORD	VAN	28,027	CLW YELLOW CAB
2013	NMOKS9CN8DT167237	FORD	TRANSIT CONNECT	47,564	CLW YELLOW CAB
2013	NMODS9CNXDT166199	FORD	TRANSIT CONNECT	42,422	CLW YELLOW CAB
2013	NMOKS9CN2DT166200	FORD	TRANSIT CONNECT	59,998	CLW YELLOW CAB
2014	1FMNE1BW9EDA45836	FORD	E150	58,370	GARDEN OF GRACE MINISTRIES
1998	IHVBBABNXWH599267	INTERNATIONAL	BUS	95,893	GIRLS, INC.
1999	IFBSS31L1XHA80180	FORD	VAN	110,960	GIRLS, INC.
1999	1FBSS31L5XHA80179	FORD	VAN	133,617	GIRLS, INC.
1989	1HVLPZWN8KH611540	INTERNATIONAL	BUS	218,054	GIRLS, INC.
1998	1GCHG39R3W1096209	CHEVY	9 PASS VAN	178,548	GOODWILL
1998	1GCHG39R8W1097226	CHEVY	9 PASS VAN	169,905	GOODWILL
2003	1FDXE45F43HB00060	FORD	16 PASS BUS	121770	GOODWILL
2003	1FDXE45P94HB44808	FORD	16 PASS BUS	112900	GOODWILL
2005	1FDXE35FX3HB88098	FORD	12 PASS VAN	192747	GOODWILL
2006	1FDXE35FX3HB88099	FORD	9 PASS VAN	156314	GOODWILL
2006	1FDWE35P95HB13937	FORD	12 PASS VAN	147400	GOODWILL
2006	1FDWE35P25HB13939	FORD	9 PASS VAN	144728	GOODWILL
2009	1FDWE35L79DA57166	FORD	14 PASS VAN	115793	GOODWILL
2009	1FDWE35L99DA57167	FORD	14 PASS VAN	116420	GOODWILL
2010	1FDWE45P99DA50132	FORD	14 PASS BUS	70962	GOODWILL

2012	2C4RDGBG8CR225789	DODGE	6 PASS VAN	46239	GOODWILL
2012	1GB6G5BL2C1138961	CHEVY	14 PASS BUS	40221	GOODWILL
2013	1GB6G5BL9E1118273	CHEVY	14 PASS BUS	21661	GOODWILL
2013	1GB6G5BG2E1117341	CHEVY	14 PASS BUS	30439	GOODWILL
2010	3FAHPOGA6AR25226	FORD	Fusion	54,591	GULF COAST JFCS
2010	1FBNE3BLXADA14986	FORD	E-350	46,168	GULF COAST JFCS
2001	IFTSS34FX1HB61350	FORD	VAN	37,479	GULFPORT, CITY OF
2005	1FDXE45P75HA30291	FORD	BUS	86,046	GULFPORT, CITY OF
2011	1FAHP2DW6BG179332	FORD	TAURUS	62,313	GULFPORT, CITY OF
2012	1GB6G5BGXB1162832	CHAMPION	BUS	17,106	GULFPORT, CITY OF
2013	1GB6G6BL1E1121092	CHEVY	VAN	22,492	HEP
2014	1FADP5AU5EL500811	FORD	HYBRID	2,955	HEP
2008	1FBSS31L48DB43877	FORD	ECONOLINE E350	131,727	LOUISE GRAHAM
2008	1FBSS31L68DB43878	FORD	ECONOLINE E350	112,659	LOUISE GRAHAM
2006	1GBE4V1G86F408260	CHEVY	GLAVAL	176,178	NEIGHBORLY CARE
2006	1GBE4V1G86F408453	CHEVY	GLAVAL	188,773	NEIGHBORLY CARE
2006	1GBE4V1G96F408378	CHEVY	GLAVAL	189,000	NEIGHBORLY CARE
2006	IN4AL11D26N345969	NISSAN	ALTIMA	129,000	NEIGHBORLY CARE
2007	1GBE4V1G76F408153	CHEVY	GLAVAL	171,742	NEIGHBORLY CARE
2007	1GBE4V1G76F424028	CHEVY	GLAVAL	173,526	NEIGHBORLY CARE
2008	1GBE4V1927F422867	CHEVY	GLAVAL	142,026	NEIGHBORLY CARE
2008	1GBE4V1957F423074	CHEVY	GLAVAL	156,031	NEIGHBORLY CARE
2008	1GVE4V1947F422899	CHEVY	GLAVAL	160,251	NEIGHBORLY CARE
2008	JTDKB20U987740859	TOYOTA	PRIUS	115,381	NEIGHBORLY CARE
2008	JTDKB20UX83358640	TOYOTA	PRIUS	117,000	NEIGHBORLY CARE
2009	1GBE4V1G49F404551	CHEVY	GLAVAL	128,420	NEIGHBORLY CARE
2009	1GBE4VOG69F404714	CHEVY	GLAVAL	138,425	NEIGHBORLY CARE
2010	1GB9G5AGXA1147146	CHEVY	GLAVAL	73,077	NEIGHBORLY CARE
2010	1GB9G5BG4A1155399	CHEVY	GLAVAL	62,013	NEIGHBORLY CARE
2010	1GBE4V1GX9F411018	CHEVY	GLAVAL	112,314	NEIGHBORLY CARE
2010	JTDNK3DU6A0082892	TOYOTA	PRIUS	103,295	NEIGHBORLY CARE
2012	1FD4E4FS3CDA96050	FORD	GOSHEN	18,000	NEIGHBORLY CARE
2012	1FD4E4FS5CDA96051	FORD	GOSHEN	16,342	NEIGHBORLY CARE
2012	1FD4E4FSXCDA94392	FORD	GOSHEN	6,454	NEIGHBORLY CARE
2012	1FD4E4FS7CDA94401	FORD	GOSHEN	4,402	NEIGHBORLY CARE
2012	1FD4E4FS9CDA94402	FORD	GOSHEN	23,128	NEIGHBORLY CARE
2012	1FD4E4FS6CDA94406	FORD	GOSHEN	28,265	NEIGHBORLY CARE
2012	1FD4E4FS8CDA94407	FORD	GOSHEN	38,470	NEIGHBORLY CARE
2012	1FD4E4FS8CDA94410	FORD	GOSHEN	32,575	NEIGHBORLY CARE
2013	1FD4E4FS5DDA42010	FORD	GOSHEN	26,554	NEIGHBORLY CARE
2013	1FDWE3FL5CDB22019	FORD	TURTLE TOP	23,369	NEIGHBORLY CARE
2014	3FA6POH76ER394172	FORD	FUSION	3,000	NEIGHBORLY CARE

2014	3FA6POH79ER394182	FORD	FUSION	2,200	NEIGHBORLY CARE
2015	3FA6POUUQFR106216	FORD	FUSION	4,200	NEIGHBORLY CARE
2015	3FA6POUU3FR106217	FORD	FUSION	6,000	NEIGHBORLY CARE
2011	2FMGK5BC1BBD29851	FORD	FLEX	24,153	OP PAR
2000	1FBSS31LLOYHB71362	FORD	VAN	45,534	OP PAR
2002	1FBSS31L82HA65037	FORD	VAN	102,193	OP PAR
2005	1FBSS31L15HA74781	FORD	VAN	72,700	OP PAR
2006	1FBNE31L46HB12221	FORD	VAN	59,629	OP PAR
2006	1FBNE31L66HB12222	FORD	VAN	60,800	OP PAR
2006	1FBNE31L86HB12223	FORD	VAN	77,408	OP PAR
2007	1FBNE31L67DB25304	FORD	VAN	54,112	OP PAR
2007	1FBNE31L87DB25305	FORD	VAN	67,049	OP PAR
2008	1FBNE31L38DA13318	FORD	VAN	81,417	OP PAR
2008	1FBNE31L58DA13319	FORD	VAN	70,281	OP PAR
2008	1FBNE31L58DB46968	FORD	VAN	61,528	OP PAR
2008	1FBNE31L78DB46969	FORD	VAN	75,769	OP PAR
2009	1FBNE31L49DA87140	FORD	VAN	46,182	OP PAR
2009	1FBNE31L69DA87141	FORD	VAN	11,887	OP PAR
2010	1GB6G2AG3A1104463	CHEVY	Sport Bus / 3500	1,708	OP PAR
2011	2FMGK5BCXBBD29850	FORD	FLEX	13,414	OP PAR
2012	2C4RDGBG9CR366483	DODGE	CARAVAN	15,758	OP PAR
1992	1FBJS31H4NHB15928	FORD	WC VAN	174,457	PARC
1998	1GCHG39R2W1095861	CHEVY	WC VAN	161,522	PARC
1998	1GCHG39R5W1095840	CHEVY	WC VAN	154,832	PARC
1998	1GCHG39ROW1095812	CHEVY	WC VAN	190,446	PARC
1998	2B7LB31Z0WK158318	DODGE	WC VAN	101,548	PARC
1999	2FMZA5IU7XBC46728	FORD	WC VAN	92,531	PARC
1999	2G1WL52M3X9279399	CHEVY	SEDAN	160,750	PARC
2000	1GCHG39ROY1242990	CHEVY	WC VAN	209,185	PARC
2000	1GCHG39RXY1244150	CHEVY	WC VAN	266,304	PARC
2002	1FBSS31L22HA65034	FORD	VAN	181,750	PARC
2002	1FBSS31L42HA65035	FORD	VAN	211,682	PARC
2002	1FBSS31L62HA65036	FORD	VAN	158,162	PARC
2002	1FBSS31L82HA65040	FORD	VAN	159,118	PARC
2002	1FTSS34L42HA78147	FORD	VAN	137,313	PARC
2003	1FBNE31L33HB61745	FORD	VAN	97,652	PARC
2003	1FMRE11W13HB41520	FORD	VAN	91,242	PARC
2003	1FMRE11W33HB41521	FORD	VAN	115,052	PARC
2003	1FMRE11W53HB41522	FORD	VAN	86,416	PARC
2004	1FBNE31L14HA80700	FORD	VAN	97,809	PARC
2004	1FBNE31L34HA80701	FORD	VAN	91,053	PARC
2004	1FBNE31L54HA80702	FORD	VAN	120,253	PARC
2004	1FBNE31L84HA80706	FORD	VAN	131,274	PARC
2004	1FBNE31L94HA80699	FORD	VAN	80,406	PARC
2005	1FBSS31L15HA74795	FORD	VAN	219,528	PARC

2005	1FBSS31L35HA74796	FORD	VAN	132,210	PARC
2005	1FBSS31L65HA74792	FORD	VAN	229,407	PARC
2005	1FBSS31L85HA74793	FORD	VAN	196,403	PARC
2005	1FBSS31LX5HA74794	FORD	VAN	212,853	PARC
2005	2G4WS52J051166517	BUICK	SEDAN	122,745	PARC
2005	2G4WS52J251173453	BUICK	SEDAN	135,193	PARC
2005	2G4WS52J951162238	BUICK	SEDAN	124,337	PARC
2006	1FAFP53U06A177447	FORD	SEDAN	93,357	PARC
2006	1FAFP53U26A177448	FORD	SEDAN	97,034	PARC
2006	1FAFP53U76A177445	FORD	SEDAN	89,600	PARC
2006	1FAFP53U96A177446	FORD	SEDAN	94,782	PARC
2006	1FBSS31L06DB40276	FORD	VAN	165,173	PARC
2006	1FBSS31L26DB40277	FORD	VAN	183,228	PARC
2006	1FBSS31L96DB40275	FORD	VAN	162,062	PARC
2008	3FAHP07108R260039	FORD-Fusion	SEDAN	48,033	PARC
2008	3FAHP07178R260040	FORD-Fusion	SEDAN	36,349	PARC
2009	1FBSS31L89DA87136	FORD	VAN	140,499	PARC
2009	1FBSS31LX9DA87137	FORD	VAN	122,463	PARC
2014	1FBNE3BLXEDA45841	FORD	VAN	13,373	PARC
2003	1GNDM19X33B113985	CHEVY	ASTRO	80,612	PEMHS
2004	2G4WS52J741282277	BUICK	CENTURY	47,857	PEMHS
2005	2G4WS52J51174176	BUICK	CENTURY	28,589	PEMHS
2006	1FTRF12236NA71909	FORD	TRUCK	39,450	PEMHS
2010	1FBNE3BL8AD30815	FORD	E-350	139,053	PEMHS
2010	1FMNE1BW9ADA30814	FORD	E-150	162,279	PEMHS
2012	1FBNE3BL1CDA78577	FORD	E-150	81,853	PEMHS
2012	1FBNE3BL3CDA78578	FORD	E-350	118,837	PEMHS
2012	1FBNE3BL5CDA78579	FORD	E-350	126,194	PEMHS
2008	1FAHP24WX8G185661	FORD	TAURUS	75,177	SUNCOAST CENTER
2010	3FAHPOGA7AR108341	FORD	FUSION	59,391	SUNCOAST CENTER
2010	3FAHPOGA7AR180342	FORD	FUSION	56,116	SUNCOAST CENTER
2010	3FAHPOGA7AR180343	FORD	FUSION	35,725	SUNCOAST CENTER
2011	3FAHPOGA5BR287535	FORD	FUSION	33,932	SUNCOAST CENTER
2000	1FDWE35LXYHB55941	FORD	E-350	68610	SUNRISE COMMUNITY, INC
2003	1FDXE45SX3HB88741	FORD	E-450	53993	SUNRISE COMMUNITY, INC
2009	1GJGG25K491181541	GMC	SAVANAH	108381	SUNRISE COMMUNITY, INC
2011	1FTNS2EWXBOA52613	FORD	E-250	40330	SUNRISE COMMUNITY, INC
2011	1GB6G5BG0B1111260	CHEVY	VOYAGER	22359	SUNRISE COMMUNITY, INC
2012	2C4RDGBG5CR232022	DODGE	CARAVAN	38084	SUNRISE COMMUNITY, INC
2012	1FMNE1BW5CDB31321	FORD	E-250	61060	SUNRISE COMMUNITY, INC

					INC
2014	57WMD1A60EM101310	mv-1	MOBILITY VENTURES	900	SUNRISE COMMUNITY, INC
2000	1FBSS31L0YHB71376	FORD	VAN	162900	THE ARC TAMPA BAY
2000	1FBSS31L2YHB71377	FORD	VAN	205837	THE ARC TAMPA BAY
2001	1FAFP58SX1A227500	FORD	WAGON	141509	THE ARC TAMPA BAY
2002	1FBSS31L92HA65046	FORD	VAN	200749	THE ARC TAMPA BAY
2002	1FTSS34L62HA78148	FORD	MINIBUS	71933	THE ARC TAMPA BAY
2003	1FMRE11W63HB88476	FORD	VAN	90135	THE ARC TAMPA BAY
2004	1FBNE31L14HA46580	FORD	VAN	95310	THE ARC TAMPA BAY
2004	1FBNE31L54HA46579	FORD	VAN	167437	THE ARC TAMPA BAY
2005	1FAFP53U26A196078	FORD	SEDAN	74417	THE ARC TAMPA BAY
2005	1FBNE31L45HA01787	FORD	12 PASS	126719	THE ARC TAMPA BAY
2005	1FDWE35L44HA33988	FORD	10 PASS	129226	THE ARC TAMPA BAY
2005	2G4WS52J151140749	BUICK	CENTURY	112127	THE ARC TAMPA BAY
2006	1FDWE35LX5HB24829	FORD	BUS	123353	THE ARC TAMPA BAY
2006	1FAFP53U16A181278	FORD	SEDAN	56833	THE ARC TAMPA BAY
2006	1FAFP53U36A181279	FORD	SEDAN	69012	THE ARC TAMPA BAY
2006	1GDJG31V261259915	GMC	MINIBUS	109052	THE ARC TAMPA BAY
2007	1FBNE31L57DA04635	FORD	VAN	187248	THE ARC TAMPA BAY
2007	1GBJG31U571245193	GMC	MINIBUS	104164	THE ARC TAMPA BAY
2008	1FMNE11WX8DB36961	FORD E-150	VAN	47116	THE ARC TAMPA BAY
2009	1FBNE31L89DA87139	FORD	VAN	114169	THE ARC TAMPA BAY
2009	1FBSS31L19DA25481	FORD	VAN	91691	THE ARC TAMPA BAY
2009	3FAHP0GA1AR179170	FORD	SEDAN	44202	THE ARC TAMPA BAY
2010	1FBNE3BL1ADA64420	FORD	VAN	68263	THE ARC TAMPA BAY
2010	1FMNE1BW0ADA64415	FORD	VAN	98963	THE ARC TAMPA BAY
2010	1FMNE1BW7ADA64413	FORD	VAN	57878	THE ARC TAMPA BAY
2010	1FMNE1BW9ADA64414	FORD	VAN	63057	THE ARC TAMPA BAY
2010	1GB9G5AG1A1123947	GLAVAL	14 PASS	51309	THE ARC TAMPA BAY
2010	1GB9G5AG5A1124261	GLAVAL	14 PASS	74014	THE ARC TAMPA BAY
2010	1GB9G5AG6A1106643	GLAVAL	14 PASS	58006	THE ARC TAMPA BAY
2010	1GB9G5AG6A1124012	GLAVAL	14 PASS	38663	THE ARC TAMPA BAY
2011	1FBNE3BL0BDA82070	FORD	E-350 VAN	82538	THE ARC TAMPA BAY
2011	1FBNE3BL2BDA82071	FORD	E-350 VAN	39319	THE ARC TAMPA BAY
2011	1FBNE3BL4BDA82072	FORD	E-350 VAN	68922	THE ARC TAMPA BAY
2011	1FBNE3BL6BDA82073	FORD	E-350 VAN	60444	THE ARC TAMPA BAY
2012	1FDXE4FL8BDA97299	FORD	ODYSSEY	40297	THE ARC TAMPA BAY
2012	1FENE2ELOCA79995	FORD	COMM VAN	71857	THE ARC TAMPA BAY
2012	1FBSS3BL3CDB14412	FORD	E-350 VAN	35879	THE ARC TAMPA BAY
2014	2C7WDGCG1ER478251	DODGE	CARAVAN	4429	THE ARC TAMPA BAY
2014	1FTNE2EL5EDB15263	FORD	COMM VAN	1096	THE ARC TAMPA BAY

2008	1FMNE11W48DB43890	FORD	ECONOVAN	27,543	VAN GOGH
2008	3FAHP07Z18R260038	FORD	FUSION	61,197	VAN GOGH
2010	2T1BU4EE0AC233232	TOYOTA	COROLLA	36,353	VAN GOGH
2008	1FBNE31L58DB36960	FORD	ECONOLINE 350	42,987	WESTCARE
2011	1FDFF4FS8BDA86788	FORD	E450	10,629	WESTCARE
2011	1FBNE3BL9BDA60682	FORD	ECONOLINE	84,676	WESTCARE
					WESTCARE
2011	2C4RDGBGXCR325098	DODGE	CARAVAN	68,589	
					WESTCARE
2012	1FBNE3BLICDBO1677	FORD	E-350 VAN	44,740	
					WESTCARE
2014	1GAWGPFA4E1207919	CHEVROLET	EXPRESS	4,143	WESTCARE

APPENDIX B

TRANSPORTATION DISADVANTAGED PROGRAM PROVIDERS

TD Program Primary Providers

Wheelchair Providers

Care-Ride, LLC

Ambulatory Provider

Clearwater Yellow Cab

Sponsored Trip Providers

Lighthouse of Pinellas, Inc.

Neighborly Care Network

PARC

Arc Tampa Bay (formerly UPARC)

Coordinated Agency Providers

Agency for Community Treatment Services (ACTS)

Alpha House of Pinellas County

Boley Centers, Inc.

Garden of Grace Ministries

Girls, Inc.

Goodwill Industries, Inc.

City of Gulfport

Homeless Emergency Project, Inc.

Louise Graham Regeneration Center & R'Club

Operation PAR, Inc.

Personal Enrichment Thru Mental Health Services, Inc.

Suncoast Center, Inc.

Sunrise Community, Inc.

Van Gogh's Palette (Vincent House)

WestCare Gulf Coast Florida, Inc.

APPENDIX C

**Federal Transit Administration (FTA)/Federal Highway Administration (FHWA)
Drug and Alcohol Testing Regulatory Summary**

SUBJECT	FTA	FHWA
DRUG TESTING REGULATION	49 CFR Part 653 12/15/94	49 CFR Part 382 2/15/94 3/13/95
ALCOHOL TESTING REGULATION	49 CFR Part 654 2/15/94 5/10/95 August 2, 1995	49 CFR Part 382 2/15/94 3/13/95 5/10/95
TESTING PROCEDURES TO BE FOLLOWED	49 CFR Part 40 12/1/89 2/15/94 8/19/94 4/19/95	49 CFR Part 40 12/1/89 2/15/94 8/19/94 4/19/95
PURPOSE	49 CFR Part 653 - To require FTA recipients to implement an anti-drug program to deter and detect the use of prohibited drugs by safety-sensitive employees. 49 CFR Part 654 - To establish programs designed to help prevent accidents and injuries resulting from the misuse of alcohol by employees who perform safety-sensitive functions for employers receiving assistance from FTA.	49 CFR Part 382 - To establish programs designed to help prevent accidents and injuries resulting from the misuse of alcohol or use of controlled substances by drivers of commercial motor vehicles.
APPLICABILITY	Recipients of FTA Section 3,9, or 18 funding, or section 103(e)(4) of the 23 USC.	Employers who require employees to have a Commercial Driver=s License required by the FHWA or their respective state.
DRUGS PROHIBITED	Marijuana, cocaine, amphetamines, opiates, and phencyclidine (PCP).	SAME

SUBJECT	FTA	FHWA
PROHIBITED BREATH ALCOHOL CONCENTRATIONS	0.04 BAC is positive; 0.02 to 0.039 BAC must be removed from duty for 8 hours unless re-test is below 0.02.	0.04 BAC is positive; 0.02 to 0.039 BAC must be removed from duty to 24 hours
SAFETY-SENSITIVE EMPLOYEES	<ol style="list-style-type: none"> 1. Operating a revenue service vehicle, in or out of service. 2. CDL holders. 3. Dispatch or controlling movement of a revenue service vehicle. 4. Maintaining a revenue service vehicle or equipment used in revenue service. 5. Security personnel carrying firearms. 	CDL Holders when <ul style="list-style-type: none"> - driving - waiting to be dispatched - inspecting, servicing, or conditioning equipment - being in or on a commercial motor vehicle - loading or unloading a vehicle - securing the vehicle following an accident - repairing, obtaining assistance, or attending a disabled vehicle
TRANSFERENCE TO CONTRACTORS	Transfers to all safety-sensitive contractors that Astand in the shoes@ of the recipient; Section 18 maintenance contractors are excluded.	Each employer is responsible for their own CDL holders.
PRE-EMPTION OF STATE AND LOCAL LAWS	Pre-empts any State or Local law that is inconsistent with, contrary to, or an obstacle to the implementation of the regulation.	SAME
ADDITIONAL EMPLOYER PROVISIONS	Allowed as long as employees are notified that additional provisions are required under the employers= own authority.	SAME

SUBJECT	FTA	FHWA
REQUIREMENT FOR NOTICE	Before performing any test, each employee should be notified that the test is required by these regulations.	SAME
STARTING DATE JANUARY 1, 1995	Recipients operating in an area with a population of 200,000 or more on 3/17/94	Employers with 50 or more CDL holders on 3/17/94
JANUARY 1, 1996	Recipients operating in an area with a population of under 200,000 on 3/17/94	Employers with less than 50 CDL holders on 3/17/94
PROGRAM REQUIREMENTS	<ol style="list-style-type: none"> 1. Policy 2. Education and Training 3. Testing consistent with 49 CFR Part 40 	SAME
POLICY REQUIREMENTS	<ol style="list-style-type: none"> 1. Adopted by governing board. 	-----
	<ol style="list-style-type: none"> 2. Available to all safety-sensitive employees. 	SAME
	<ol style="list-style-type: none"> 3. Must include: <ul style="list-style-type: none"> - identify of employer designated contact 	SAME
	<ul style="list-style-type: none"> - categories of employees subject to regulations 	SAME
	<ul style="list-style-type: none"> - period of coverage for alcohol testing 	SAME - adds period of coverage for drug testing
	<ul style="list-style-type: none"> - prohibited behavior 	SAME
	<ul style="list-style-type: none"> - circumstances for testing 	SAME
	<ul style="list-style-type: none"> - testing procedures 	SAME
	<ul style="list-style-type: none"> - requirement to submit to testing 	SAME

SUBJECT	FTA	FHWA
	- definition of test refusals	SAME
	- consequences for a positive test result, refusal, or for a BAC of 0.02 or greater but less than 0.04	SAME
	- information concerning the effects of alcohol and ways to get help	SAME - adds information on controlled substances
POLICY DISSEMINATION	Written notice of regulatory requirement on policies and procedures to all safety-sensitive employees and to employee representatives.	SAME
	-----	Required certificate of receipt from employees.
EDUCATION AND TRAINING	1. Display and distribute information and materials and hot-line number.	-----
	2. Safety-sensitive employees receive at least 60 minutes of training on the consequences of prohibited drug use.	----
	3. Supervisors receive 60 minutes of training on the signs and symptoms of prohibited drug use and an additional 60 minutes on the signs and symptoms of alcohol misuse.	SAME
	Following positive test or refusal: 1. Removed from safety-sensitive duties;	SAME

SUBJECT	FTA	FHWA
	2. Notified of resources available for help; 3. Referral to SAP; 4. Negative return-to-duty test before performing safety-sensitive job function; 5. Complete SAP recommended course of treatment; 6. Required follow-up testing.	
TESTING CATEGORIES	Pre-employment, reasonable suspicion, post-accident, random, return-to-duty, follow-up.	SAME
PRE-EMPLOYMENT	Test before hire for drugs; No pre-employment alcohol testing.	Test before conduct safety-sensitive job function for controlled substances; no pre-employment alcohol test.
	Test transfers into safety-sensitive positions for drugs.	SAME
	No waivers for drug testing.	Drug testing can be waived if driver has participated in a DOT drug test in previous 30 days and was tested in the previous 6 months or participated in a random program for previous 12 months and no violation of rules within previous 6 months. Employer must have significant documentation of employees previous program participation, testing results, and rule violations.

SUBJECT	FTA	FHWA
REASONABLE SUSPICION TESTING	When a supervisor trained in signs and symptoms has made specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of employee.	SAME
	Alcohol testing only when observations and referral are made during, just preceding, or just after the performance of safety-sensitive job duties.	SAME
		A written record of the observations must be prepared and signed by the supervisor within 24 hours of the observed behavior or before the test results are known.
POST-ACCIDENT TESTING	Fatality - Test each surviving, safety-sensitive employee operating the vehicle at the time and any other covered employee that could have contributed to the accident.	Fatality - Test each surviving driver performing a safety-sensitive function at the time of the accident.
	Non-Fatality - If anyone is immediately transported to a medical treatment facility and the transit employee receives a citation for a moving traffic violation or If one or more vehicles receives disabling damage and the transit employee receives a citation for a moving traffic violation.	SAME

SUBJECT	FTA	FHWA
	Alcohol test should be performed within two hours following the accident, but no more than 8.	SAME
	Drug tests shall be performed within 32 hours.	SAME
	Employees must remain readily available for test following an accident.	SAME
	-----	Employer must provide drivers with post-accident information, procedures and instructions.
	-----	Drug or alcohol test performed by Federal, State, or local officials will meet the requirements.
RANDOM TESTING	Scientific method of Random Selection; unannounced, spread throughout the year.@ Each employee has an equal chance of being selected;	SAME
	Minimum annual percentage rate of 50% of total number of employees subject to testing for drugs; 25% for alcohol; rates could change in future.	SAME: Could change in future to be different than FTA.
	Alcohol testing only during, just preceding, or immediately following performing a safety-sensitive function.	SAME
	Employee must proceed to testing immediately following notification.	SAME

SUBJECT	FTA	FHWA
	Consortium members will meet testing rate requirements if consortium meets minimum annual testing rate.	SAME
	If employee is subject is more than one DOT agency, the employee must meet the requirements of the DOT agency regulating 50% or more of the drivers function.	SAME
RETURN-TO-DUTY TESTING	Before returning to work each employee who tested positive or refused a test must be evaluated by a substance abuse professional, participate in a rehabilitation program, take a return-to-duty test with negative results, and receive SAP recommendation that the employee can return to duty.	SAME
FOLLOW-UP TESTING	Unannounced testing for one to five years with a minimum of six tests the first year.	SAME
	Test only during the performance of safety-sensitive duties, just before, or just after.	SAME
SUBSTANCE ABUSE PROFESSIONAL	SAP determines extent of need and recommends a course of action, determines when treatment is completed, determines frequency and duration of follow-up testing.	SAME
RETENTION OF RECORDS	Records maintained in a secure location with controlled access, separate from personnel records.	SAME

SUBJECT	FTA	FHWA
	Five Years - records of verified positive drug tests, refusals, SAP referrals and annual MIS reports, non-negative alcohol test results, calibration documentation.	SAME
	Two Years - records related to the collection process and employee training.	SAME
	One Year - negative test results and canceled test results.	SAME
REPORTING OF RESULTS IN A MANAGEMENT INFORMATION SYSTEM	Annual report to FTA by March covering preceding calendar year.	Must complete annual report by March 15 covering preceding calendar year, employers only required to submit report if FHWA selects (using random process) and notifies by January.
	Recipients responsible for accuracy and timeliness of report.	SAME
	Must use FTA forms.	Must use FHWA forms
	EZ form if only negative test results.	SAME
ACCESS TO FACILITIES AND RECORDS	No employer shall release information unless a written request is signed by employee, DOT Agency, NTSB accident investigation, subsequent employers if employee signs release, and decision-maker in a preceding initiated by employee.	SAME

SUBJECT	FTA	FHWA
RELEASE OF INFORMATION BY PREVIOUS EMPLOYER	-----	Employer shall obtain information from previous employer with written consent of employee - positive test results and refusals for prior two-year period.
	-----	Information must be obtained no later than 14 days after first performance of safety-sensitive duty.
	-----	Employers written release to previous employers.
RELEASE OF INFORMATION BY PREVIOUS EMPLOYER, CONTINUED	-----	Employee with record of positive test results or refusals may not perform safety-sensitive functions unless completed return-to-duty requirement.
COMPLIANCE PENALTIES	FTA funding will be suspended if recipient fails to establish and implement drug and alcohol testing program.	Employer fines and penalties as set forth in 49 USC Part 521(b).
	Recipient subject to criminal penalties for false certification or misrepresentation.	Employer fines and penalties as set forth in 49 USC Part 521(b).
	States are responsible for compliance of systems they administer (i.e., Section 18)	-----
REQUIREMENT TO CERTIFY COMPLIANCE	Recipients must certify compliance annually; certification must be signed by governing board.	-----

SUBJECT	FTA	FHWA
PROHIBITED BEHAVIOR	Report for duty or remaining on duty requiring performance of safety-sensitive job functions with BAC of 0.04 or greater.	SAME
	No consumption of alcohol on duty while performing a safety-sensitive duty.	SAME
	No consumption of alcohol 4 hours prior to performance of safety-sensitive job duties.	SAME
	No consumption of alcohol while on call	-----
	No consumption for 8 hours following an accident unless test has already been performed.	SAME
	-----	No employees shall be on duty or operate a commercial motor vehicle while possessing alcohol.
	Safety-sensitive employees who use drugs illegally are prohibited from reporting for duty, remaining on duty, or performing any safety-sensitive function.	SAME
	-----	Prescription use only when physician advises will not affect ability to perform safety-sensitive job functions. Employer may require employee to notify employee of therapeutic drug use.

SUBJECT	FTA	FHWA
TEST REFUSAL	No employee shall be allowed to perform a safety-sensitive job function following a test refusal.	SAME
CONSEQUENCES	Positive test result or test refusal removal from safety-sensitive job function.	Positive test result or test refusal - driver is prohibited from reporting for duty, remaining on duty, and/or performing a safety-sensitive function.
	Alcohol test results between 0.02 and 0.039 must be removed from duty for 8 hours or until test result is less than 0.02.	Alcohol test result between 0.02 and 0.039 must be removed from safety-sensitive duty for 24 hours.

APPENDIX D

NO-SHOW POLICY AND PROCEDURES
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

NO SHOW POLICY

To provide timely service and accommodate as many passengers as possible, passengers and trip providers must make every effort to be at their scheduled pick-up location on-time, or cancel at least two hours in advance. This is also why drivers are not permitted to wait for a passenger more than five minutes after their on-time arrival.

No Shows typically occur when a driver arrives on-time at the scheduled pick-up location but the passenger does not board the vehicle within five minutes and did not cancel the trip at least two hours in advance. To be a No Show, it must have been within the passenger's ability to be on-time or to cancel in time.

No Shows will be determined on a case-by-case basis. If it meets the No Show definition above, the passenger will be notified and have the opportunity to provide additional information in the event a passenger believes the No Show is in error. Every effort is made to consider special circumstances or events beyond the control of the passenger.

SUSPENSIONS FOR REPEATED NO SHOWS

Once three or more No Shows have occurred in a three month period, PSTA door-to-door passengers will be issued a Warning, Pre-Suspension, or Two-Week Suspension Letter, depending upon the No Show rate over that three month period.

RESOLVING DISPUTES

Every attempt will be made to informally resolve disagreements concerning specific No Shows by encouraging passengers to discuss with PSTA any details of a No Show occurrence, which may be in dispute. Any suspension of service for repeated No Shows will include the opportunity for the passenger to submit a written appeal, which must describe how the No Show occurrences, which resulted in the suspension, were outside the control of the passenger.

APPENDIX E

**Pinellas County
Transportation Disadvantaged Program**

On-Time Performance Standards

INTRODUCTION

The following on-time pick-up and return performance standards shall apply to all trips provided through the Pinellas County Transportation Disadvantaged program. These standards are developed under the authority of PSTA acting as the designated Community Transportation Coordinator, under the guidance of the Pinellas County Local Coordinating Board. These standards are intended to ensure that all Transportation Disadvantaged Program customers receive quality service. It shall be the policy of the Community Transportation Coordinator that all phases of transportation services, including pickups and returns, shall be completed in a timely manner. Specifics of this policy are outlined below.

ON-TIME PERFORMANCE STANDARDS

On-time: Vehicles may arrive up to 30 minutes after 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. Vehicles may arrive at the drop-off destination up to 30 minutes prior to the scheduled arrival time.

Returns: Requirement for scheduled pick-ups is the same as departing trip from home as described in previous section. Additionally, if a client is returning from an appointment that will not be finished by the scheduled return trip pick-up time, the client must call the provider at least one hour prior to the scheduled pick-up time to avoid a no show and to convert the pick-up to a will call. A will call means that the client will call the provider again when their appointment is finished. For a will call, the provider will let the client know what 30 minute period of time (within the next two hours) the client needs to be waiting at the building entrance for the return trip. Providers should make all efforts to see that return trips are provided as soon as possible to minimize client waiting time.

Total Riding Time: For those trips with a total distance of less than 11 miles, the travel time from pick-up to destination during normal driving conditions will not exceed one hour.

ON TIME PERFORMANCE EVALUATION

The Community Transportation Coordinator will continuously monitor provider on-time performance through client surveys and database information. Other agencies purchasing transportation through the Community Transportation Coordinator may forward any information they may collect for consideration by the Community Transportation Coordinator. Problem areas indicated by any of the above collected information shall warrant corrective action as necessary by the Local Coordinating Board and the Community Transportation Coordinator. Compliance with these standards at or above 95% of the time shall be considered satisfactory.

APPENDIX F

**VEHICLE INSPECTION, SAFETY, & INSURANCE
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM**

COMPLIANCE REVIEW FOR CONTRACT YEAR _____

Provider: _____
For-Profit _____ **Non-Profit** _____

SAFETY

System Safety Program Plan (SSPP): Implementation: Yes _____ No _____

Proof of Driver's Qualifications (Commercial Driver's License CDL):

Yes _____ Over 15 Passengers No _____ Not Over 15 Passengers

AUTO INSURANCE

Proof of Required Minimum Liability Ins (\$100,000/person & \$200,000/incident):

Yes _____ Expiration Date: _____ No: _____

SCHEDULING & ASSIGNMENT – FIELD CHECK (Private Providers)

Driver's Name: _____

Driver I.D. Badge: Yes _____ No _____

Driver's Appearance: _____

Pick-up/Drop-off Time: Scheduled: _____ Actual _____

Client's Name: _____

Client's Pick-up/Drop-off Address Correct? Yes: _____ No: _____

If wheelchair pickup, was lift used properly? N/A _____ Yes _____ No _____

Was wheelchair secured properly? N/A _____ Yes _____ No _____

VEHICLE INSPECTION

C.T.S. Decal: Yes _____ No _____

Fire Extinguisher: Yes _____ No _____

First Aid Kit: Yes _____ No _____

2-Way Communications Yes _____ No _____

Vehicle Condition: Good _____ Fair _____ Poor _____

Working A/C & Heat: Yes _____ No _____

Vehicle License Plate No: _____

NOTES AND COMMENTS:

Signature

Title

Date

PSTA staff will conduct on-site spot checks to confirm that the System Safety Program Plans of individual operators have been implemented.

DRIVER'S FILE INSPECTION
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM
COMPLIANCE REVIEW FOR CONTRACT YEAR _____

Provider: _____
For-Profit _____ **Non-Profit** _____

DRIVER'S FILE

Driver's Name: _____

Copy of Driver's License _____ Checklists of Requirements/Contents of File _____

OTHER: _____

CERTIFICATES: First Aid _____ CPR _____ Sensitivity Training _____

OTHER: _____

TESTING: Drug/Alcohol _____ Instructional & Procedural Training & Testing _____ Medical Exam _____

OTHER: _____

BACKGROUND CHECK: DMV/MVR _____ Fingerprints _____ FDLE _____

OTHER: _____

DRIVER'S FILE

Driver's Name: _____

Copy of Driver's License _____ Checklists of Requirements/Contents of File _____

OTHER: _____

CERTIFICATES: First Aid _____ CPR _____ Sensitivity Training _____

OTHER: _____

TESTING: Drug/Alcohol _____ Instructional & Procedural Training & Testing _____ Medical Exam _____

OTHER: _____

BACKGROUND CHECK: DMV/MVR _____ Fingerprints _____ FDLE _____

OTHER: _____

NOTES AND COMMENTS:

Signature

Title

Date

APPENDIX G

TRIP PRIORITIZATION SCHEDULE FOR NON-SPONSORED TRIPS
TRIP TYPES SERVED, IN ORDER OF PRIORITY**

MEDICAL: Non-emergency trips to a medical facility; including physicians, dentists, hospitals, dialysis centers, and health departments, mental health clinics, health support groups, optometrists, hearing aid clinics, pharmacies, and other medically-related destinations.

SUSTENANCE (A): Trips to grocery stores, food stamp/HRS offices, nutritional dining sites, and other destinations related to the immediate sustenance of an individual.

SUSTENANCE (B): Trips to Social Security offices, banks, telephone companies, electric companies, and other sustenance destinations not covered under (A) above.

EMPLOYMENT: Trips to and from any type of paid employment. This does not include volunteer work or school.

EDUCATION RELATED TO EMPLOYMENT: Trips to and from any type of educational or training program required to maintain employment including, but not limited to: college level instruction; vocational training programs; technical and other professional schools, both public and private.

EDUCATION NOT REQUIRED TO MAINTAIN EMPLOYMENT*: Trips to and from any educational destination not related to employment, such as primary and secondary schools and "leisure" classes, to: college level instruction; vocational training programs; technical and other professional schools, both public and private.

OTHER*: All trips not covered under the above categories, such as recreational outings and volunteer sites with the exception of trips provided through the Special Trips Fund.

*Due to funding constraints, these trip types are not currently served by the system. Other trip types served based on funding availability and priority.

** Door-to-door trips will be provided according to the trip priority order listed above. For those TD Program clients who are able to access and utilize fixed route transit, bus passes will be provided as follows. 10-day bus passes will be the standard bus pass issued for clients who have any number of the above funded trip types. 31-day bus passes will be provided only for those clients who either work full-time (defined as 30 or more hours per week) or who have 10 or more medical trips for a calendar month.

APPENDIX H

PINELLAS COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

GRIEVANCE COMMITTEE
POLICIES AND PROCEDURES

Originally Adopted: July 16, 1991
Last Adopted: May 17, 2016

SECTION 1: CREATION OF A BOARD

There is hereby created and established a **PINELLAS COUNTY TRANSPORTATION DISADVANTAGED GRIEVANCE COMMITTEE**, hereinafter referred to as Grievance Committee, a Committee of the Local Coordinating Board, established pursuant to Chapter 427, Florida Statutes and Rule 41-2, and the Memorandum of Agreement between PSTA and the Transportation Disadvantaged Commission.

SECTION 2: DEFINITIONS

As used in these Policies and Procedures, the following terms shall have the meanings as shown below:

- A. Community Transportation Coordinator (hereinafter referred to as the CTC): Responsible for organizing countywide transportation for the transportation disadvantaged.
- B. Local Coordinating Board (hereinafter referred to as Coordinating Board): Appointed by the MPO, provides direction to the Local Coordinator.
- C. Sponsoring Agency: Those agencies contracting with the CTC to provide services to their own transportation disadvantaged clients.
- D. Agency Program Manager: The individual responsible for operating the transportation program at a given service agency/company.
- E. TD Transportation Provider (herein referred to as Provider): The entity providing transportation services for the transportation disadvantaged (may or may not be associated with the funding agency).
- F. Transportation Disadvantaged Client (herein referred to as TD Customer): Those individuals who because of physical or mental disability, income status, age, or other reasons are unable to purchase transportation and are therefore dependent upon others to obtain access to health care, sustenance, employment, education, shopping, social activities and other life-sustaining activities.

SECTION 3: OBJECTIVES

The objective of the Grievance Committee is to provide all parties with an impartial body to hear complaints and settle disputes concerning transportation disadvantaged services. The Grievance Committee shall take on the role of mediator.

SECTION 4: MEMBERSHIP

- A. Members of the Grievance Committee shall be appointed by the Chairman of the Local Coordinating Board and voted upon by the Local Coordinating Board Members (if possible).
- B. At a minimum, the Grievance Committee should be composed of:
 - One (1) representative of a Sponsoring Agency
 - One (1) representative of TD Customers
 - Two (2) representatives of the Local Coordinating Board, members-at-large
 - One (1) representative of a Provider.
- C. The MPO, acting as the Designated Planning Agency (DoPA) shall be staff to the Grievance Committee and shall serve as an advisory member.

SECTION 5: TERMS OF MEMBERS

- A. The members of the Grievance Committee shall serve as long as the Chairman and members of the Local Coordinating Board deem fit.
- B. The Grievance Committee shall elect a chairperson to oversee meetings and report back to the Local Coordinating Board meetings as necessary.

SECTION 6: GRIEVANCE PROCEDURES

Complaints and/or disputes concerning transportation services may be heard by the Grievance Committee in accordance with the following procedure:

- A. Customers, Sponsoring Agencies, and/or Providers shall contact the Agency Program Manager in writing in an attempt to resolve complaints.
- B. If this effort is not successful, the complainant(s) should contact the MPO, who will work with the Agency Program Manager and complainant(s) to find a common ground in which to negotiate a resolution.
- C. If this effort is not successful, the complainant(s) can contact the Commission for the Transportation Disadvantaged TD helpline, (800) 983-2435, for assistance.
- D. As a last resort, an issue should go to the Grievance Committee. When necessary, a Grievance Form can be secured from the MPO. (Attachment A)
- E. Upon receipt of a properly completed Grievance Form, the MPO will contact the Chairman of the Local Coordinating Board. Grievance Committee members will be appointed and

set a meeting date within three (3) weeks of receiving the form.

- F. The complainant(s) and all parties involved shall be contacted once the meeting time, date and location are set.
- G. The Agency Program Manager will publicly post an announcement of the meeting where their TD customers can read it.

SECTION 7: POWERS AND DUTIES OF THE GRIEVANCE COMMITTEE

- A. The Grievance Committee shall have the opportunity to review the filed Grievance Form prior to the meeting date.
- B. Grievance Committee meetings shall be open to all parties involved in complaint and/or dispute concerning transportation disadvantaged services.
- C. The Grievance Committee will make an advisory decision about the grievance before the meeting adjourns.
- D. All parties will have two (2) weeks in which to enact the committee's decision.
- E. It will be the complainant's responsibility to report back to the MPO within two (2) weeks as to steps taken and resolution achieved.
- F. Minutes shall be kept of each meeting and filed with the MPO quarterly.

SECTION 8: MODIFICATION OF PROCEDURES

A copy of this procedure will be made available on a general basis to those providers and agencies involved with meeting the needs of the transportation disadvantaged population of Pinellas County.

GRIEVANCE FORM

Return to:
Transportation Disadvantaged Program Local Coordinating Board
C/o Pinellas County Metropolitan Planning Organization
310 Court Street
Clearwater, FL 33756

Name of Complainant: _____ Date of Birth: _____
Address: _____
Telephone: _____
Date and time of incident: _____

I. Attach description of incident & steps taken to resolve complaint:

Complainant's Signature: _____ Date: : _____

II. Attach comments by Agency Program Manager:

Signature: _____

III. Attach comments by CTC if not same as Agency Program Manager:

Signature: _____

THIS SECTION TO BE COMPLETED BY MPO ONLY

I. Date report received by MPO: _____

II. Action requested of Grievance Committee:

III. Time, date and location of Grievance Committee meeting:

IV. Action taken by Grievance Committee:

V. Complainant's Report to CTC (within 2 weeks):

APPENDIX I

Inventory of Transportation Service Providers

Non-Profit Providers

Agency for Community Treatment Services (ACTS)

4612 N 56th St. Tampa, FL 33610

(813) 201-3400

Seasonal Resident Service? No

Geographical Region: Pinellas, Hillsborough, Polk and Manatee Counties

Days/Times of Transportation Service: N/A

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? Yes, unless court or state agency ordered

Monthly Income Level: Usually for persons who lost SSI benefits

Type of Transportation:

Ambulatory

Individual

Group

Eligibility

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Alpha House of Pinellas County

701 5th Av. N. St. Petersburg, FL 33701

(813) 822-8190

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: N/A

Cost: free

Advance Notice: 48 hours

Application Required? Yes, must be registered with agency

Other Restrictions: pregnant women or women with young children

Type of Transportation:

Ambulatory

Individual

Type of Trips

Medical

Job Related Education

Education

Other Life Sustaining

Arc Tampa Bay

1501 N. Belcher Road, Suite 249 Clearwater, FL 33765

(727) 799-3330

Seasonal Resident Service? Yes

Geographical Region: Upper Pinellas County

Days/Times of Transportation Service: Monday-Friday/5am-5pm

Cost: \$2.50/each way

Advance Notice: 1 hour

Application Required? No but must be a client of agency

Eligibility: Disability

Other Restrictions: for developmentally disabled individuals participating with UARC

Type of Transportation:

Wheelchair

Ambulatory

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Boley Center, Inc.

445 31st Street N. St. Petersburg, FL 33713

(727) 821-4819

Seasonal Resident Service? No

Geographical Region: Pinellas, Pasco, and Hillsborough Counties

Days/Times of Transportation Service: Monday-Friday/7am-4pm

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must be registered with agency

Other Restrictions: various programs offered with different requirements

Type of Transportation:

Wheelchair

Ambulatory

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

CareerSource Pinellas

13805 58th Street N., Suite 2-450, Clearwater, FL 33760

(727) 524-4344

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/8am-5pm

Cost: No fee

Advance Notice: None

Application Required? Yes

Eligibility: Income below Federal poverty level

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Employment

Job Related Education

City of Gulfport - G.E.M.S. Bus Service

2401 53rd Street South Gulfport, FL 33707

(727) 893-2242

Seasonal Resident Service? Yes

Geographical Region: City of Gulfport - No service north of 38th Ave. or south of 22nd Ave S.

Days/Times of Transportation Service: Monday - Friday 8 a.m. - 4 p.m.

Cost: \$6 per round trip OR \$120/year; 2 pmts of \$80 for 1st 6 months & \$40 for 2nd 6 months

Advance Notice: Yes; Call M-F 8 am to 1 pm

Application Required? Yes

Eligibility: Age 55 or older OR disabled

Type of Transportation:

Wheelchair

Ambulatory

Individual

Type of Trips:

Medical

Pharmacy

Grocery

Other Life Sustaining

Demand Response ADA- PSTA

3201 Scherer Drive, St. Petersburg, FL 33716

(727) 540-1800

Seasonal Resident Service? Yes

Geographical Region: Geographical Region: Pinellas

Days/Times of Transportation Service: Demand response service provided only during regular bus service times/days.

Cost: \$4.00 per ride

Advance Notice: You can call up to a month before scheduled trip, but no later than 5 p.m. on the day before trip needed; 24 hours preferred

Application Required? Yes

Eligibility: Disability/ADA

Type of Transportation

Ambulatory

Wheelchair

Individual

Type of Trips

All

Garden of Grace Ministries

2905 Gulf to Bay Blvd., Clearwater, FL 33759

(727) 248-0884 / (813) 654-2656

Seasonal Resident Service? Yes

Geographical Region: Pinellas, Pasco, and Hillsborough Counties

Days/Times of Transportation Service: 8am – 6pm.

Cost: Advance Notice: none

Application Required? No

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Goodwill Industries, Inc.

10596 Gandy Blvd. St. Petersburg, FL 33733

(727) 638-1949

Seasonal Resident Service? Yes

Geographical Region: Pinellas, Pasco, and Hillsborough Counties

Days/Times of Transportation Service: Monday-Sunday 4am-10pm

Cost: \$9.44/per trip - home to work program

Advance Notice: none

Application Required? Must be registered into an employment program

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Employment

Job Related Education

Homeless Emergency Project, Inc. (HEP)

1120 North Betty Lane

Clearwater, FL 33755

(727) 631-5158

Seasonal Resident Service? No.

Geographical Region: Clearwater, St. Petersburg, Tampa, Pinellas & Hillsborough Counties.

Days/Times of Transportation Service: Monday thru Friday (8:30 – 5:00 PM).

Cost: None

Advance Notice: Yes.

Application Required? No, but have to be a registered client.

Type of Transportation:

Wheelchair No.

Ambulatory Yes.

Type of Trips:

Medical Yes.

Pharmacy Yes.

Grocery Yes.

Lighthouse of Pinellas Inc.

6925 112th Circle North, Suite 103 Largo, FL 33733

(727) 544-4433

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/9am-3pm; Saturday as needed

Cost: \$3.00/each way

Advance Notice: 24 hours

Application Required? Yes, must be registered with agency

Eligibility: Income limits; Disability.

Monthly Income Level: For TD trips only 150% of federal poverty level

Other Restrictions: for blind and visually impaired people - transportation for certain education programs

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Job Related Education

Education

Louise Graham Regeneration Center

2301 third Av. S. St. Petersburg, FL 33712

(727) 327-9444

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/8am-5pm

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? Yes, must be registered with agency

Eligibility: Disability

Other Restrictions: for developmentally disabled individuals in Pinellas County

Type of Transportation:

Ambulatory

Group

Type of Trips

Employment

Job Related Education

Other Life Sustaining

Social/Recreational

Neighborly Care Network

13790-C 49th Street North Clearwater, FL 33762

(727) 571-4384

Seasonal Resident Service? Only in special circumstances

Geographical Region: Pinellas County for most trips/10 mile radius for medical

Days/Times of Transportation Service: Pickup Monday - Friday 9am-2pm; other days can be arranged-service fee basis

Cost: None for most services; \$3 one-way for TD Program services

Advance Notice: 7 days

Application Required? Yes

Eligibility: Income limits; can't be a Medicaid recipient; Age 60 or older

Other Restrictions: No transportation available to family & friends.

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Operation PAR, Inc.

6655 66th Street N. Pinellas Park, FL 33781

(727) 545-7564

Seasonal Resident Service? Yes

Geographical Region: Pinellas and Pasco Counties

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must registered with agency

Eligibility: disability

Other Restrictions: for substance abusers

Type of Transportation:

Wheelchair

Ambulatory

Group

Type of Trips:

Medical

Employment

Job Related Education

Education

Personal Enrichment Thru Mental Health Services, Inc.

11254 58th Street N. Pinellas Park, FL 33782

(727) 545-6477

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must registered with agency

Eligibility: Disability

Type of Transportation:

Ambulatory

Group

Type of Trips:

Medical

Employment

PARC

3190 Tyrone Blvd. N. St. Petersburg, FL 33710

(727) 345-9111

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/5am-5pm

Cost: \$4.92/each way

Advance Notice: 24 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Other Restrictions: for developmentally disabled individuals in Pinellas County

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Pinellas Suncoast Transit Authority (PSTA)

3201 Scherer Drive St. Petersburg, FL 33716

(727) 540-1900

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: See bus schedules for specific route days/times.

Cost: REGULAR FARE: \$2.00, \$4.50 daily unlimited GO card, \$65 31-day GO card

REDUCED FARE: \$1.00, \$2.25 daily GO card, \$35.00 for 31 day GO card.

Advance Notice: None

Application Required? None for regular fare, ID required for Reduced Fare

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

All

Suncoast Center Inc.

4024 Central Av. P.O. Box 10970 St. Petersburg, FL 33733

(727) 327-7656

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Type of Transportation:

Ambulatory

Group

Type of Trips:

Medical

Employment

Sunrise Community, Inc.

1101 102 Avenue North, St. Petersburg, FL 33716

(727) 576-0492

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: N/A

Advance Notice: N/A

Application Required? No but must be a client of agency

Eligibility: Disability

Type of Transportation:

Ambulatory

Non-Ambulatory

Group

Type of Trips:

Medical

Adult Day Training

Community Participation (Shopping, Concerts, Shows, Etc.)

Family Visitations

Vincent House

4801 78th Av. N. Pinellas Park, FL 33781

(727) 541-0321

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: None

Advance Notice: 48 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Other Restrictions: for mentally ill patients participating with this agency

Type of Transportation:

Individual

Ambulatory

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

WestCare Gulf Coast Florida

9700 Dr Martin Luther King Jr. St, St. Petersburg, FL 33702

(727) 579-9016

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 24 hours/day, 7 days/week

Cost: No fee

Advance Notice: None

Application Required? No but must be a client of agency

Eligibility: Income below Federal poverty level

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Private Providers (Pay for Service)

Care Ride, LLC. Wheelchair Transportation Service
4625 East Bay Dr, Suite 105/107, Clearwater, FL 33764
(727) 866-1193

Seasonal Resident Service? Yes

Geographical Region: All of Florida but originating in Pinellas

Days/Times of Transportation Service: 7 days/wk; 5am - 8pm Other times if trip is prescheduled.

Cost: \$19.95 plus \$2.85/mile plus \$3.00 gas surcharge

Advance Notice: 1 hour

Type of Transportation:

Ambulatory

Individual

Group (Max #)(Max 4 w/c & 2 ambulatory)

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

Group Dining

Clearwater Yellow Cab
16991 US 19 Hwy, Clearwater, FL 33764

(727) 821-7777 (St. Pete)

(727) 799-2222 (Clearwater)

Seasonal Resident Service? Yes

Geographical Region: All Pinellas

Days/Times of Transportation Service: 24 hours/7 days a week

Cost: \$2.25 drop, \$2.00 per mile, \$1.00 gas surcharge

Advance Notice: As soon as possible.

Type of Transportation:

Ambulatory

Individual

Group (Max #)(Max 15 in van & 25 on bus with notice)

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

Group Dining

APPENDIX J

Preliminary Information Worksheet

Version 1.4

CTC Name:	Pinellas Suncoast Transit Authority (PSTA)
County (Service Area):	Pinellas County
Contact Person:	Ross Silvers
Phone #	727 540-1844

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)
County: Pinellas County

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

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 1,550,043	\$ 1,550,043	\$ 1,550,043	0.0%	0.0%	Farebox includes four operator agencies and TD Door-to-Door, and ADA Complementary Paratransit fares. TD bus pass co-pays increased on November 1, 2015 from \$8.25 to \$11 for a 31-day pass, accounting for increases.
Medicaid Co-Pay Received						
Donations/ Contributions	\$ 41,579	\$ 41,579	\$ 41,579	0.0%	0.0%	
In-Kind, Contributed Services	\$ 80,885	\$ 80,885	\$ 80,885	0.0%	0.0%	
Other						
Bus Pass Program Revenue	\$ 471,690	\$ 685,524	\$ 752,400	45.3%	9.8%	
Local Government						
District School Board						Other Cash is from PSTA's Ad Valorem Property Tax Revenues used to pay the salary and fringe benefits of PSTA staff working on the TD program, with salary and fringe increases annually. Increases in ADA Complementary Paratransit are due to annual cost per trip increases.
Compl. ADA Services	\$ 4,700,000	\$ 5,100,000	\$ 5,600,000	8.5%	9.8%	
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 70,000	\$ 76,000	\$ 383,000	8.6%	403.9%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 775,000	\$ 775,000	\$ 775,000	0.0%	0.0%	Trip and Equipment Grant increased in 2016-17.Mobility Enhancement Grant of \$500,000 applied for K135
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)			\$ 500,000			
Bus Pass Program Revenue	\$ 1,534,676	\$ 1,534,676	\$ 2,086,554	0.0%	36.0%	
USDOT & FDOT						
49 USC 5307						Mobility Management (80-10-10)
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 614,194	\$ 614,194	\$ 614,194	0.0%	0.0%	
Bus Pass Program Revenue						
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services	\$ 26,346	\$ 26,346	\$ 26,346	0.0%	0.0%	
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	\$ 638,597	\$ 638,597	\$ 638,597	0.0%	0.0%	ICF
Community Care for Elderly	\$ 46,110	\$ 46,110	\$ 46,110	0.0%	0.0%	
Other DOEA (specify in explanation)	\$ 145,697	\$ 145,697	\$ 145,697	0.0%	0.0%	
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						
APD						
Office of Disability Determination						Med Waiver for PARC & Arc TB
Developmental Services	\$ 546,591	\$ 546,591	\$ 546,591	0.0%	0.0%	
Other APD (specify in explanation)	\$ 405,197	\$ 405,197	\$ 405,197	0.0%	0.0%	
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
XXXX						
XXXX						
XXXX						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
		None	None			
Total Revenues =	\$11,646,605	\$12,266,439	\$14,192,193	5.3%	15.7%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)							
Operating Expenditures							
Labor	\$ 4,052,251	\$ 4,052,251	\$ 4,052,251	0.0%	0.0%		
Fringe Benefits	\$ 828,310	\$ 828,310	\$ 828,310	0.0%	0.0%		
Services	\$ 229,704	\$ 229,704	\$ 229,704	0.0%	0.0%		
Materials and Supplies	\$ 315,243	\$ 628,527	\$ 70,229	99.4%	-88.8%		
Utilities	\$ 36,052	\$ 36,052	\$ 36,052	0.0%	0.0%		
Casualty and Liability	\$ 818,508	\$ 818,508	\$ 818,508	0.0%	0.0%		
Taxes	\$ 32,639	\$ 32,639	\$ 32,639	0.0%	0.0%		
Purchased Transportation:							
Purchased Bus Pass Expenses	\$ 2,006,366	\$ 2,220,200	\$ 2,838,954	10.7%	27.9%		
School Bus Utilization Expenses							
Contracted Transportation Services	\$ 3,248,779	\$ 3,339,363	\$ 4,404,661	2.8%	31.9%		
Other							
Miscellaneous							
Operating Debt Service - Principal & Interest							
Leases and Rentals							
Contrib. to Capital Equip. Replacement Fund							
In-Kind, Contributed Services	\$ 80,885	\$ 80,885	\$ 80,885	0.0%	0.0%		
Allocated Indirect							
Capital Expenditures							
Equip. Purchases with Grant Funds							
Equip. Purchases with Local Revenue							
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
ACTUAL YEAR LOSS	(\$2,132)		(\$900,000)				
Total Expenditures =	\$11,648,737	\$12,266,439	\$13,392,193	5.3%	9.2%		
See NOTES Below.			Error: Budgeted Revenues Must Equal Expenditures				

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)

County: Pinellas County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2016
	to
	June 30th of
	2017
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 1,550,043
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ 41,579
In-Kind, Contributed Services	\$ 80,885
Other	\$ -
Bus Pass Program Revenue	\$ 752,400

Local Government

District School Board	\$ -
Compl. ADA Services	\$ 5,600,000
County Cash	\$ -
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 383,000
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 775,000
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ 500,000
Bus Pass Program Revenue	\$ 2,086,554

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 614,194
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcoh. Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ 26,346
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ 638,597
Community Care for Elderly	\$ 46,110
Other DOEA	\$ 145,697
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

APD

Office of Disability Determination	\$ -
Developmental Services	\$ 546,591
Other APD	\$ 405,197
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

Other Fed or State

xxx	\$ -
xxx	\$ -
xxx	\$ -
Bus Pass Program Revenue	\$ -

Other Revenues

Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -
---------------------------------------	------

Total Revenues = \$ 14,192,193

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures

Labor	\$ 4,052,251
Fringe Benefits	\$ 828,310
Services	\$ 229,704
Materials and Supplies	\$ 70,229
Utilities	\$ 36,052
Casualty and Liability	\$ 818,508
Taxes	\$ 32,639

Purchased Transportation:

Purchased Bus Pass Expenses	\$ 2,838,954
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 4,404,661
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ 80,885
Allocated Indirect	\$ -

Capital Expenditures

Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -

	\$ -
--	------

Total Expenditures = \$ 13,392,193

minus EXCLUDED Subsidy Revenue = 11,909,506

Budgeted Total Expenditures INCLUDED in

Rate Base = 1,482,687

Rate Base Adjustment¹ =

Adjusted Expenditures Included in Rate

Base = \$ 1,482,687

\$ 2

\$ 11,909,506

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

local match req.

\$ 86,111
\$ -
\$ -

\$ -
\$ -
\$ -

Worksheet for Program-wide Rates

CTC: Pinellas Suncoast ` Version 1.4
County: Pinellas County

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

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

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 1,125,600

Rate Per Passenger Mile = \$ 1.32

Total Projected Passenger Trips = 152,384

Rate Per Passenger Trip = \$ 9.73

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 7.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 9.38

Rate Per Passenger Trip = \$ 69.25

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

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

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

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Pinellas Suncoa
County: Pinellas County

Version 1.4

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
--	--	--	--

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Complete Cells Below
			\$ 718,054
			855,600
			115,634

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
			\$ 0.84
			\$ 6.21
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to # 4 below for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
			\$ 0.84
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	STOP! Do NOT Complete Sections III - V for Group Service

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2 - 4 and Go to Section IV

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

<input checked="" type="radio"/> Pass. Trip <input type="radio"/> Pass. Mile	Leave Blank
---	-------------

3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

	Leave Blank
--	-------------

4. How much will you charge each escort?.....

	Leave Blank
--	-------------

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate	0.00	to 1.00
--------------	------	---------

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
- * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
- * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2016 - 2017				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	270,000	= 150,000	+ 120,000	+ Leave Blank	+ Leave Blank	0
	Rate per Passenger Mile =	\$2.15	\$3.68	\$0.00	\$0.84	\$0.84
				per passenger	per group	

		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	36,750	= 20,750	+ 16,000	+ Leave Blank	+ Leave Blank	
	Rate per Passenger Trip =	\$15.87	\$27.21	\$0.00	\$6.21	\$6.21
				per passenger	per group	

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
				Leave Blank	Leave Blank	
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =					\$0.00	
Rate per Passenger Mile for Balance =		\$2.15	\$3.68	\$0.00	See Sect. II	#VALUE!
					per passenger	per group
					See Sect. II	

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$29.67	\$50.86	\$0.00	\$11.58	\$11.58
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$219.04	\$375.50	\$0.00	\$85.70	\$85.70
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

Appendix K

February 2014

Tri-County Area Regional Mobility Needs



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Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation required that projects selected for funding under the Special Needs of the Elderly and Individuals with Disabilities (E&D, Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (NF, Section 5317) programs be derived from a locally developed, coordinated public transit human services transportation plan (LCHSTP). The LCHSTP must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. The LCHSTP should contain enough information on the demographic composition and travel markets of the transportation disadvantaged population to be used as a tool for identifying and selecting projects that would provide the greatest benefit to the community.

The Tri-County Access Plan (TCAP) was developed as the LCHSTP in 2007 through an extensive public outreach process led by the Pasco, Pinellas, and Hillsborough Metropolitan Planning Organizations (MPOs) in partnership with the Florida Department of Transportation (FDOT) District 7 to meet the criteria of the SAFETEA-LU legislation. The plan resulted in a people-based approach to identify the region's mobility needs and potential solutions and strategies to meet those needs. The planning effort focused on improving the coordinated transportation services for the Tampa Bay area by combining MPO resources to leverage the available funding and support projects of regional significance that serve the target populations, as well as, projects that can improve local transportation. Following the development of the 2007 TCAP, the MPOs advertised for projects that could be funded under the JARC and New Freedom programs to meet the needs identified in the document. While FDOT administered and selected projects for the E&D program, the selected projects were required to be derived from the TCAP.

The TCAP was updated in 2009 to reflect more recent mobility needs of the target populations and to identify strategies and projects that may be funded under the JARC, NF, and 5310 programs to achieve the TCAP goals and address the existing needs and barriers to coordination. Projects that were submitted for JARC, NF, and/or E&D funding that addressed the TCAP strategies received additional consideration during the project selection process. The TCAP Update strategies are listed below along with the potential funding sources that could be used to achieve each of the strategies.

- Create a transportation network comprised of fixed-route, vanpool/carpool, and shuttle services that allows for expanded mobility in the evening hours and on weekends (JARC, NF, E&D).
- Improve coordination among public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility throughout the tri-county area (JARC, NF, E&D).
- Obtain additional funding for transit by pursuing grant opportunities, creating partnerships with local governments, and establishing transit funding taskforces (JARC, NF).

- Improve access to information about available transportation options and coordinate eligibility processes (JARC, NF).
- Create a network of transportation options that provides more personal service for persons with disabilities (NF, E&D).
- Establish a centralized location that provides information, training, and materials explaining the available transportation options in the tri-county area and coordinated eligibility (JARC, NF).
- Improve Americans with Disabilities Act (ADA) accessibility and mobility throughout the tri-county area (NF, E&D).
- Improve mobility and accessibility to transportation options in rural areas and areas without public transportation (JARC, NF).
- Expand the availability of transportation options to provide additional trips for older adults, people with disabilities, and individuals with lower incomes (JARC, NF, E&D).

The SAFETEA-LU law expired on September 30, 2012 and Moving Ahead for Progress in the 21st Century (MAP-21) took effect on October 1, 2012. With the implementation of MAP-21, several grant programs were consolidated or repealed. As such, no new funding was authorized for the JARC and NF programs. JARC activities are now eligible under the Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310). MAP-21 retained the requirement that projects that are funded through the 5310 program be included in an LCHSTP. Transportation Disadvantaged Service Plans (TDSPs) that are developed through and approved by the input of Local Coordinating Boards (LCBs) whose membership includes citizens, public transportation, and human services providers may be used as the LCHSTP.

FDOT has been designated as the recipient for the tri-county area's Section 5310 funding to oversee the requests for funding and qualifications process for the tri-county area and the administration of the program. As partners in this process, the Hillsborough, Pasco, and Pinellas MPOs are responsible for ensuring that projects selected for Section 5310 funding are consistent with the objectives of the LCHSTP. Therefore, with the legislative changes affecting the JARC and New Freedom programs, the tri-county MPOs initiated a study to identify the travel needs of the region's transportation disadvantaged population. The results of this study are presented in this report which will be utilized as a regional mobility needs chapter for inclusion in the TDSPs of the MPOs. This chapter will, in turn, serve as a guide for the selection of projects eligible for Section 5310 funding. The TDSPs, with the regional mobility needs chapter included, replace the TCAP as the LCHSTP for the tri-county MPOs.

Program Description

This section includes a description of the funding program that applies to the regional mobility needs documented in this update to the TDSPs. While MAP-21 requires that projects funded through the

Section 5310 program be included in the LCHSTP, the tri-county area has previously funded projects through the JARC program, which has been eliminated with the option to continue funding those projects out of the respective Section 5307 and/or Section 5311 funds. Therefore, the JARC program is not specifically discussed in this document, but needs that were identified during the public outreach process that specifically relate to the JARC program (transportation for low-income individuals to and from jobs and activities related to employment and for reverse commute projects) have been included in this report for consideration. In addition, the map series included in the next section presents low-income households and persons below the poverty level to depict areas within the three counties with greater than average low-income populations.

- **Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)** - This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

- **Eligible Activities**

- At least 55% of program funds must be used on capital projects that are:
 - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45% may be used for:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities.

- **Funding**

- Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
- Federal share for program administration activities is 100 percent of up to 10 percent of the apportionment for recipients and can also be passed through to sub-recipients for similar program administration and planning activities.
- Federal share for capital and mobility management projects (including acquisition of public transportation services) is 80%.
- Federal share for operating assistance is 50%.
- Federal share is 90 percent for vehicle-related equipment and facilities required by the Clean Air Act (CAA) or the ADA.
- Adopts New Freedom funding allocations:
 - 60% to designated recipients in urbanized areas with a population over 200,000.
 - 20% to states for small urbanized areas.

- 20% to states for rural areas.
- **Ongoing Provisions**
 - Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
 - Permits designated recipients and states to carry out competitive process to select subrecipients.
 - Recipients must certify that projects selected are included in a LCHSTP. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
 - Permits acquisition of public transportation services as a capital expense.

Status of New Freedom Program Funding

The FTA created the New Freedom program to encourage services and facility improvements that address the needs of persons with disabilities that go beyond the requirements of the ADA. New Freedom program details are listed below.

- Funds are allocated through a formula based upon population of persons with disabilities.
- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the New Freedom program since the MPOs established the regional partnership are listed below by service area.

Hillsborough County

Hillsborough Area Regional Transit – Construction of 20 ADA-compliant bus pads and sidewalk improvements at sites that meet a combination of high ridership usage, key destinations including employment, and a need for ADA compatible improvements.

Hillsborough Area Regional Transit – Adding a bilingual travel trainer to the travel training program to train individuals with disabilities, lower-income persons, or seniors who are transportation disadvantaged on how to use the fixed-route bus or paratransit service to go to work and attend other activities.

Quality of Life Services – Expand the transportation mobility options available to more than 4,000 seniors and adults with disabilities in Hillsborough County using daytime, evening, and weekend door-

to-door services. This program also includes specialized driver training, consumer/rider education, outreach services, program administration, and implementation.

Pinellas County

Pinellas Suncoast Transit Authority - Secured funding to hire a full-time Mobility Manager that will lead the coordination of the TD, demand response transportation (DART), and Medicaid programs. Additionally, some of the funding from the grant will be used to develop a public information campaign and conduct travel training.

Pinellas Suncoast Transit Authority – Development of “one-stop” information center; travel training; trip planning; coordinating providers, funding agencies, and persons needing trips; planning and implementing coordinated services; and creating a network of transportation options that provides more personal service for persons with disabilities.

Pinellas Suncoast Transit Authority – Implement new connector service in the Dunedin/Palm Harbor area. This service will offer passengers the option of calling for a ride, route deviation service, or being picked up by the vehicle at one of its regularly scheduled stops along the service corridor.

Neighborly Care Network – Expansion of the EZride program which is a pre-paid fee volunteer-based transportation program that enhances the quality of life for elderly and disabled populations by providing more transportation options to community activities.

Faith in Action – Expand the transportation service of the Independent Living Program providing transportation to medical and business appointments, grocery shopping, and running errands for elderly and disabled persons in the Northern Pinellas County area.

Pasco County

Center for Independence – Continuation and enhancement of on-demand transportation services to adults with disabilities throughout Pasco County; expand on-demand services on weekdays, evenings, and weekends; offer on-demand links to existing public transportation services; and maintain a call center and community outreach coordinator.

Harbor Behavioral Health Care Institute – Comprehensive educational, training, and information program to increase the use of fixed-route transit by people in the target populations through the implementation of a Transportation Awareness Program (TAP).

Status of JARC Funding

The FTA created the JARC program to provide funding for projects that transport low income individuals to and from jobs and activities related to employment, and for reverse commute projects. JARC program details are listed below.

- Funds are allocated through a formula based upon the number of eligible low-income and welfare recipients.
- States and designated recipients must select grantees competitively.
- Local match may be derived from other Federal non-Department of Transportation funds that are eligible to be expended for transportation, other than from the DOT programs.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the JARC program since the MPOs established the regional partnership are listed below by service area.

Hillsborough County

Hillsborough Area Regional Transit – Using JARC funds, HART implemented late night weekday service on 8 routes, increased weekday frequency on Route 39, Saturday service on 7 routes, and Sunday service on 9 routes. These routes connect low-income workers with employment opportunities.

Hillsborough County Sunshine Line – Transportation for low-income residents to work and work-related activities such as job training and interviews.

Pyramid, Inc. – Purchase of a wheelchair accessible vehicle and associated maintenance, operations, and administration to provide students with developmental disabilities with transportation.

Pinellas County

Pinellas Suncoast Transit Authority – Enhanced frequency from 75th and Gulf Boulevard to Pass a Grille on the Central Avenue Trolley. This route serves numerous employment destinations for service industry workers, including hotels and restaurants.

Suncoast Center, Inc. – Small loans through the Ways to Work program for low-income working parents to purchase or repair cars.

Tri-County Area

WorkNet Pinellas, Inc. – Voucher-type incentive system to provide gas cards to help cover the cost of fuel for economically disadvantaged participants. This is a Workforce Partnership project comprised of three Regional Workforce Boards and operates in Hillsborough, Pasco, and Pinellas counties.

Assessment of Target Populations

This section includes an overview of the target population trends in the State of Florida, the available transportation services, the target population trends within the tri-county area, and a review of plans

and policies that affect transportation for individuals with disabilities, older adults, and people with low incomes living within the tri-county area.

State of Florida

The State of Florida has been characterized as having a high elderly population in comparison to other states, which can directly affect the provision of transportation services. Elderly populations tend to have higher demand for transportation alternatives to sustain a healthy quality of life. As their ability to drive decreases or income restrictions prevent access to private automobiles, public services help serve the needs of these individuals. Based on the 2012 U.S. Census American Community Survey (ACS), Florida's population is comprised of 18 percent or 3.4 million people that are age sixty-five and older. Of those persons age 65 and older, 10.2 percent are below the federal poverty level.

In addition to the many older residents, 13 percent of Florida's population qualifies as having a disability according to the 2012 ACS. These individuals often require transportation services to both life sustaining and quality of life activities. The New Freedom program previously provided a resource to assist in the delivery of public transportation to this group; however, these activities are now eligible under the Section 5310 program administered by FDOT.

Low-income populations were addressed in the TCAP Update to determine persons who cannot access transportation based upon affordability. Transportation for low-income persons to access jobs and job-related activities was an eligible activity under the previous JARC program. The JARC program was repealed but the transportation needs for persons living below the poverty level remain and therefore, were reviewed as part of this needs assessment. Approximately 27 percent of the households in the State of Florida earn less than \$24,999 annually. In fact, 17 percent of Florida's population lived below the federal poverty level based on the 2012 ACS. The federal poverty level is measured by size of family and number of related children under the age of 18. The 2012 poverty levels are displayed in Table 1. It should be noted that many public transportation programs define low income as some percentage of the Federal Poverty Level, i.e., 200%, 150%.

Census data for individuals with disabilities was not updated with the completion of the 2010 U.S. Census; therefore, geographic data was not produced and was not available for mapping purposes. The 2012 ACS data for individuals with disabilities was reviewed as part of this analysis. The ACS has replaced the Census long form for collecting the data on individuals with disabilities; however, it is noted that the ACS and Census should not be used for comparison purposes as the ACS uses a narrower definition of disability. The estimated State of Florida 2012 population with a disability according to the ACS definition was 2,373,359 or 12.8 percent of the population.

Table 1: Poverty Thresholds for 2012 by Size of Family and Number of Related Children Under 18

Size of family unit	Weighted average thresholds									
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual).....	11,720									
Under 65 years.....	11,945	11,945								
65 years and over.....	11,011	11,011								
Two people.....	14,937									
Householder under 65 years.....	15,450	15,374	15,825							
Householder 65 years and over.....	13,892	13,878	15,765							
Three people.....	18,284	17,959	18,480	18,498						
Four people.....	23,492	23,681	24,069	23,283	23,364					
Five people.....	27,827	28,558	28,974	28,087	27,400	26,981				
Six people.....	31,471	32,847	32,978	32,298	31,647	30,678	30,104			
Seven people.....	35,743	37,795	38,031	37,217	36,651	35,594	34,362	33,009		
Eight people.....	39,688	42,271	42,644	41,876	41,204	40,249	39,038	37,777	37,457	
Nine people or more.....	47,297	50,849	51,095	50,416	49,845	48,908	47,620	46,454	46,165	44,387

Source: U.S. Census Bureau

Hillsborough County

Hillsborough County is located on Florida's West Coast adjacent to Pasco and Pinellas counties. The majority of the county is urbanized, but there are still outlying rural areas that have limited public transit access. The estimated 2012 population for Hillsborough County totaled 1.3 million. Of this population, approximately 12 percent are age 65 and older, 12 percent have some type of disability, 19 percent are living in poverty as defined by the U.S. Census Bureau, and 27 percent of households earn \$24,999 or less annually.

Maps 1 through 4 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the south near Wimauma and Ruskin, along U.S. Highway 301 near Big Bend Road and Sun City Center Boulevard, Plant City, to the north along Paul Buchman Highway, north along Morris Bridge Road near the Pasco County line, and west near Patterson Road along the Pinellas County line. Greater proportions of persons below the poverty line are residing in North Tampa along E. Fletcher Avenue and E. Fowler Avenue, Martin Luther King, Jr. Boulevard in Plant City, and Brandon.

To gain an understanding of the transportation needs of Limited English Proficiency (LEP) persons, the number and proportion of LEP persons in Hillsborough County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English "very well" and "less than very well" for each Census block group within the county. Table 2 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Hillsborough County. Approximately 10 percent of the Hillsborough County population age 5 and older speaks a language other than English.

TDSP REGIONAL MOBILITY NEEDS

Map - 1

Hillsborough County Elderly (60+) Population

Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

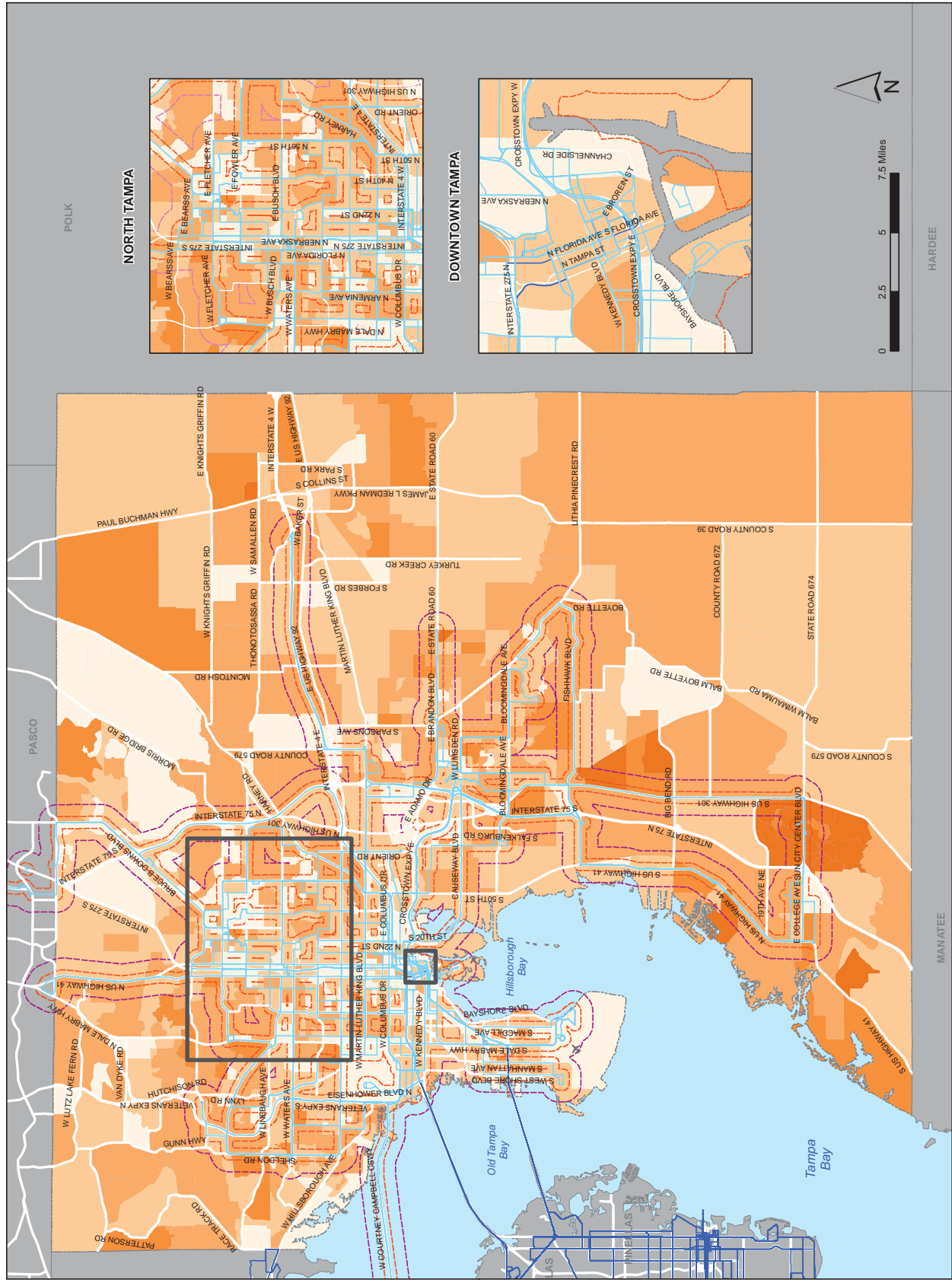
Elderly (60+) Population

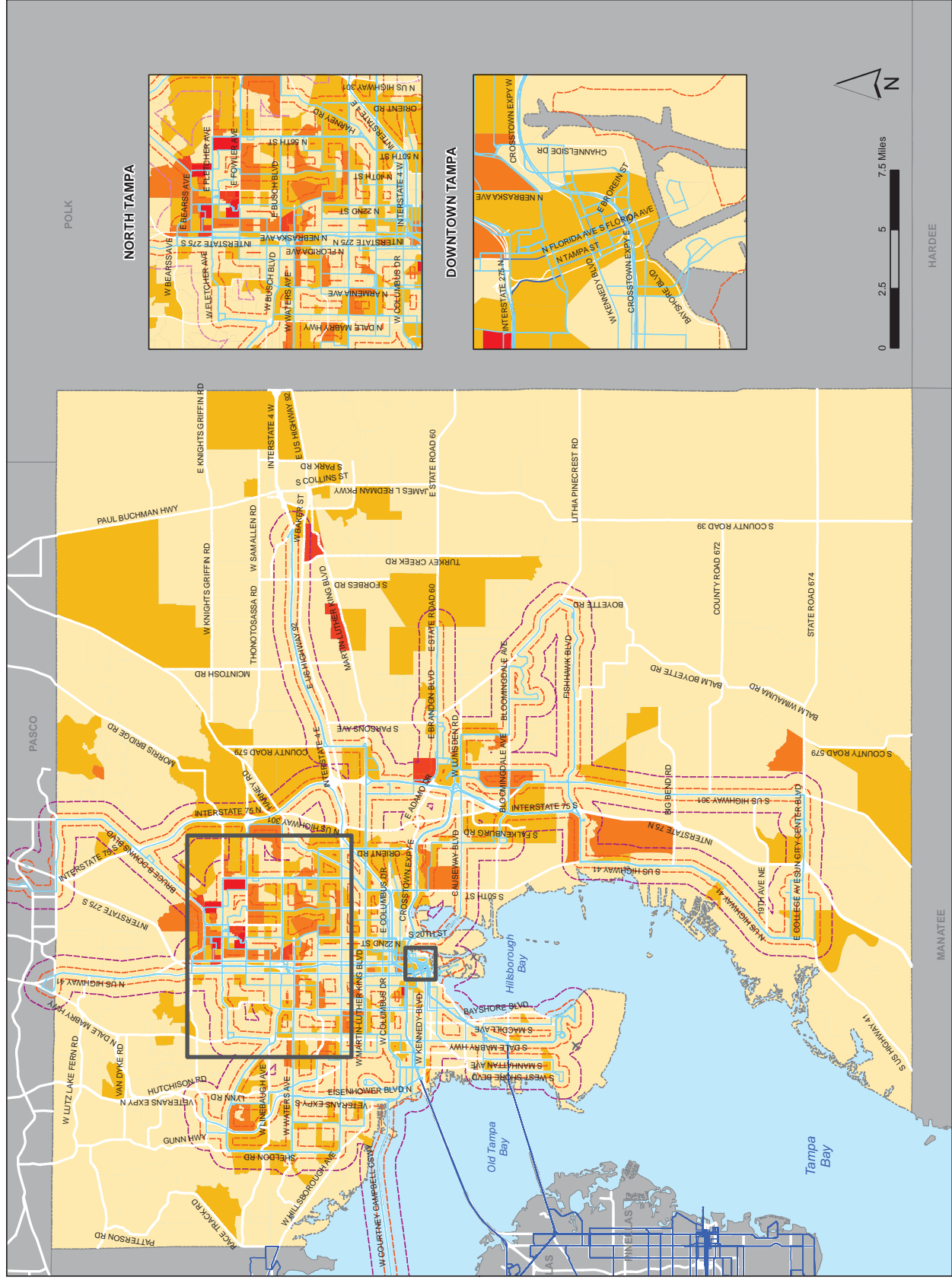
- < 100
- 100 - 250
- 250 - 500
- 500 - 750
- > 750

(per Census Block Group)

ACCURACY: It is intended that the accuracy of this map be within 1/4 mile. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT PSTA, HART. Date: October 2013





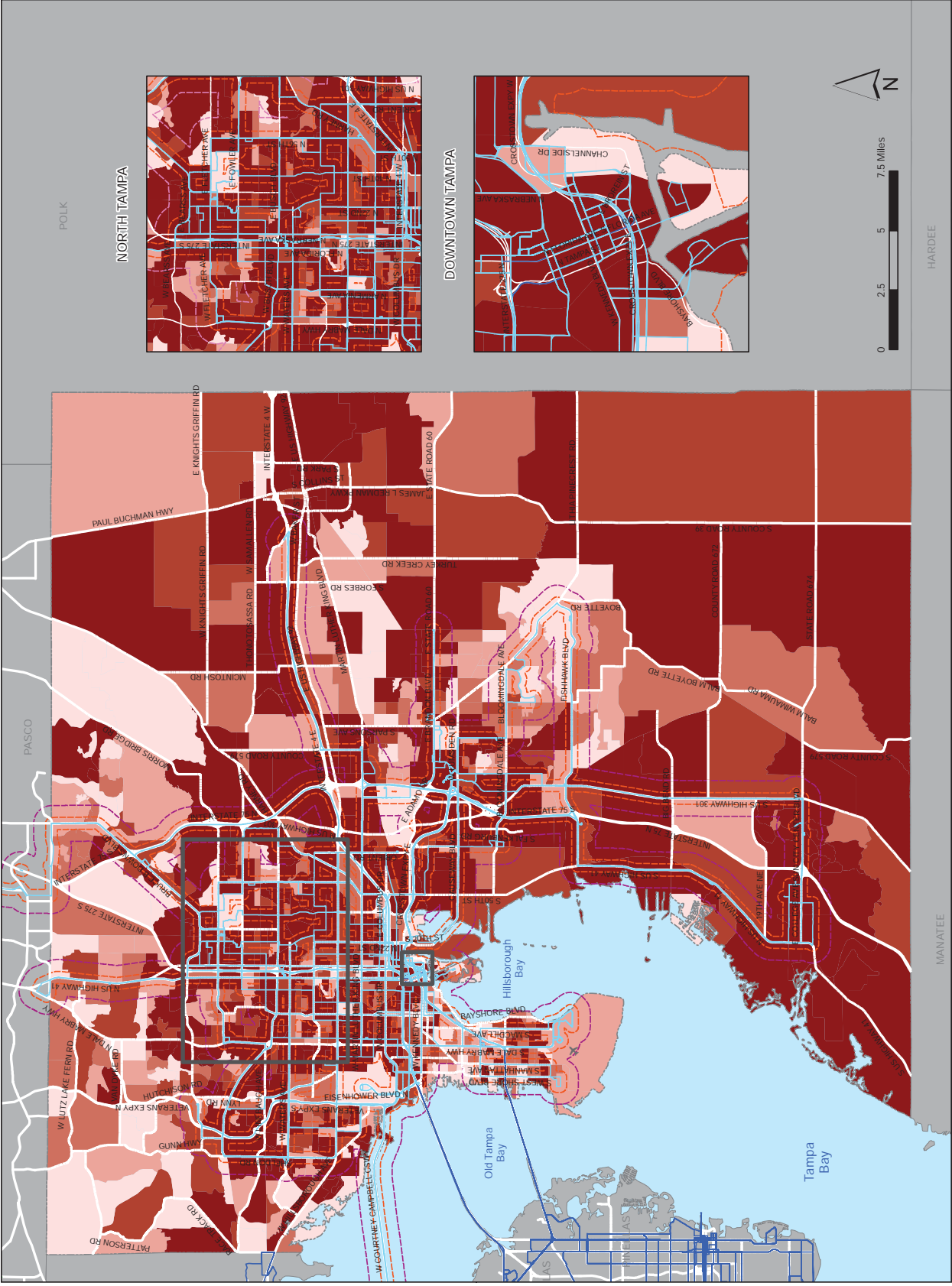


Table 2: Hillsborough County LEP Population

Hillsborough County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
94,365	8,560	10,291	1,992	115,208	1,138,570	10%

Source: 2012 ACS.

Map 5 present the above average LEP block groups and the Hillsborough Area Regional Transit (HART) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing to the north along the Pasco County line, west Tampa, Plant City, Brandon, Gibsonton, Wimauma, and Ruskin.

Pasco County

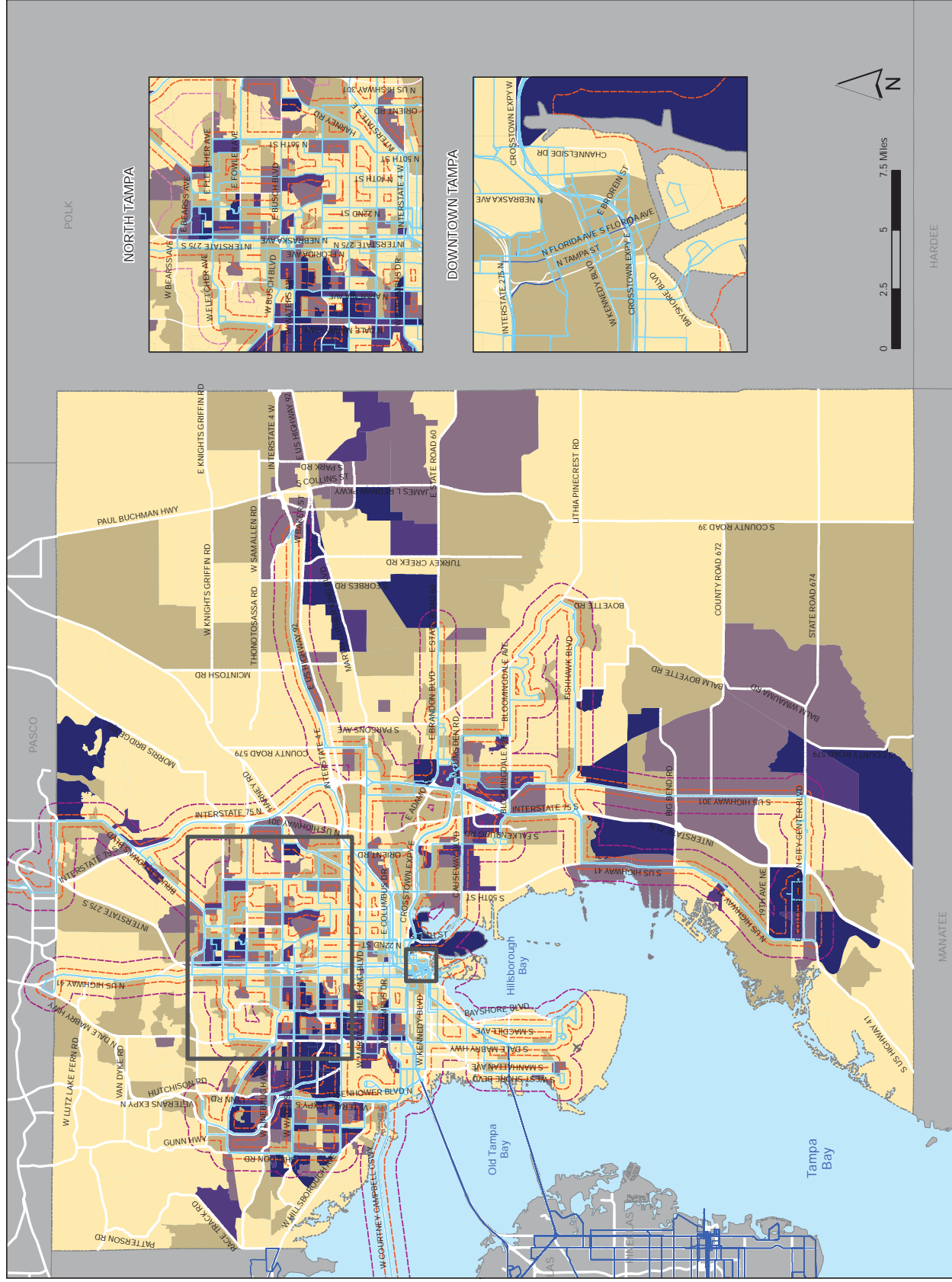
Pasco County is located on Florida’s West Coast just north of Hillsborough and Pinellas counties. The unincorporated portions of Pasco County include approximately 84 percent of the total land area. The estimated 2012 population for Pasco County totaled 464,239. Of this population, approximately 22 percent are age 65 and older, 16 percent have some type of disability, 13 percent are living in poverty as defined by the U.S. Census Bureau, and 28 percent of households earn \$24,999 or less annually.

Maps 6 through 9 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in Pasco County. Higher than average populations of older adults are shown in portions of Zephyrhills, New Port Richey, south Pasco between Trinity Boulevard and Gunn Highway, and north of SR 52 to the Hernando County Line. Greater proportions of persons below the poverty line are residing in south Zephyrhills along SR 39, Shady Hills, Lacoochee, and portions of New Port Richey.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pasco County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 3 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pasco County. Approximately 4 percent of the Pasco County population age 5 and older speaks a language other than English.

Table 3: Pasco County LEP Population

Pasco County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
13,287	3,767	1,915	561	19,530	436,142	4%



**TDSP REGIONAL
MOBILITY NEEDS**

Map - 5
Hillsborough County
Limited English
Proficiency

Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes
- LEP Persons

LEP Persons

- < 100
- 100 - 200
- 200 - 300
- 300 - 400
- > 400

(per Census Block Group)

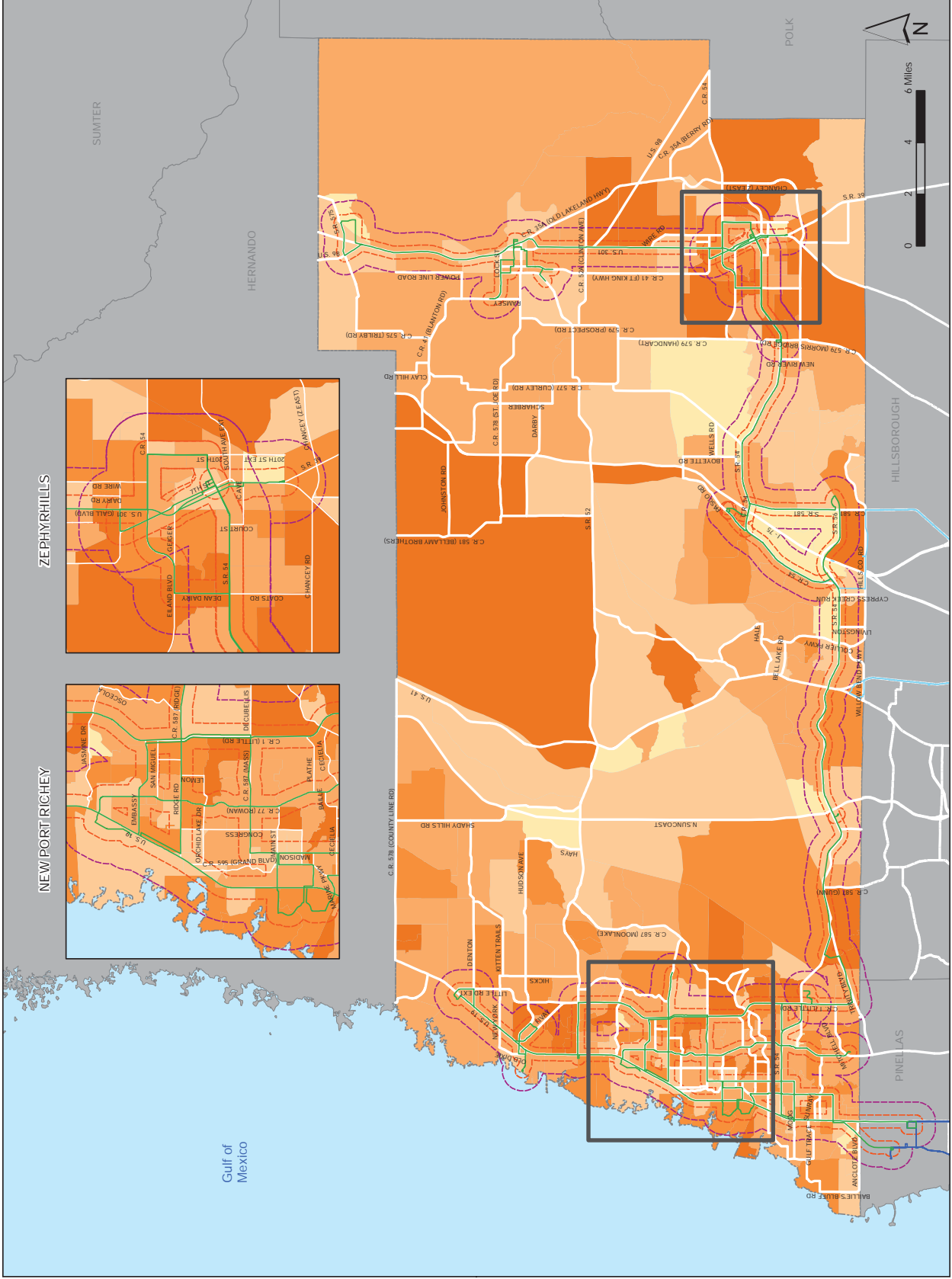
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Planning and Engineering

ACCURACY: It is intended that the accuracy of this map is for illustrative purposes only. This map is not intended to be used for legal purposes. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

MPO
Metropolitan Planning Organization

THE PLANNING COMMISSION



TDSP REGIONAL MOBILITY NEEDS

Map - 6

Pasco County Elderly (60+) Population

Legend

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes

Elderly (60+) Population

- < 100
- 100 - 250
- 250 - 500
- 500 - 750
- > 750

(per Census Block Group)

ACCURACY: It is intended that the accuracy of this map is as shown. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013

Map - 7
Pasco County
Households Below
Poverty Line

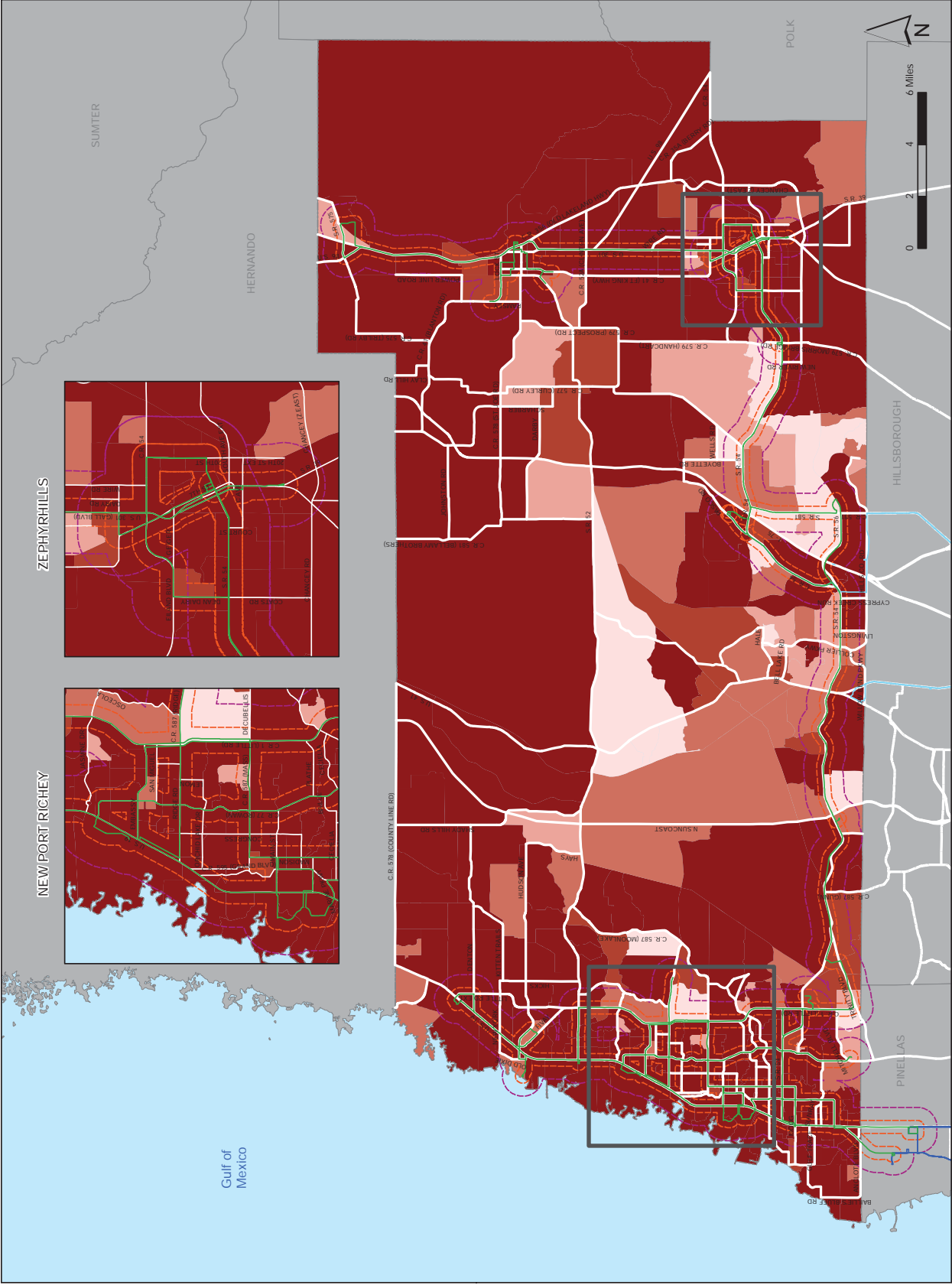
Households Below

Poverty Line

Age Group	Number of People (Millions)
18-24	100
25-34	150
35-44	200
45-54	250
55-64	300
65-74	380
75-84	350
85+	300

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TDSP REGIONAL MOBILITY NEEDS

Map - 8

Pasco County Low-Income Households (<\$25,000)

Legend

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes
- Low-Income Households

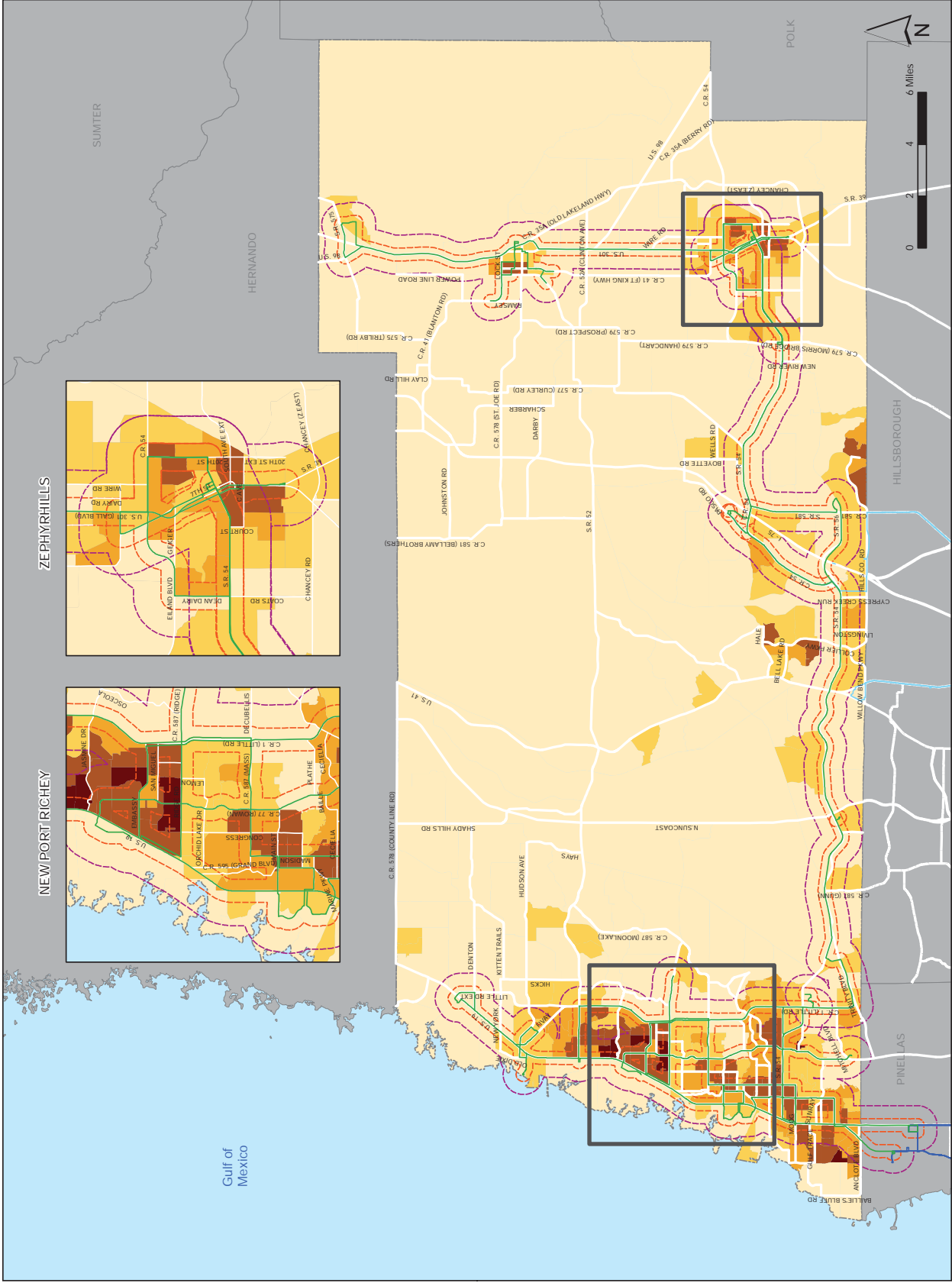
< 25	26 - 50	51 - 75	76 - 100	> 100
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(per Census Block Group)

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ACCURACY: It is intended that the accuracy of this map be within 1/4 mile. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



Map 10 present the above average LEP block groups and the Pasco County Public Transportation (PCPT) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Zephyrhills, along I-75 near the Hillsborough County line, Lacombe, and Dade City.

Pinellas County

Pinellas County is located on Florida’s West Coast just south of Pasco County and west of Hillsborough County. Less than five percent of the county’s land area is vacant and suitable for development. Consequently, development patterns in the county revolve around redevelopment and infill development activity. The estimated 2012 population for Pinellas County totaled 910,651. Of this population, approximately 22 percent are age 65 and older, 15 percent have some type of disability, 14 percent are living in poverty as defined by the U.S. Census Bureau, and 26 percent of households earn \$24,999 or less annually.

Maps 11 through 14 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the north along the County Line, in the central portion of the county along Ulmerton Road, and in the Clearwater area. Greater proportions of persons below the poverty line are residing along US Highway 19 N near Tarpon Springs, along Ulmerton Road, and Saint Petersburg near 1st Avenue and 3rd Street North.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pinellas County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 4 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pinellas County. Approximately 5 percent of the Pinellas County population age 5 and older speaks a language other than English.

Table 4: Pinellas County LEP Population

Pinellas County						
Total Spanish LEP Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
22,087	13,867	9,938	899	46,791	874,218	5%

Map 15 present the above average LEP block groups and the Pinellas Suncoast Transit Authority (PSTA) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Clearwater and Pinellas Park.

Map - 10
Pasco County
Limited English
Proficiency

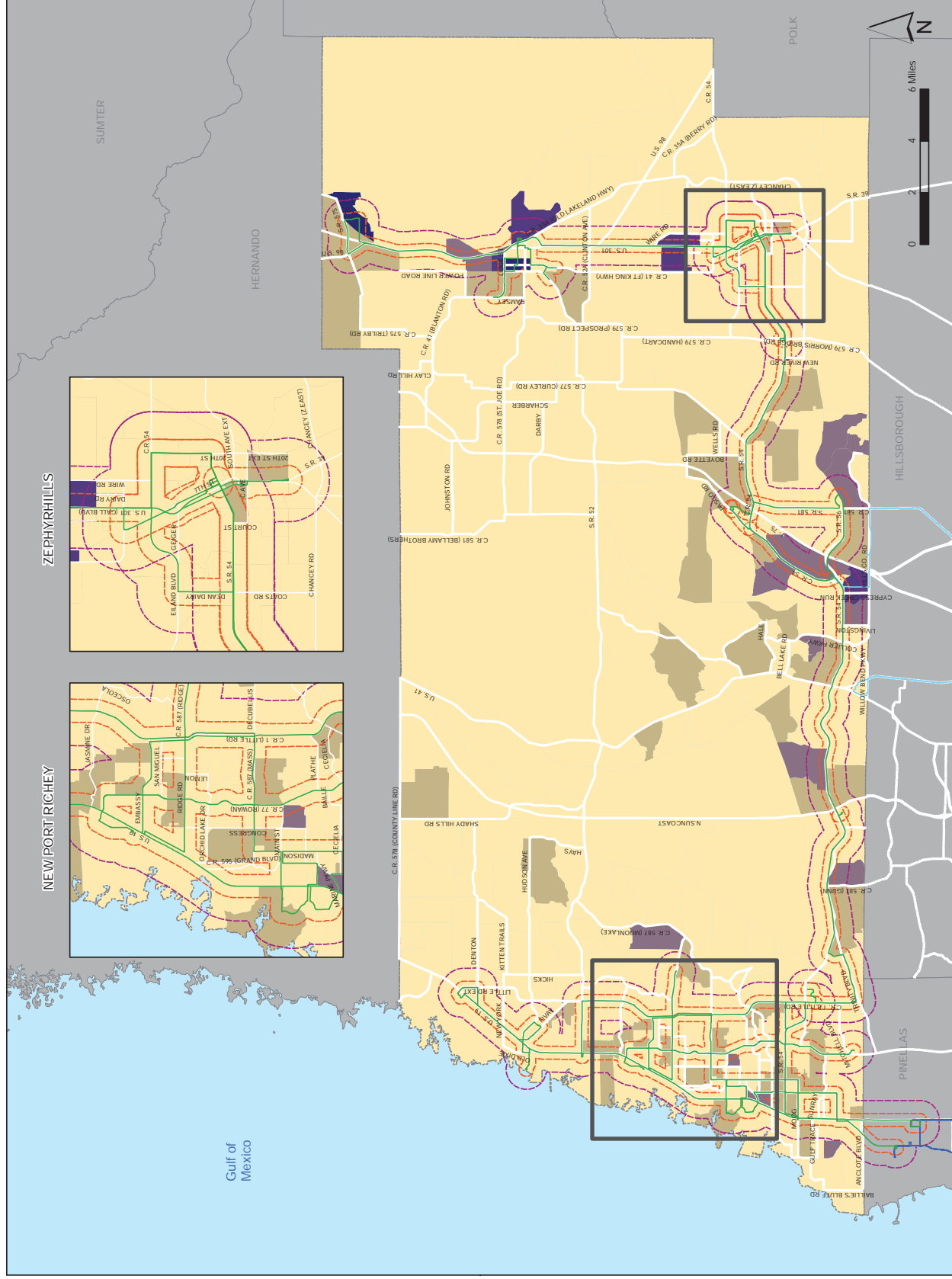
— PCPT Routes
 — PCPT 1/4 Mile Service Area
 — PCPT 3/4 Mile Service Area
 — HART Routes
 — PSTA Routes
 LEP Persons



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ACCURACY: It is intended that the accuracy of this map comply with U.S. National Map accuracy standards. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



The map displays the Tampa Bay region with various geographical features and infrastructure. Key elements include:

- Geographical Features:** Hillsborough Bay, Old Tampa Bay, Tampa Bay, and the Gulf of Mexico.
- Infrastructure:** Major roads such as I-75, I-4, US Highway 19, and Sunshine Skyway.
- City Areas:** Clearwater, Saint Petersburg, and Hillsborough.
- Highlighted Areas:** Two black boxes indicate specific regions of interest: one in the Clearwater area and another in the Saint Petersburg area.
- Scale and Orientation:** A scale bar shows distances up to 7.5 miles, and a north arrow is present in the bottom right corner.

Map - 12
Pinellas County
Households Below
Poverty Line

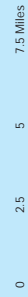
Poverty Line

Below Poverty Line



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Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



Map - 13
Pinellas County
Low-Income Households
($< \$ 25,000$)

The map displays the Los Angeles area with various PSTA routes and income levels. The legend indicates the following categories:

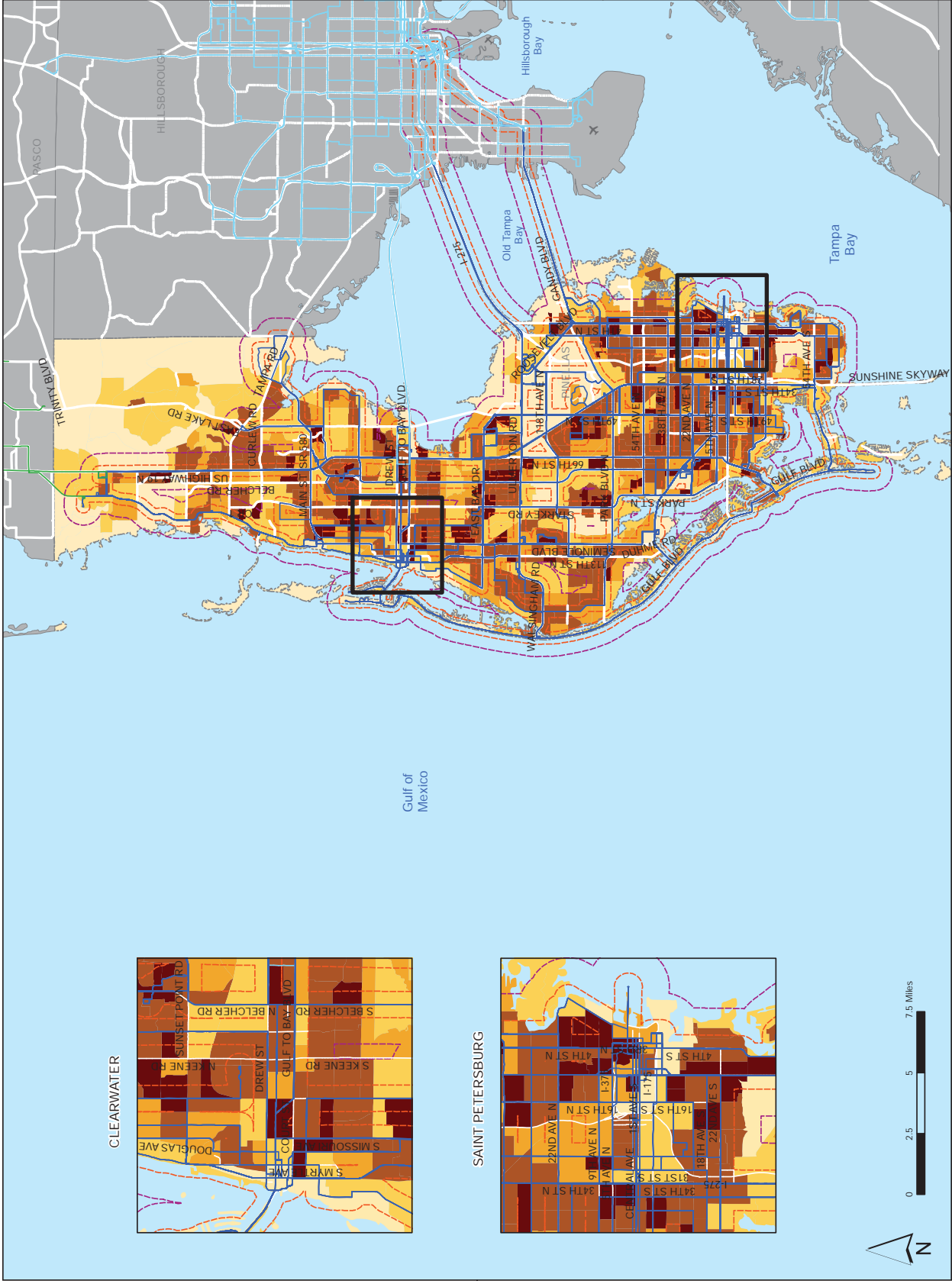
- PSTA Routes:**
 - PSTA 1/4 Mile Service Area (Blue line)
 - PSTA 3/4 Mile Service Area (Orange dashed line)
 - HART Routes (Purple dashed line)
 - PCPT Routes (Green line)
- Low-Income Households:**
 - < 25 (Lightest pink)
 - 26 - 50 (Light pink)
 - 51 - 75 (Medium pink)
 - 76 - 100 (Dark pink)
 - > 100 (Darkest pink)



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Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





TDSP REGIONAL
MOBILITY NEEDS

Map - 14
Pinellas County
Population Density

Legend

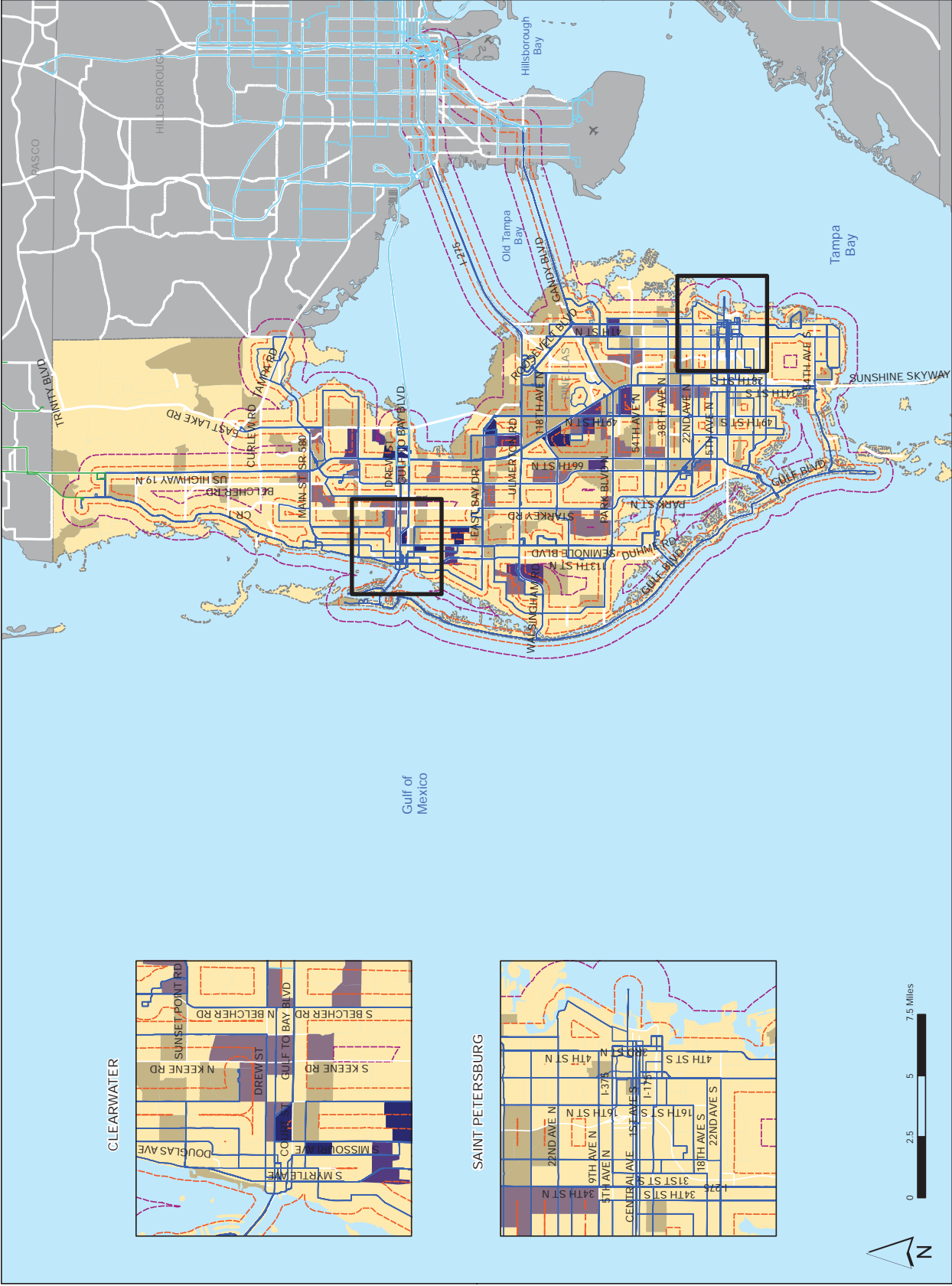
- PSTA Routes
- PSTA 1/4 Mile Service Area
- PSTA 3/4 Mile Service Area
- HART Routes
- PCPT Routes
- Persons per Acre
 - 0 - 2
 - 2 - 4
 - 4 - 6
 - 6 - 10
 - 10+



ACCURACY: It is intended that the accuracy of this map is for illustrative purposes only. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013





Existing Transportation Services

This section provides an overview of the existing transportation services within the tri-county area. In addition to the review of existing providers, the proximity of the public transit system to the major medical facilities, senior centers, and assisted living facilities was also assessed. Map 16 presents the tri-county area fixed-route services, including HART, PCPT, and PSTA routes. Maps 17 through 19 depict the fixed-route transit services and paratransit service areas in proximity to the facilities that are frequently required by older adults and individuals with disabilities. The mapping analysis helps to identify areas in need of additional transit services due to having limited or no transportation services available.

Hillsborough County

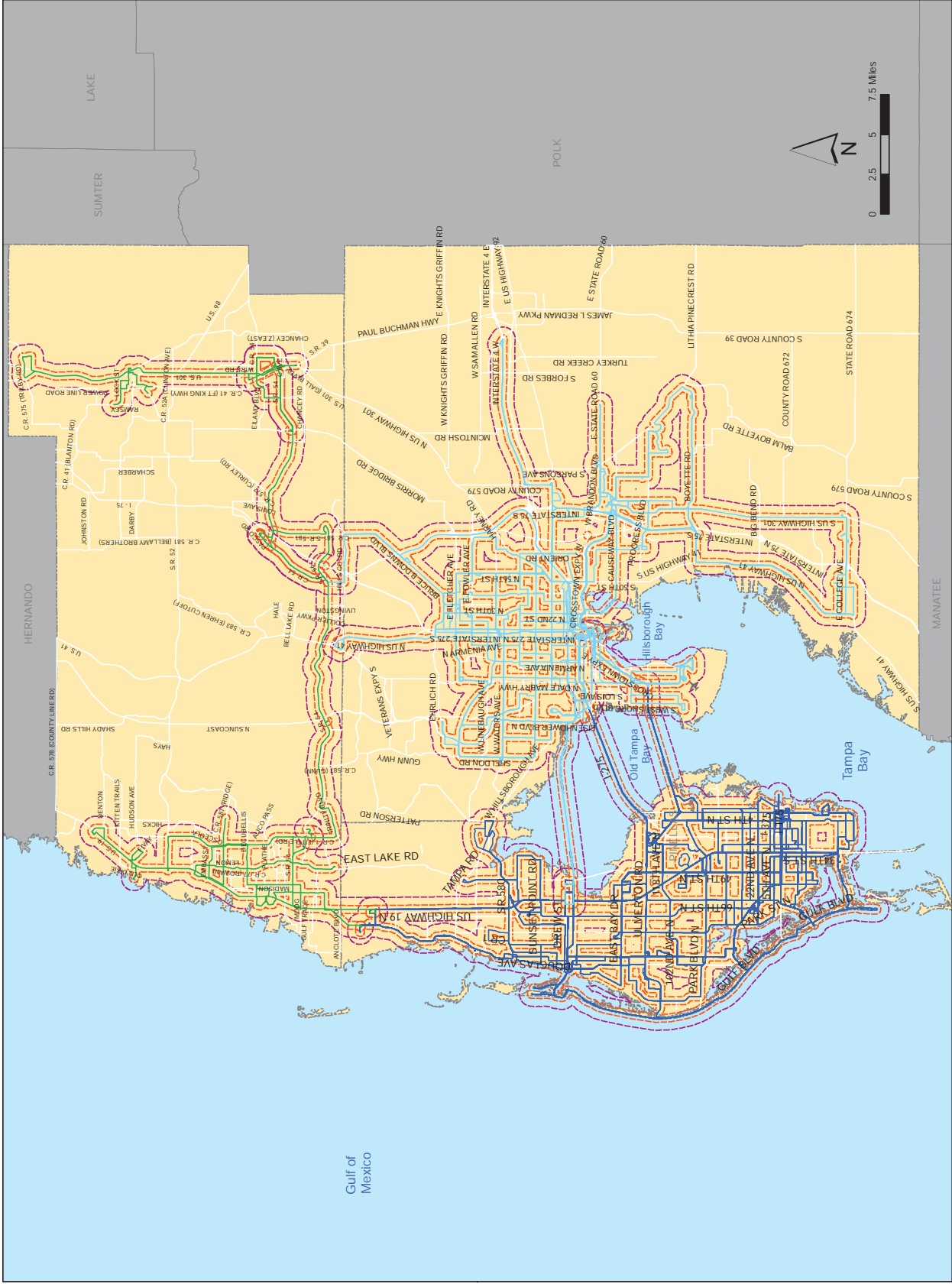
HART currently offers local fixed-route bus service on 27 routes, one limited stop MetroRapid north-south, five flex routes (Brandon, South County, South Tampa, Town 'N Country, and Northdale), an In-Town Trolley, 11 commuter express routes, vanpools, and complementary HARTPlus paratransit service. The paratransit service area is three-quarters of a mile around the existing local bus system. In addition, the Sunshine Line and an array of private transportation providers also provide service in Hillsborough County. Hillsborough County's Sunshine Line provides door-to-door transportation and bus passes for elderly, low-income, and disabled persons who do not have or cannot afford their own transportation. Transportation is provided primarily to medical appointments and Aging Services day care and nutrition sites, but non-medical trips are provided on a space-available basis.

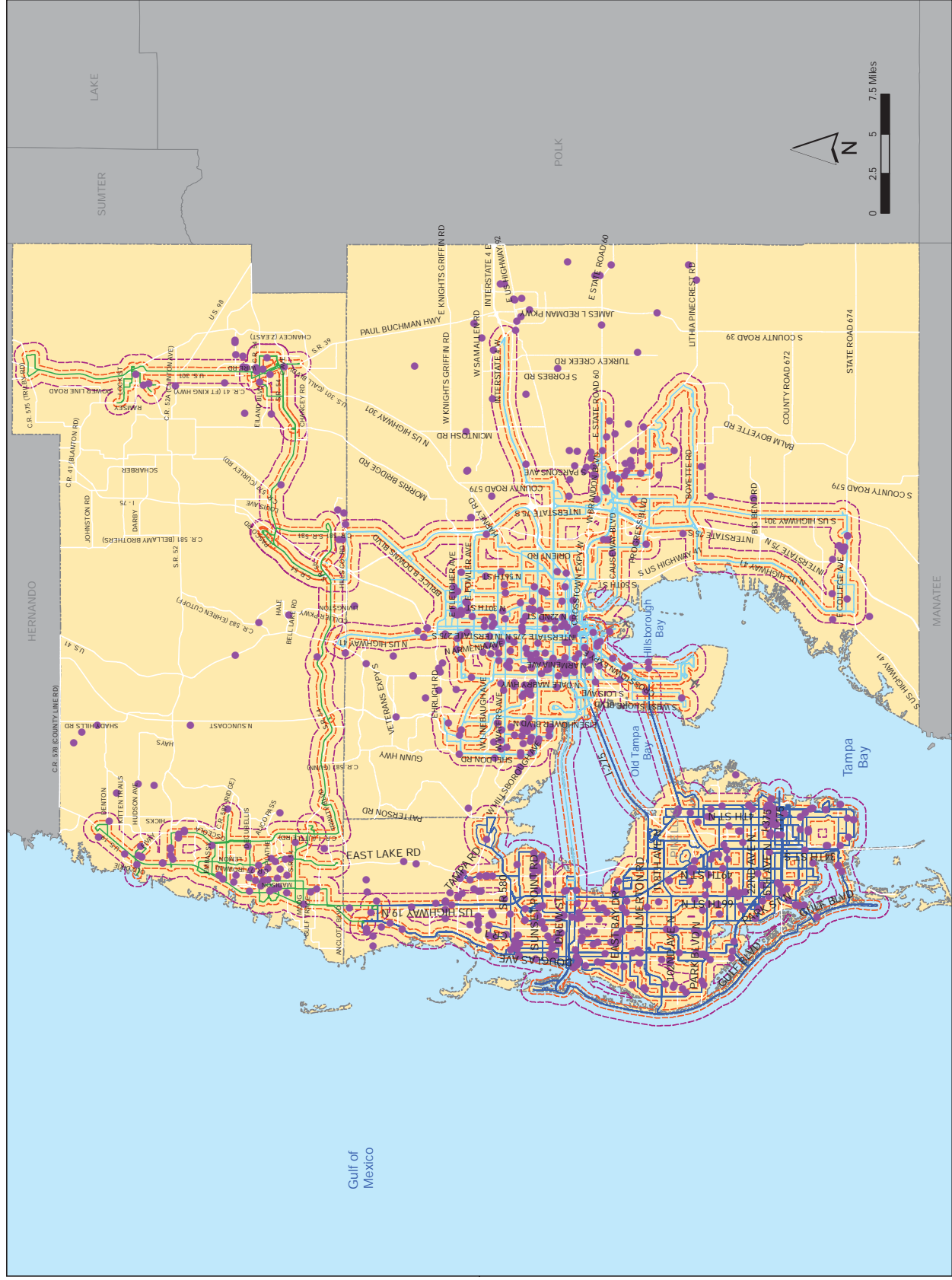
MMG Transportation provides federally-mandated non-emergency transportation (NET) to eligible Medicaid beneficiaries in Hillsborough County. This service is used for rides to and from medical appointments only and is covered by Medicaid. MMG provides door-to-door service-pick up and bus passes. Their fleet consists of ambulatory and wheelchair accessible vans.

The review of assisted living facilities in Hillsborough County showed 27 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to transit, include Plant City, Lithia, Thonotosassa, Dover, Ruskin, Seffner, Lutz, and Valrico. Projects or programs that bring services to these areas may be beneficial to seniors and the elderly and improve overall mobility. The facilities that may be in need of transportation services are listed below. Beds operated by private individuals out of their homes are not included in the assessment.

Assisted Living Facilities without Transit Service

Sunshine Manor, Plant City	Heritage ALF of Plant City, Plant City
Community Convalescent Center, Plant City	Heritage View ALF Inc., Plant City
Sharick's Deck Retirement Ranch, Plant City	An Oasis Of Hope, LLC., Plant City
Patty's House, Plant City	Health Center Of Plant City, Plant City
Patty's House, Lithia	Allcare Rehabilitation Inc., Plant City
Pleasant Manor, Plant City	Country Manor Assisted Living, Plant City
Jovvia Comfort Home, Plant City	Coventry Assisted Living, Plant City
The Florry House, Plant City	Country Oaks Manor, Dover
Cox Adult Living Facility, Plant City	Stone Ledge Manor, Thonotosassa







**TDSP REGIONAL
MOBILITY NEEDS**

Map - 18
Tri-County
Medical Facilities

Legend

- Medical Facilities
- HART Routes
- PCPT Routes
- PSTA Routes
- 1/4 Mile Service Area
- 3/4 Mile Service Area

Tindale-Oliver & Associates, Inc.
Planning and Engineering

ACCURACY: It is intended that the accuracy of this map be used for general informational purposes only. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART

Date: October 2013

THE PLANNING COMMISSION

MPO



Lakeshore Living Inc., Thonotosassa
Southern Comfort Inn, Ruskin
Torja's Assisted Living Facility II, Brandon
Tranquil Residence & Care Center, LLC., Valrico
Brushwood Greens Assisted Living Facility,
Seffner

Inn at Aston Gardens at Tampa Bay, Tampa
Fatima's Estate ALF, Lutz
Nuvista Living at Hillsborough Lakes, Lutz
Magnolia Manor Assisted Living, Lutz

There are two senior centers in Hillsborough County without access to transit service: Plant City Senior Center, Plant City and Liberty Club Seniors, Inc., Tampa.

While there are many medical facilities within the tri-county area, some facilities have specializations that may be needed by the target populations and are outside of the ¼- and ¾-mile buffers for public transit fixed-route and paratransit services, respectively. The areas listed have medical facilities without public transportation access making it more difficult for elderly persons and seniors that rely on public transportation to access these areas and the respective medical services provided. There are 13 medical facilities in Hillsborough County without access to transit service. Those facilities are listed below and are primarily located in Plant City, Tampa, Lutz, and Seffner. St. Joseph's Hospital North is listed but located within the HART flex Northdale service area; therefore, transit service is available. Customers must make an advance reservation to use the Northdale Flex, or catch the HARTFlex van at a designated bus stop (marked with a HARTFlex decal) along the route.

Medical Facilities without Transit Service

Continucare Medical Center, Plant City
Integrity Therapy Solutions, Inc., Tampa
Anista Westchase, LLC., Tampa
Sleep Testing Center at Westchase, LLC., Tampa
Gulf-to-Bay Anesthesiology Associates, LLC.,
Lutz
Minute Clinic, LLC., Seffner

Sunlake Medical Associates, Lutz
St. Joseph's Hospital North, Lutz
Neurorestorative Florida, Lutz
Take Care Health Services, Plant City
Specialist Doctors' Group, Plant City
Urgent Care USA, LLC., Plant City
South Florida Baptist Hospital, Plant City

Pasco County

PCPT provides 10 fixed-route bus lines and paratransit advance reservation services. Paratransit transportation services are provided countywide and fixed-route bus service is provided in the urbanized areas of West Pasco and Zephyrhills, as well as in Dade City, including connections between Dade City and Zephyrhills. In addition, PCPT recently implemented Route 54, a Cross County Connector on SR 54/SR 56. PCPT service currently connects with PSTA at Huey Avenue and Tarpon Avenue in Tarpon Springs. In addition to the PCPT routes, HART also provides commuter service with two routes that connect Pasco County to Downtown Tampa. Paratransit services are offered by PCPT directly and also by contracted providers.

The review of assisted living facilities in Pasco County showed 11 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to

transit, include Land O’ Lakes, Trinity, Spring Hill, Hudson, Wesley Chapel, and Zephyrhills. The facilities that may be in need of transportation services are listed below.

Assisted Living Facilities

Baldomero Lopez Memorial Veterans Nursing Home, Land O’ Lakes
Trinity Regional Rehab Center, Trinity
Southern Elegance ALF, Spring Hill
Serenity Assisted Living Facility, Hudson
Wesley House, Wesley Chapel

Rose Manor ALF, Zephyrhills
Williams Palace ALF of Zephyrhills, Zephyrhills
Connerton Court, Land O’ Lakes
Magnolia House ALF, Spring Hill
Little Ranch of Hope, Spring Hill
Hudson Manor Assisted Living, Hudson

According to the mapping analysis, Florida Hospital at Connerton Long Term Acute Care in Land O’ Lakes is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that were identified are located either within the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit ADA service area.

Pinellas County

PSTA currently operates buses on 40 local routes (28 fixed routes, 2 circulators, 3 connector routes, 3 commuter routes, 2 express routes, and 2 trolley services). In addition, Routes 100X and 300X provide express service to Tampa. PSTA provides service to St. Pete Beach and Treasure Island via a service contract, although these areas are not part of the transit authority. In addition, PSTA provides demand response service to persons with disabilities in accordance with the Americans with Disabilities Act (ADA) implementing regulations.

PSTA’s DART paratransit service provides trips to people who are determined to be functionally unable to ride the fixed-route service. Trips are provided to and from locations within ¾-mile of the fixed-route system and during regular service hours. Other transit providers in the county include the Looper Group Downtown Trolley and the Jolley Trolleys. These systems serve specific geographic areas within the county.

The review of assisted living facilities in Pinellas County showed 5 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to transit, include Tarpon Springs, Palm Harbor, and St. Petersburg. The facilities that may be in need of transportation services are listed below.

Assisted Living Facilities

TBI Residential Services Inc., Tarpon Springs
Allegro at East Lake LLC., Tarpon Springs
John-Nell Manor, Tarpon Springs

Forest Hills Home at Palm Harbor, Palm Harbor
Shore Acres Rehabilitation and Health Center, St. Petersburg

According to the mapping analysis, CMHC of Hudson, Inc., Tarpon Springs is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that

were identified are located either with the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit service area.

Tampa Bay Area Regional Transportation Authority Transportation Provider Inventory

The Tampa Bay Area Regional Transportation Authority (TBARTA) has compiled data on transportation providers within the seven-county West Central Florida region consisting of Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas and Sarasota counties. A total of 182 transportation service providers are included in the inventory. The majority of the providers accommodate older adults, individuals with disabilities, and private pay passengers and charge hourly or mileage-based fees for transportation service. Non-profit social service agencies were also listed that provide transportation service to day training activities at the agencies' facilities. These services often do not charge a fee for their clients, but do ask for donations and require that the passengers are part of the agency's program; therefore, these services are not available to the general public.

The Department of Veterans Affairs operates a free shuttle to Veterans Administration medical facilities for injured and ill veterans. The vans are driven by volunteers and the rides are coordinated by almost 200 hospital coordinators around the country. Sun City Center Disabled American Veterans provides free shuttle service for veterans with access to the Department of Veterans Affairs.

Faith in Action Upper Pinellas provides transportation service to frail older adults and older disabled persons that are on Medicare and/or Medicaid; however, the agency does welcome donations. Pinellas County provides free Transportation Disadvantaged bus passes to Medicaid recipients allowing them to use the fixed-route bus service at no charge. In addition, MMG Transportation and Yellow Cab of Tampa do not charge Medicaid approved and qualified riders.

TBARTA has developed a one-stop transportation resource called *My Ride* that will include 250 resources for transportation services within the seven counties including paratransit, bus, public transit, private providers, taxis, and long distance buses. The resources will be available on the TBARTA website and through a call center operated by the Crisis Center of Tampa Bay. The service should be available beginning in early 2014.

Review of Relevant Plans and Policies

As part of the TDSP Regional Mobility Needs chapter, a review of applicable policies, documents, and other relevant information was conducted. The results of the review are presented as Appendix A. Below are some of the key findings from the review that are applicable to the regional mobility needs of Pinellas, Pasco, and Hillsborough counties.

- Hillsborough County has plans to create MetroRapid along major corridors from Temple Terrace to Tampa International Airport (TIA), TIA to Kennedy Boulevard, New Tampa, Brandon, Dale Mabry, and Gunn Highway to Busch Boulevard. The MetroRapid will feature increased speeds, fewer stops, transit signal priority, and special low floor buses. Accessibility

improvements are also planned along several of the Hillsborough Area Regional Transit routes. These projects are planned, but not currently funded.

- Hillsborough County supports the expansion of HART in an effort to eliminate the need for additional door-to-door trips with the increasing TD population. The JARC grant has also been identified as funding to support transportation services for access to employment and employment-related services.
- The most frequently mentioned issue in Hillsborough County is the need for coordination of paratransit trips among available resources. Due to difficulty coordinating trips with purchasing agencies based on the individual's needs, program requirements, and service standards coordination is not occurring at maximum levels.
- Pasco County has identified new service expansion needs to improve mobility within Pasco County, including connectors in Moon Lake, Spring Hill, Wiregrass, Cross-County, Land O' Lakes, and St. Leo University and express service on US 19, Wesley Chapel to University of South Florida, and along Suncoast Parkway. Other needs include frequency improvements, expansion of service hours, and adding limited Sunday service on all of the routes. Bus stop infrastructure and ADA accessibility also needs improvement.
- Needs established by Pasco County include more personal door-to-door service for disabled persons, volunteer drivers, and more immediate transportation services for the elderly. One of the largest barriers to coordination in Pasco County is the need for training current paratransit clients on how to use the fixed-route system as the fixed-route system continues to expand.
- Pinellas County identified the need for new passenger shelters and landing pad installations and intermodal transfer facilities in Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater.
- Pinellas County indicated that the needs established in both the 2007 and the 2009 TCAP reports continue to create barriers to coordination. Individuals must contact multiple agencies for transportation services since the availability of centralized information is lacking and program eligibility requirements differ among funding sources.
- PSTA offers 31-day unlimited use bus passes to TD program clients to reduce costs and improve mobility.

Public Outreach

As part of the development of the TDSP Regional Mobility Needs chapter, public outreach was conducted to obtain input on the needs of older persons and individuals with disabilities. The public input along with the technical analysis described in this document were used to identify the tri-county area's regional needs and develop recommendations and potential projects to meet those needs in the future.

Public Workshops

The MPOs, in coordination with FDOT, held three public workshops within each of the three counties. Each workshop began with a presentation that included an overview of the regional partnership between the three counties, previous JARC and New Freedom efforts and projects that were funded,

TDSP components, MAP-21 program changes, Section 5310 program overview and eligibility, and the needs identified from the mapping analysis.

After the presentation, meeting participants were given handheld electronic polling devices and asked to participate in an interactive series of 35 questions relating to mobility needs. During the exercise, the meeting participants asked questions and the meeting facilitators asked for the participants to expand on some of the answers, depending on the responses that were received. The combined polling results are included as Appendix B of this report. Key results of the interactive exercise and the discussions that occurred are presented below by meeting locations.

Pasco County Public Workshop

The Pasco County public workshop was held on Tuesday, November 5, 2013. Approximately 20 persons attended the workshop, including the general public, FDOT, the Pasco County MPO, PCPT. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities, particularly to church, dating, evening trips, work, and college classes.
- The time for making reservations needs to be reduced.
- Expanded local service is more important than regional services, particularly fixed-route services to new areas. Some of the areas in need of services include:
 - Shady Hills, Moon Lake, Carver Heights, Little Road to US 41, Wesley Chapel, Land O' Lakes, Woods Housing Facility, east on 52, Hudson, and Spring Hill
 - Transportation to the School Board and jail on US 41
- PCPT routes 18 and 19 connect with PSTA in Tarpon Springs; however, workshop attendees commented that after local services are improved there is a need for additional regional services connecting Pasco County to Hernando County and Pasco County to Tarpon Springs and Palm Harbor (for access to the pain management clinics).
- Additional infrastructure is needed, including more benches and technologies (real-time bus and audible announcements).
- The future investment in the community should focus on expanded demand response service.
- Braille is needed on the bus stops.
- More bike racks are needed on the buses.

Hillsborough County Public Workshop

The Hillsborough County public workshop was held on November 6, 2013 at the Hillsborough County MPO. A good amount of discussion occurred at the Hillsborough County public workshop and input was received from the attendees; however, due to the low number of attendees at this meeting, those that did attend declined to participate in the polling exercise. Rather than officially record answers through the electronic polling system, attendees elected to openly discuss the questions and provide input based on their perceptions. Key topics that were discussed are listed below.

- Regional demand response services, expanded beyond the ¾-mile buffer, are needed.
- Expanded local service is more important than regional services now, particularly more flex routes are needed. Areas in need of additional service, include New Tampa, Ruskin, Carrollwood, and the Big Bend area.
- After local service is expanded, regional services are also needed to Pinellas County, Hillsborough County, Polk County, and Manatee County.
- Expanded infrastructure and improvements are needed, including sidewalks.
- Coordination and trip sharing among service providers is needed. The current coordination system is a barrier to transportation services for the target populations due to the eligibility requirements of the funding sources and providers not crossing service boundary lines.
- Additional wheelchair seating on the buses is needed.
- Emergency after hour service for people in wheelchairs is needed. Individuals with disabilities may be stranded if there are no available services that can accommodate wheelchairs.
- Travel training days for the general public to improve their level of comfort with using the transit system.

Pinellas County Public Workshop

The Pinellas County public workshop was held on November 7, 2013 at PSTA. Approximately 5 persons attended the workshop, including the general public, the Pinellas County MPO, and PSTA. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Regional connectivity is more important than expanded local service, particularly rail connections are needed from St. Petersburg to Tarpon Springs and to provide other regional access. Transportation to and from Pinellas County and Hillsborough County is needed.
- Transportation services for seniors to access medical appointments are needed.
- Individuals with disabilities need travel assistance.
- Regional demand response services are needed.
- Expanded infrastructure is needed.
- Meals on Wheels and other non-profit agency providers are in need of funding.

Local Coordinating Boards

Pinellas County Meeting

On November 19, 2013, a project overview presentation was given at the Pinellas County LCB meeting to update the board on the findings from the public outreach process and mapping analysis as well as the recent changes under MAP-21. Following the project presentation, the LCB discussion focused on ways to gather additional public input on mobility needs of the elderly and disabled.

Pasco County Meeting

At the December 5, 2013 Pasco County LCB meeting, a project overview presentation was given to update the board on the needs assessment project, the grant program changes, mapping analysis, and

findings from the series of geographic workshops. Following the presentation, the LCB discussion focused on guidelines that are in place to ensure previously funded JARC and New Freedom programs that are successful continue to have opportunities for funding. The LCB was also concerned with how notification of funding opportunities would be communicated to agencies that might be interested in applying for Section 5310 funding and the assistance available to these agencies to submit a competitive application.

Hillsborough County Meeting

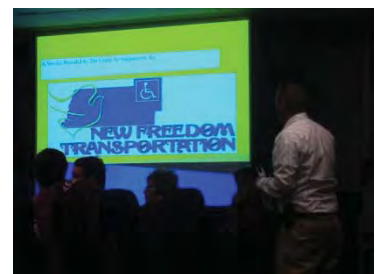
A presentation was given at the December 13, 2013 Hillsborough LCB meeting to update the members on the regional mobility needs assessment and ask for LCB input. The presentation included an overview of the previous TCAP efforts, the grant program changes, mapping analysis, and the public outreach results. Discussion that occurred following the presentation focused on the low number of attendees at the Hillsborough County public workshop on November 6, 2013. LCB members were interested in finding opportunities for additional input from social service agencies within the county as well as individuals with disabilities and older persons. It was mentioned that the Pinellas MPO had developed a SurveyMonkey survey using the same polling questions from the series of workshops that were held in November to gauge additional public input. The survey was posted online and the link would be sent out to the LCB members to complete the survey and disseminate to other interested persons. LCB members commented that SurveyMonkey is difficult for some people to use and not the most effective way to receive input. The LCB members were notified of the joint LCB meeting that was scheduled for January 16, 2014 and that there would be an opportunity at this meeting for public comment.

Joint Local Coordinating Boards Meeting



A meeting of the Hillsborough, Pasco, and Pinellas Local Coordinating Boards (LCBs) was held on Thursday, January 16, 2014 at the FDOT District 7 Conference Room. The meeting began with an overview of the regional needs assessment followed by brief presentations on the projects that have been funded using the tri-county area's JARC and New Freedom dollars. The subrecipients that presented during the meeting included HART, Worknet Pinellas, Quality of Life, Neighborly

Care Network, Center for Independence, and PSTA. Topics that were covered for each of the programs included an overview of the services provided and how receiving the grant funds have impacted the community. After each presentation, attendees were given an opportunity to ask questions. Below is a summary of the discussions that occurred.



- An LCB member asked for clarification on how the needs and projects identified in the presentation will be prioritized for use in the selection of future projects and if the LCB will have time to discuss the projects at the local level. Clarification was

provided that the needs assessment has been completed to document the tri-county area's needs and potential projects to address those needs. FDOT, in coordination with the MPOs and LCBs, will decide how the projects should be prioritized and used in the selection of future 5310 projects.

- Another member asked if there are studies showing that paratransit users would switch to fixed-route service if it was available or would those persons be made to switch to the fixed-route system.
- St. Petersburg College is having a job fair soon and this event may be a good place for Neighborly Care Network to find drivers.
- Accessibility in Pasco County is not good with benches near ditches.
- Regional paratransit service is needed to get people to the Veterans Administration and Moffitt.
- More door-to-door service is needed for a wide range of daily activities on the weekend.
- Pasco County fixed-route service is limited and needs to be increased.
- Coordination and reciprocal services are needed from Hillsborough County to Pasco County and back.
- MPOs and the TD Boards need to be the educators in state. The final regional mobility needs chapter should be taken to Transportation Disadvantaged Legislative Awareness Day in March 2014 to increase awareness of the needs and the projects that have been funded with the resources available.
- Communication on this topic is important and every effort should be made to continue discussions focused on the mobility needs of seniors and the disabled.
- The recently formed transportation management area leadership group for Hillsborough, Pasco, and Pinellas County is a great idea and some LCB members would be interested in participating in this effort going forward.

Online Survey

As part of the public outreach process, an online survey was generated using SurveyMonkey in an effort to reach the greatest number of survey participants and obtain input on the region's needs. A total of 116 responses were received; however, the respondents did not answer all of the questions that were included on the survey. Approximately 57 percent of the respondents were from Hillsborough County, 12 percent were from Pasco County, and 31 percent were from Pinellas County. The results of the survey are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities is the most important need.
- Service is the most important improvement and should be rail and bus.
- More shelters are needed.
- Paratransit services should be expanded to new areas.
- Fixed-route service needs frequency improvements.
- Shorter wait times are needed for paratransit pick-ups.

Transit Orientation Index

The traditional transit market refers to population segments that historically have a higher propensity to use transit and/or are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low income and/or have no vehicles. A Transit Orientation Index (TOI) assists in identifying areas of the county where a traditional transit market exists. To create the TOI, 2011 ACS data estimates were compiled at the block group level and categorized according to each block group's relative ability to support transit based on the prevalence of specific demographic characteristics. For this analysis, four population and demographic characteristics were used to develop the TOI. Each characteristic traditionally is associated with the propensity to use transit. The four characteristics that were used to produce the index include the following:

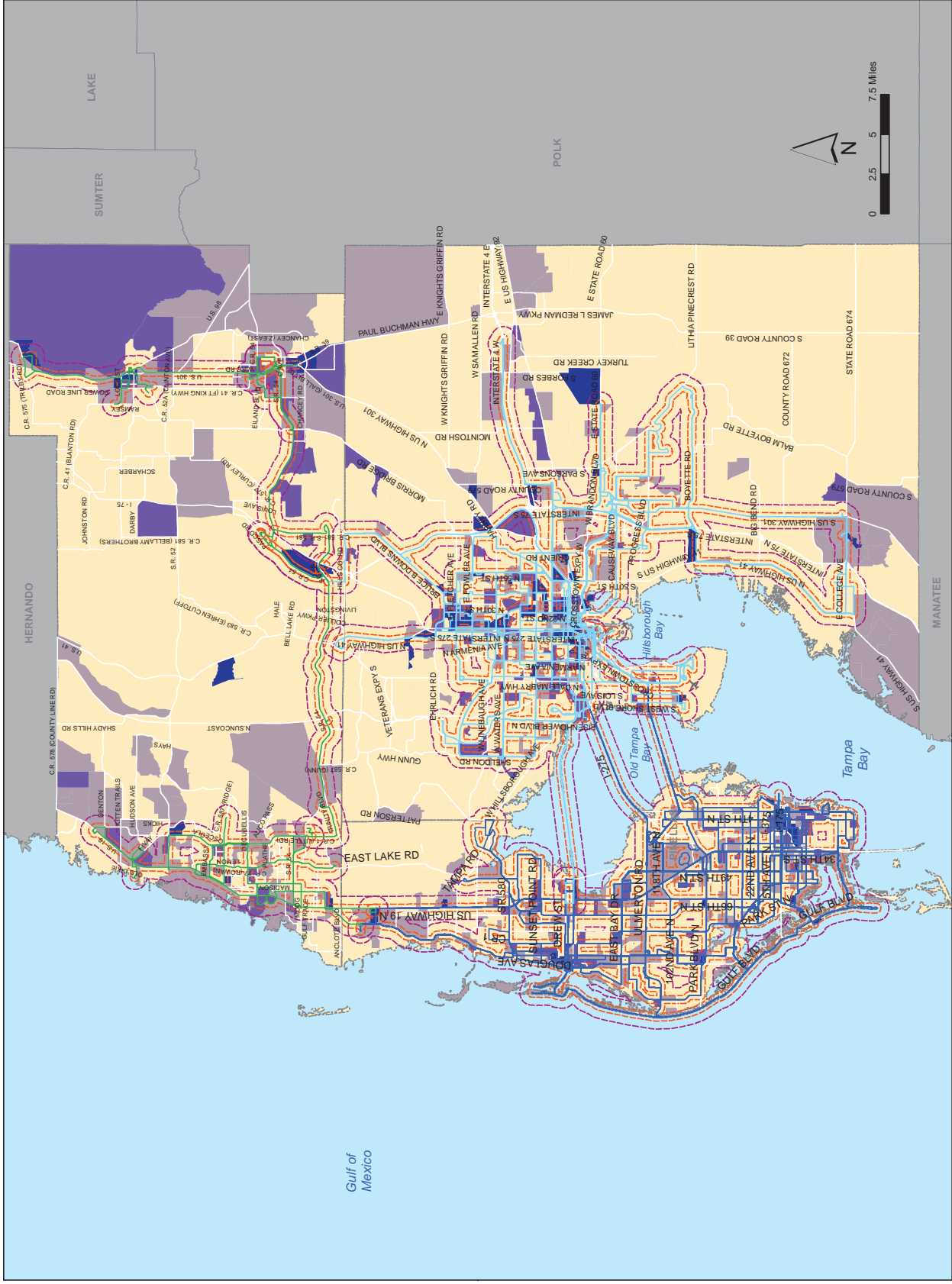
- Population density (persons per square mile)
- Proportion of the population age 60 and over (older adults)
- Proportion of the population under age 16 (youths)
- Proportion of the population below the poverty level

Map 20 presents the 2011 TOI for the tri-county area. The 2011 TOI for the study area shows that, for the most part, Pinellas County has transit routes located in the areas with High or Very High transit orientation. Hillsborough County also has transit routes located in areas with High or Very High transit orientation; however, there are areas with High or Very High transit orientation that may benefit from additional transit services including Wimauma, Plant City, Dover, northeast along the Polk County line, and north along Morris Bridge Road. High or Very High TOI areas in Pasco County that could benefit from additional transit service, includes Lacoochee, south of Zephyrhills, Dade City, Land O' Lakes, Odessa, Hudson, and Spring Hill.

Goals, Objectives, and Strategies

The goals from the TCAP were updated to support the development of the regional mobility needs chapter and the selection of projects for Section 5310 funding. The revised goals were presented to the public for concurrence and are as follows.

- Provide additional tools to overcome existing barriers facing Americans with disabilities who seek full participation into society.
- Remove duplications of transportation services in order to maximize transportation funding within the tri-county area.
- Increase coordination and communication between transportation and social service providers, through public forums.
- Increase support for public transportation programs and funding.
- Increase safety while utilizing public transportation within the tri-county area through pedestrian amenities.
- Enhance quality of life for elderly and disabled populations by providing greater public transportation access to the community.



TDSP REGIONAL MOBILITY NEEDS

Map - 20 Tri-County TOI

Legend

- HART Routes
- PCPT Routes
- PSTA Routes
- 1/4 Mile Service Area
- 3/4 Mile Service Area

TOI Rank

- Very High
- High
- Medium
- Low

Tindale-Oliver & Associates, Inc.
Planning and Engineering

ACCURACY: It is intended that the accuracy of this map be used for general informational purposes only. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013

- Increase housing and employment options by ensuring transportation connectivity throughout the tri-county area.

Regional Mobility Needs

Based on the review of existing data, public participation process, and technical analysis, the following unmet transportation needs and barriers to coordination have been identified for consideration during future Section 5310 funding cycles. In addition, potential projects and services have been identified to meet the needs, where applicable.

- Continue existing transportation services for older adults and individuals with disabilities – the projects and services that are currently being provided should be sustained through future funding programs, if feasible.
- Projects selected for funding should benefit both seniors and individuals with disabilities – Projects that can benefit both of the target groups should be given greater priority during the project selection process. Coordination of services, leveraging resources, and vehicle sharing among providers may assist with providing transportation services to both of the targeted groups using limited resources.
- Regional paratransit services – Providing paratransit services across county lines will help older adults and individuals with disabilities access specialized services in other counties regardless of service boundaries. Coordination among providers to provide regional paratransit services on specific days or during certain trips could help to provide expanded service.
- Regional fixed-route/express services – While some regional routes exist, including PSTA to HART in Tampa, 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, and weekend service – Improvements on the fixed-route system will serve all users including the targeted populations and may reduce the need for door-to-door service in some areas where passengers cannot use the system due to long wait times in between buses or lack of service on the weekends and evenings.
- Infrastructure and technology improvements – Additional benches, shelters, audible announcements, sidewalk improvements, landing pads, etc. are needed in Hillsborough, Pasco, and Pinellas counties.
- Additional transportation services to quality of life/social activities – Transportation services that provide quality of life trips for the targeted populations are needed on the weekend and in the evenings. Trips to medical services and other life sustaining activities are often available under specific funding sources; however, trips to church and evening outings are more difficult to obtain since trips may be prioritized due to limited funding.
- Service connecting to major hospitals and hubs – Additional transportation services are needed providing access to the major hospitals, assisted living facilities, and senior centers noted earlier in this needs assessment. However, major hubs and activity centers would also benefit from

additional transportation services. The additional major hub/activity center services may be an avenue for providing quality of life trips to these areas for social interaction.

- Education services/travel training for individuals with disabilities – Additional travel training programs are needed to educate persons who may be able to use the fixed-route system but are currently not comfortable with independently using the system.
- Central phone number for information – A one-call, one-click center was identified as a need for minimizing the level of effort necessary to obtain information on available transportation services, fares, funding sources, service boundaries, eligibility requirements, etc.; however, the *My Ride* service being implemented by TBARTA in 2014 should help to fulfill this need. In addition, the www.SafeandMobileSeniors.org/FindaRide.htm website provides a one-stop location to find information by county on over 700 transportation providers within the State of Florida which also helps to meet this identified need.
- Partnerships for vehicle sharing – With the New Freedom program being consolidated into the 5310 program and no new funding added to that program, partnerships for vehicle sharing may be an effective way of ensuring there are enough vehicles available and funding allocated to operating projects and services.
- Taxi vouchers for evening service – Vouchers for evening service may help to provide additional quality of life trips and/or trips for persons that may be stranded when other transportation services end.
- Funding for non-profit providers providing life sustaining services to older adults and individuals with disabilities – Social service providers offering services such as Meals on Wheels have experienced funding cuts and are in need of additional revenue to provide transportation and life sustaining services.
- Expanded fixed-route services to new areas – Based on the technical analysis, the following areas could benefit from expanded fixed-route services.
 - **Hillsborough County**
 - Thonotosassa
 - Lithia
 - Dover
 - Seffner
 - Valrico
 - Gibsonton
 - Lutz
 - Plant City
 - Ruskin
 - Wimauma
 - Tampa
 - **Pasco County**
 - Hudson
 - Shady Hills
 - Land O' Lakes
 - Odessa
 - Spring Hill
 - Dade City
 - Lacoochee
 - South of Zephyrhills
 - **Pinellas County**
 - Tarpon Springs
 - Palm Harbor
 - St. Petersburg

Conclusion

Both regional and local needs were identified during the assessment. In Pasco County and Hillsborough County where areas remain with limited or no available fixed-route transit service, the residents would like to first have expanded local service to new areas that are currently difficult to access. The need for regional service to surrounding areas was also considered a priority; however, the consensus within these counties was that the local services should be improved first and then future resources should be focused on providing regional connections. In Pinellas County, where there is little vacant land and good fixed-route coverage, the majority of major attractors for older persons and individuals with disabilities are covered by fixed-route and/or paratransit service. For those reasons, the assessment concluded that regional services are considered a greater need in Pinellas County. Based on the responses from all three counties, respondents agreed that transportation services that assist older adults and individuals with disabilities with accessing quality of life activities, including evening and weekend trips to places other than medical appointments, should be considered the greatest need when planning future transportation services for the targeted populations.

Regional transportation connectivity is a priority; however, quantifying the importance of and demand for additional regional transportation options is best completed through travel demand modeling and public outreach tools (surveys and polls, meetings, general comments). It is clear that gaps exist in the collection of quantifiable information on regional demand that is not being met. Since regional paratransit service does not exist, many customers do not communicate their need to access locations outside of their current county of residence. Denials for regional trip requests are not kept for tally, because the requests are never made by customers based on their understanding of existing service limitations or customer service representatives tell persons inquiring that they do not provide that type of service. During development of this regional chapter requests were made for information to better assess regional mobility needs that are not currently met. Agency responses were that this information is not available or referrals were provided to other agencies that might have additional information. In addition, the Census Longitudinal Employer-Household (LEHD) maps provide information on current regional travel patterns, but that information does little to assist in identifying where unmet regional transportation needs may be present. The public outreach that was conducted provided the best information on desire for regional transportation options to meet existing needs. Those regional transportation needs such as Pinellas to Hillsborough and Pasco to Hernando were denoted earlier in this document.

In addition, having a regional agency such as TBARTA provides an avenue for regional transportation information to be identified, reviewed, and documented. Through TBARTA's planning efforts the following eight regional transportation projects were identified as priorities:

- Regional Projects
 - Short-Term Regional Premium Transportation Enhancements Study
- Central Projects
 - USF to Wesley Chapel

- Howard Frankland Bridge PD&E Study and Regional Transit Corridor Evaluation
- St. Petersburg to Clearwater through Greater Gateway area (Pinellas Alternatives Analysis)
- Northern Projects
 - Westshore Area to Crystal River/Inverness Transit Corridor Evaluation
 - I-75 Regional Bus Wesley Chapel to Downtown Tampa
 - SR 54/56
- Southern Projects
 - Extension of Premium Services from Sarasota to Bradenton & North Port
 - I-75 Regional Bus Sarasota/Bradenton to Downtown Tampa

Any improvement to the overall transportation system can benefit the elderly and persons with disabilities; therefore the projects recommended by TBARTA as priorities can assist with the improvement of mobility for these populations. The regional transportation enhancements study should provide additional information on unmet regional transportation needs. The priority areas identified by TBARTA also align with some of the areas identified in this regional TDSP chapter for consideration of mobility improvement projects or programs that may be funded under Section 5310.

Appendix A: Plan Review

Transit Development Plans

The most recent Transit Development Plans (TDPs) for the public transit providers in Hillsborough, Pasco, and Pinellas counties were reviewed and summarized in order to identify the existing transit and mobility needs of older persons, persons with disabilities, and low-income populations and projects that might provide benefit to the Transportation Disadvantaged (TD) population.

Hillsborough County

Hillsborough Area Regional Transit (HART) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs and projects within the HART TDP have been added to the 5-Year CIP (Capital Improvement Plan) and planned budget as currently unfunded, but have been identified as applicable to the TD population:

- Paratransit/Flex Vehicle Facility
- Plan City Expansion of Basic Transit Infrastructure
- MetroRapid East/West (Temple Terrace/Tampa International Airport (TIA))
- Additional Bus Maintenance Facility
- MetroRapid (Kennedy/TIA)
- MetroRapid (New Tampa)
- MetroRapid (Brandon)
- MetroRapid (Dale Mabry)
- MetroRapid (Gunn/Busch)

HART conducted community outreach in the form of discussions and visioning processes on the future of transit needs in the Tampa Bay area. The needs that were identified and are applicable to the TD population are listed below.

- Increased level of service
- Increased evening and weekend service

The detailed route analysis completed by HART in 2009 concluded that many stops could be consolidated and improved. As such, HART completed improvements on the stops and roadways listed below in FY 2013 to comply with ADA guidelines specific to TDP Goal 2 (Improve Mobility and Accessibility.) The accessibility improvements included landing pads, sidewalks, and realignments.

- Routes 16, 31, 36, 36, 39, 45, 46, 57, 24LX, 25LX, and 27LX
- 15th Street Sidewalk, Himes Avenue Sidewalk, and Broadway Avenue Sidewalk

HART provided enhanced connections and served additional markets through the opening of the MetroRapid North-South and the rehabilitation of the Yukon Transfer Center. Several route enhancements originally scheduled for implementation in FY 2013 are being implemented in FY 2014. The proposed weekday service improvements include: Route 5 expanding to a final trip at midnight,

Route 6 increasing to 20-minute midday frequency, and Route 46 being reinstated to one hour midday service. The proposed weekend service improvements include: Routes 2, 6, and 30 expanding to a final trip at midnight, Route 5 extending Saturday and Sunday service by 2 hours, Route 14 and 57 to commence Saturday service, and Route 37 to commence Sunday service.

Pasco County

Pasco County Public Transportation (PCPT) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs within the PCPT TDP have been identified as applicable to the TD population:

- Improvements to existing routes
- New service expansion
- Capital/infrastructure improvements
- Other improvements

The new service expansion needs that could improve mobility and connectivity within the county include:

- Moon Lake Connector
- Spring Hill Connector LX
- Wiregrass Connector
- Cross-County Connector on SR 52
- Land O' Lakes Connector
- St. Leo University Connector
- Express Service on US 19
- Wesley Chapel/USF Express
- Express Service on Suncoast Parkway

The goals, objectives, and strategies that were developed as part of the PCPT TDP identified the following themes and/or specific statements that relate to the TD population:

Goal 1: Enhance the quality and quantity of service.

Objective 1.1: Double ridership from 1 million in 2013 to 2 million in 2023.

Strategy 1.1.4: Identify and address transportation needs of transit-oriented populations in the County.

Goal 4: Enhance the accessibility of transit services.

Objective 4.2: Strive to ensure accessibility at all transit facilities.

Strategy 4.2.1: Conduct transit infrastructure assessment.

Strategy 4.2.2: Continue to improve infrastructure including benches, shelters, signage, and accessibility at bus stops.

Strategy 4.2.3: Ensure that all new transit infrastructures meet accessibility requirements.

Goal 5: Pursue transit-friendly land use and regulations.

Objective 5.1: Review all relevant land development proposals and regulations to ensure transit-friendly development.

Strategy 5.1.1: Support the use of development incentives for developers and major employers to promote public transportation (e.g. impact fee credits to developers for transit amenities).

Strategy 5.1.2: Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.

Strategy 5.1.3: Coordinate with local jurisdictions, planning agencies and the development community to encourage transit-supportive development patterns and investments.

Strategy 5.1.4: Support community initiatives that align affordable housing with transit service.

The improvements to existing routes include changing Routes 14, 21, and 25 from 60-minute to 30-minute frequency, expanding Route 54 service to 6 days per week and the frequency to 60 minutes, and adding three hours of weekly service at night on Routes 14, 19, and 21. Longer term improvements include adding three hours of weekday service on all routes, adding limited Sunday service on all routes, and implementing 30-minute headways on all existing PCPT routes.

The potential capital/infrastructure improvements include expanding and improving bus stop infrastructure, establishing new transfer facilities, and improving bus stop safety and ADA accessibility.

Pinellas County

The Pinellas Suncoast Transit Authority (PSTA) completed their most recent TDP Major Update in September of 2010 for FY 2011 – FY 2020. The PSTA vision is to further transition Pinellas County into a more livable community. The PSTA TDP identifies a need to increase mobility for limited income individuals without cars or access to cars and to promote the connection of residential areas and major activity centers for education, employment, and entertainment opportunities. The following needs within the PSTA TDP have been identified as applicable to the TD population:

- New passenger shelter and landing pad installation
- Intermodal Transit Facilities (Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater)

A 2010 Medicaid Bus Pass user survey revealed a heavy reliance on the pass and that more weekend service, as well as bus shelters were the two most desired improvements.

PSTA has an extremely effective community outreach and liaison program. Ongoing efforts performed as part of that outreach, relating to the TD population, are summarized below.

- **Regional Funding/Service Coordination:** PSTA staff has coordinated with HART and PCPT on regional funding and services. The three agencies effectively share FTA Section 5307 formula funding and jointly developed a regional JARC program.
- **WorkNet Pinellas:** Marketing staff works with case managers to provide PSTA information relevant to jobseekers and employers. Participation in WorkNet job fairs is ongoing.
- **Community Presentations and Local Public Involvement Programs:** Marketing staff provides special presentations to various groups in the community with respect to PSTA service and programs. Life skills and presentations for bus travel are provided, particularly for supported employment and rehabilitation programs.
- **Development Coordination & Review:** Staff works closely with local communities to review development and redevelopment plans and incorporate passenger amenities as part of the projects. This program is very successful with regard to the placement of passenger shelters and benches throughout the community. Staff is also participating with local communities on redevelopment projects and providing input on conceptual designs.
- **Accessible Bus Stop Signage:** In coordination with PSTA's Transit Advisory Committee, new bus stop signs were developed to differentiate the bus stop from other "poles" along roadways. These tactile signs include raised and Braille characters for 100 selected PSTA bus stops, which were identified with input from visually-impaired passengers.
- **Travel Training/Travel Aids Program:** Training offered to persons with disabilities so they can gain the skills they need for independent travel.
- **Social Service Agency Coordination:** PSTA leases surplus paratransit vehicles to area social service agencies to increase the accessibility of the TD system.
- **Inter-County Transit Service:** Regional connection points and transfer centers are maintained by PSTA in Tarpon Springs and Clearwater. These centers facilitate transit service connections between PSTA, PCPT, and HART. Coordination efforts include the provision of benches and shelters, route/schedule information, shared bus stop locations, and planning requirements.
- **PSTA Web Page:** The website www.PSTA.net is continuously updated with Board meeting information, special events, employment opportunities, planning, and financial reports.
- **Community Programs:** Staff participates in education programs, including new rider assistance for supported employment and social service programs.

Transportation Disadvantaged Service Plans

The TDSPs for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify each county's transportation disadvantaged goals and objectives, transportation needs, and service gaps.

Hillsborough County

HART completed their most recent TDSP in April of 2012 for FY 2012 – FY 2016. The estimated number of TD persons in Hillsborough County is 462,922 in 2013 and 472,815 in 2014. The following needs/projects have been identified as applicable to the TD population:

- Using JARC funds to provide job training trips in the County
- Using New Freedom funds to include more quality of life trips through public private partnerships

HART also identified the following service limitations/barriers to coordination and strategies to improve them within their TDSP:

- **Funding Issues will emerge**
 - TD population estimated to increase by 10,000 from 2013 to 2014
 - Short term local funding is limited
 - Improvement Strategy: Continue to advocate for increased TD funding through state (trust fund) and federal revenue sources for service provision.
- **Fixed-Route Bus Service**
 - Expansion of service would alleviate much of the door-to-door trips and assist in providing reliable service, reducing costs, and increasing the capacity of the TD system.
 - Improvement Strategy: Continue to support increased funding to HART for fixed-route service expansion in areas with high demand for TD services and work with Tampa Bay Area Regional Transportation Authority (TBARTA) to expand van pools to increase access to employment.
- **Inter-County Service**
 - Additional private operators available to contract with the Community Transportation Coordinator (CTC) could increase TD service in Hillsborough County. In particular, additional providers would create competition and lower costs for providing TD service in the County.
 - Improvement Strategy: Continue to work with Pasco and Pinellas counties to remove the barriers that impede the flow of tri-county transportation information, such as coordinated centers for trip appointments and available resources.
- **Jobs-Transportation Access**
 - The CTC supports access to transportation for employment related services and has partnered with several local agencies to further its transportation for jobs component.
 - Improvement Strategy: Continue to pursue grant funding, such as JARC, to provide transportation services that meet the transportation needs of the TD population for access to employment and employment-related activities.
- **Enforcement of Agency Cooperation**
 - In Florida, CTC's were established in each county to implement the concept of coordinated transportation, which is designed to have one entity (known as the broker)

arrange transportation between various users and funding information. A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of TD services.

- Improvement Strategy: Continue to advocate for legislative changes that strengthen enforcement of agency participation in the coordinated provision of “brokered” TD services.
- **Conflicting Requirements for Purchasing Agencies**
 - It can be difficult to coordinate trips with purchasing agencies due to their individual needs, requirements, and standards of service.

Hillsborough County has identified the following goals and strategies to address their TD needs through public participation listening sessions:

Goal 5: Ensure necessary funding to support the TD program. Increase the funding for TD trips to meet demand.

Strategy 5.1.a: Continue to pursue local government funding to provide the match for the Non-Sponsored Trip/Equipment Grant.

Strategy 5.1.b: Identify, Evaluate, and pursue possible alternative TD funding available through local, state, and federal sources.

Strategy 5.1.c: Continuously monitor and work with the Florida Legislature, the CTD, and other entities to increase TD funding and streamline operations and service requirements.

Strategy 5.1.d: Promote the state voluntary dollar program designed to encourage one dollar donations to the TD Program when renewing vehicle tags.

Goal 6: Ensure TD Program accountability.

Strategy 6.1.b: Continue to conduct planning, program development, and competitive selection for the JARC and NF programs in compliance with Federal Transit Administration (FTA) Circulars 9045 and 9050 and in coordination with the MPO’s LRTP and Transportation Improvement Program (TIP).

Strategy 6.1.c: Conduct outreach to ensure that the interests of the general public are reflected in the priorities of the TDSP.

HART is anticipating the replacement of a total of 14 vehicles in fiscal year (FY) 2013 and five in FY 2014.

Pasco County

PCPT completed their most recent TDSP in July of 2013. The total number of persons estimated to be TD in Pasco County was 234,199 in 2012. The most heavily populated areas are located along US 19 in

West Pasco, where paratransit service demand is the highest due to a concentration of elderly and low-income populations. There are several areas in Pasco County where transit service is not provided. This includes the central portion of the County, including the growing populations of Land O' Lakes and Wesley Chapel.

Based on the TDSP needs assessment, the largest group in need of transportation-related assistance is the elderly. Pasco County is predominated by a large number of retirees (both permanent and seasonal residents). The elderly population has a demand for access to service related businesses, medical facilities, and social service agencies. In addition to the elderly, there are a large number of physically and mentally challenged residents in Pasco County who require assistance. The next largest segment of the TD population is low-income, primarily because they cannot reasonably afford their own transportation. Included with the low-income group are "high-risk" and "at-risk" children.

Pasco County's TDSP identified the following needs:

- Limited service in the evenings and on the weekends
- Lack of inter-county fixed route and paratransit services
- Lack of transportation funding
- Improve spending per capita on transit
- More personal door-to-door service for disabled persons
- Lack of immediate transportation services for the elderly
- Lack of volunteer drivers
- Lack of education of available services, programs, and requirements

Pasco County has identified the following goals for the TD population:

- Ensure availability of transportation services
- Ensure cost effective and efficient transportation services
- Provide quality of service
- Ensure necessary funding to support the program
- Ensure program accountability
- Develop and promote alternative transportation

Pasco County also identified barriers to coordination in their TDSP. One of these is transferring current paratransit clients to the fixed-route system as it expands, done through the training of individual riders. The large and growing TD population and their demands indicate the need for increased funding as current resources may not remain adequate.

Pinellas County

PSTA completed their most recent TDSP in October 2012 for FY 2013 – FY 2017. The total number of persons estimated to be eligible for Transportation Disadvantaged (TD) Program services was 77,941 in 2012 and 85,263 in 2013. PSTA assumed the role of the community transportation coordinator (CTC) of the Pinellas County TD program in July, 2012. The MPO had been the CTC prior to that time. As the CTC,

PSTA was able to integrate its Dial A Ride paratransit services with the TD program. The goal of this transition is to improve cost effectiveness on multiple fronts and improve the utilization of the bus system to handle TD client needs. Those TD clients who are unable to ride the bus are provided with access to transportation via PSTA's contracts with Clearwater Yellow Cab and Care Ride for taxi sedan and wheelchair service.

The 2013 TDSP update identified the following unmet needs in the original 2007 Tri-County Area Plan (TCAP):

- Transportation services provided in the evenings and on the weekends
- Education on available services, various programs, and eligibility requirements
- Inter-county transportation for both fixed-route and paratransit trips
- Fixed-route transit system covering all areas of the county
- Paratransit services to provide shopping, recreational, and employment trips, especially for people working late night or early morning shifts when fixed-route transit is not available.

The 2013 TDSP also identified the 2009 TCAP unmet needs:

- One coordinated eligibility process for all applications
- A centralized one-stop center
- Sensitivity training for operators
- Ride guide for the available transportation program

These unmet needs continue to be a barrier to coordination. Needing to contact multiple agencies for various transportation needs due to a lack of centralization and different program eligibility requirements is still an issue. This has been articulated during various public outreach activities.

Long Range Transportation Plans

The Long Range Transportation Plans for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify the goals, values, needs, and service gaps for the region.

Hillsborough County

The goals, objectives, and policies that were developed as part of the Hillsborough County MPO's 2035 LRTP identified the following themes and/or specific statements that relate to the TD population:

Goal 3: Promote accessibility and mobility by increasing and improving multi-modal transportation choices, and the connectivity across and between modes.

Objective 3.1: Maximize access to the transportation system and improve the mobility of the transportation disadvantaged.

Policy 3.1A: Provide facilities that are ADA compliant and amenities that support all users of the multi-modal transportation system, including persons with

disabilities, the elderly, and economically disadvantaged (such as sidewalk connections, trails, and enhanced bus stop/shelters).

Policy 3.1B: Improve or expand the multi-modal transportation system serving the disadvantaged by enhancing service availability, and providing greater access to connecting bicycle and pedestrian facilities.

Policy 3.1C: Promote paratransit or alternative services where development patterns do not support fixed-route transit.

Objective 3.3: Support an integrated transit system with efficient connections between modes.

Policy 3.3A: Develop a multi-modal transportation system that integrates all modes into the planning, design, and implementation process.

Policy 3.3B: Promote a transit circulator, water taxi, bicycle, and pedestrian system serving major activity centers, such as hospitals, educational facilities, parks, malls, and other major employment and commercial centers.

Policy 3.3D: Support multi-modal improvements to address a system gap or deficiency at significant points such as major intersections and movable bridges that serve vehicular traffic and other modes.

Goal 4: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Objective 5.1: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Policy 5.1A: Promote safety in the planning, design, construction, and maintenance of all modes in transportation projects and programs (e.g., designing for the incorporation of emerging safety-related technologies).

Policy 5.1B: Work with local governments and other agencies to identify safety concerns and conditions, and recommend projects to address key deficiencies (such as high crash locations, lighting and signage).

The Hillsborough County MPOs 2035 LRTP references FDOT Safe Mobility for Life program that promotes safety and informs seniors on all aspects of transportation, to improve their safety and mobility. This program serves as a reference to national, state, and local programs that are available to the elderly segment of the TD population.

Pasco County

As part of the Pasco County MPO 2035 LRTP, the goals were updated from the 2025 LRTP to comply with requirements stipulated under SAFETEA-LU. The goals, objectives, and policies that were developed as

part of the Pasco County MPO's 2035 LRTP, identified the following themes and/or specific statements that relate to the TD population:

- Preventing or avoiding disproportionate adverse impacts to low income and minority communities
- Preventing the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations
- Ensuring that the transportation planning process complies with all applicable ADA and US DOT regulations
- Increase the safety and security of the transportation system for motorized and non-motorized users.
- Increase accessibility and mobility
- Enhance the integration and connectivity of the transportation system across and between modes.

Pinellas County

A review of the goals, objectives, and policies developed as part of the Pinellas County MPO's 2035 LRTP was undertaken to identify themes and/or specific statements that relate to the TD population. Applicable policies in the LRTP, also included in the TDSP, are listed below:

Objective 1.4: Mass Transit use shall be encouraged and promoted in order to increase ridership while reducing the number of single-occupant vehicles on the County's roadways and as a primary means of travel for the transportation disadvantaged population.

Policy 1.4.4: The MPO shall continue to ensure that the economically disadvantaged and physically impaired citizens of Pinellas County have access to cost-effective and efficient transportation services.

Policy 1.4.5: In its role as the Pinellas County CTC, the MPO shall provide, when appropriate, 31-day unlimited use PSTA bus passes to TD Program customers as a cost-effective way of providing needed transportation and improving overall mobility. *Although distribution of bus passes to TD customers remains an important part of the program, the MPO no longer serves as the CTC. The PSTA assumed this role in 2012.*

Policy 1.4.6: The MPO shall continue to work with local governments, communities, and PSTA to identify and assess transit needs in the County.

Policy 1.4.9: The MPO shall work with governments/counties to identify projects for JARC and New Freedom Funding.

Policy 1.4.10: The MPO shall include the public, local governments, the private sector, nonprofit agencies and PSTA in the development of plans addressing the needs of the TD population.

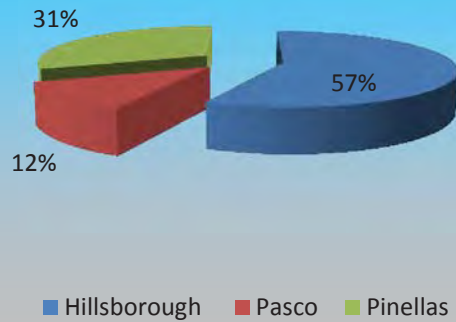
Policy 1.4.11: The MPO shall support/encourage provisions of ADA-compliant features and amenities at transit stops that accommodate the needs of persons with disabilities and the elderly.

Objective 1.5: Develop a long range intra-county and regionally accessible transit system in Pinellas County that features advanced technology, express service to intermodal transportation facilities, major employment centers, recreational points of interest, tourist destinations, and significant commercial activity.

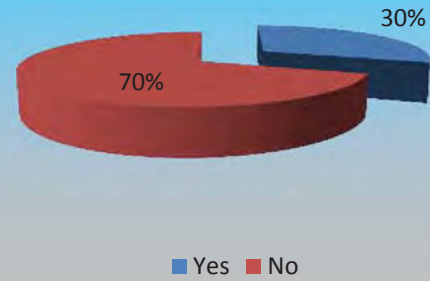
Policy 1.5.4: The MPO shall work with local governments to ensure that mobility strategies and local land use plans are compatible and mutually supportive.

Appendix B: Public Workshop Survey Results

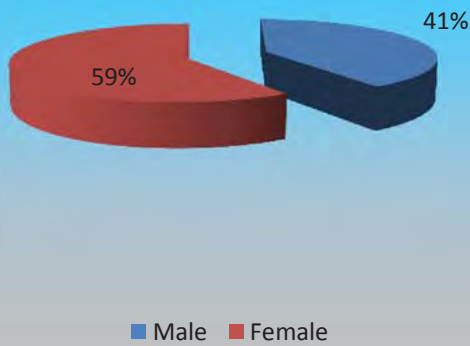
Which County do you live in?



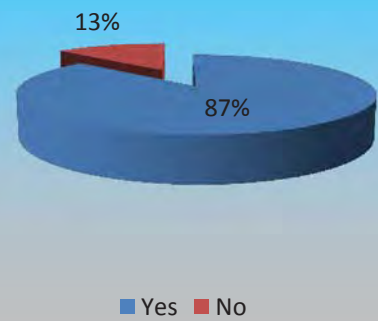
Were you required by your employer to attend the workshop today?



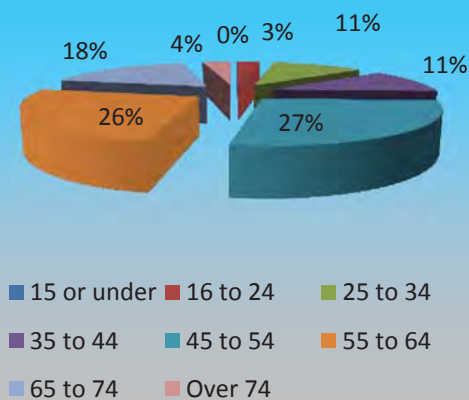
What is your gender?



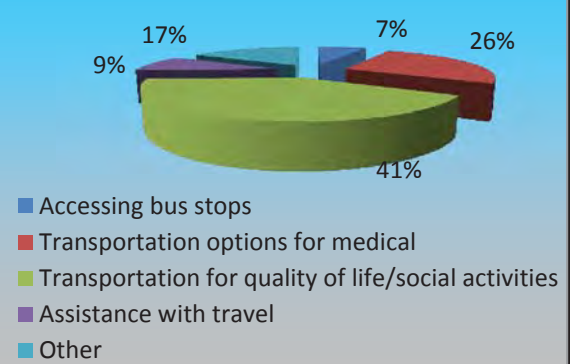
Do you have access to a car or other personal vehicle?



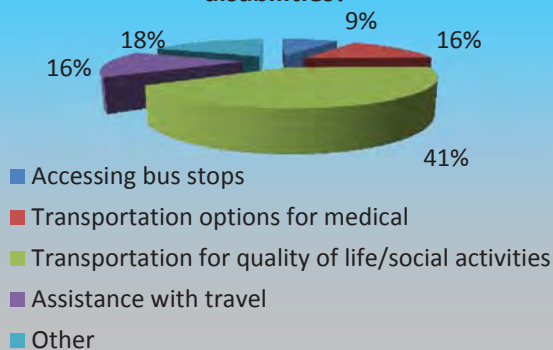
What is your age?



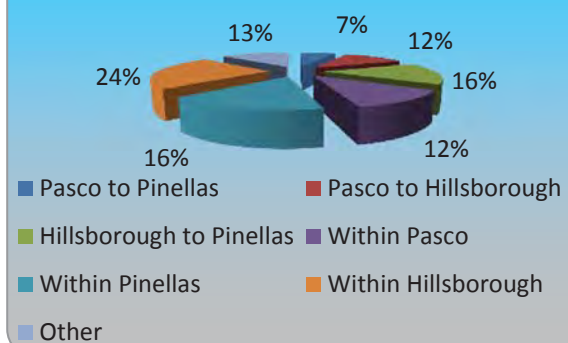
What is the greatest need in the tri-county region for seniors?



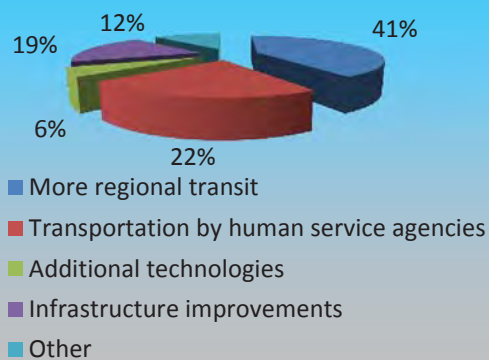
What is the greatest need in the tri-county region for individuals with disabilities?



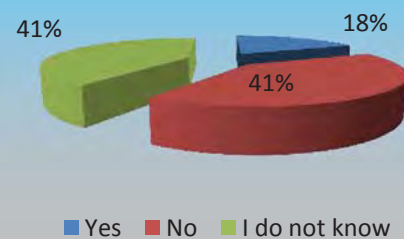
Where should future transportation services be improved to meet the needs?



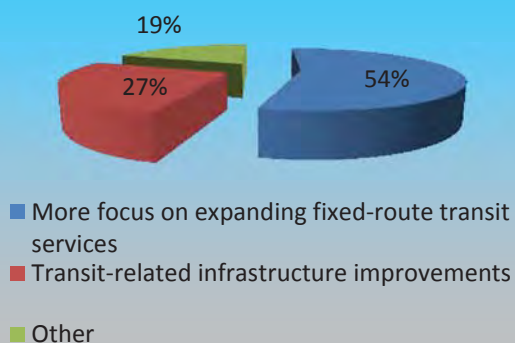
What additional services are most important?



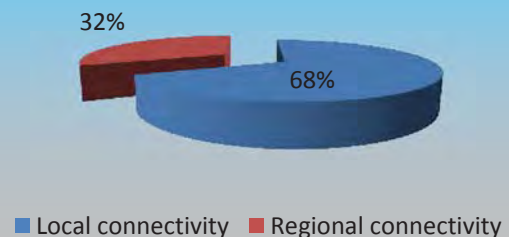
Would you prefer that FDOT maintain providing 5310 funds as 100% capital and not use this funding source for operating grant support?



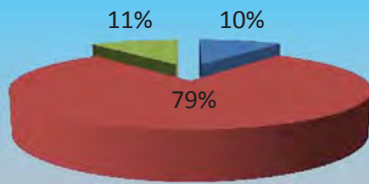
Which improvement do you prefer?



Which is more important to you, local expansion of service or service that connects the region, i.e., connections to the surrounding counties?

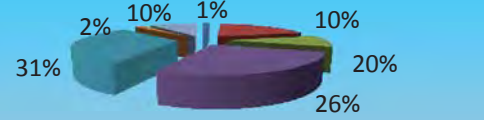


Are you satisfied with the current level of public transportation service?



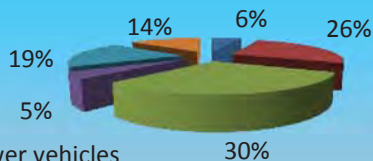
■ Yes ■ No ■ I do not know

Which type of improvement would be your preference for fixed-route service?



■ Earlier morning service hours (3 AM – 7 AM)
 ■ Extended evening hours (8 PM – 2 AM)
 ■ Additional weekend service
 ■ Coverage to new areas not currently served
 ■ Improved Frequency
 ■ Training on system use
 ■ Other

Which type of fixed-route improvement would you prefer?



■ Newer vehicles
 ■ Real-time bus information via phone or computer
 ■ More sheltered locations
 ■ More bike storage on vehicles
 ■ Additional seating for the elderly and disabled
 ■ Other

Which type of paratransit service improvement would you prefer?



■ Expanded coverage area
 ■ Extended hours of service
 ■ Additional weekend service
 ■ New or additional transfer areas to other paratransit service or fixed-route
 ■ Other

What demand response improvement is most important to you?



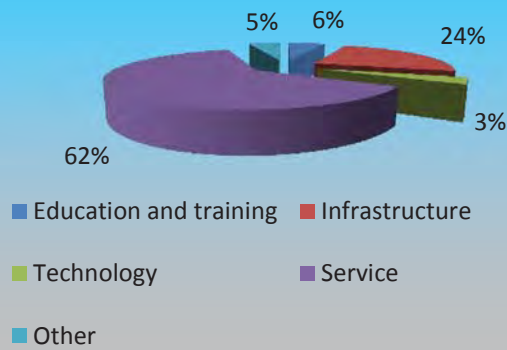
■ Reduced time to schedule trips (12 hours prior to trip)
 ■ Shorter wait times for pick-up
 ■ Ability to schedule trip online
 ■ Newer vehicles
 ■ Other

Which type of transportation would you prefer to see financial investments focus on for your community?

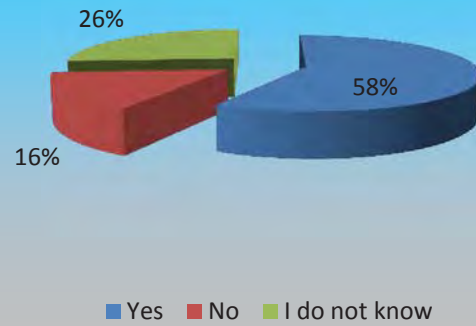


■ Bus
 ■ Demand Response
 ■ Rail
 ■ Vanpool
 ■ Roads
 ■ Bike Paths
 ■ Sidewalks
 ■ Other

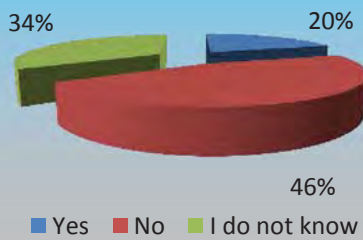
What is most important to you with regard to transit improvements?



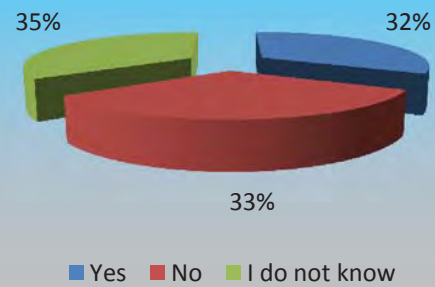
Are public transit fares affordable?



Have you benefitted from any of the programs mentioned during the PowerPoint funded by the previous JARC and/or New Freedom programs?



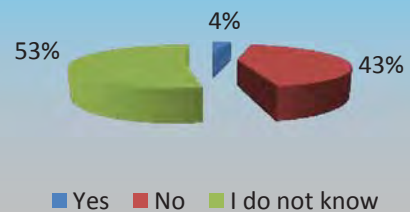
Are you comfortable using non-demand response public transit services at night?



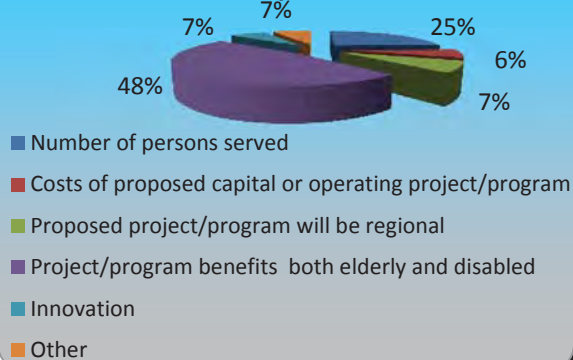
If you are working for a social service agency, has your agency looked for grant opportunities to provide transit other than those offered by the FDOT and/or the MPOs?



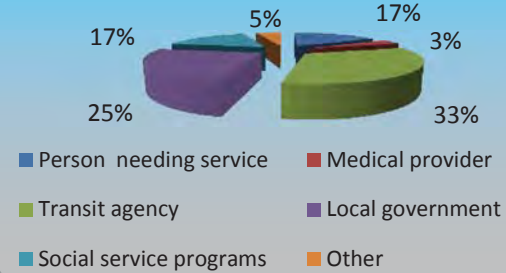
If you are working for a social service agency that has a 5310 funded vehicle would your agency be able to continue providing transportation service without this potential funding opportunity?



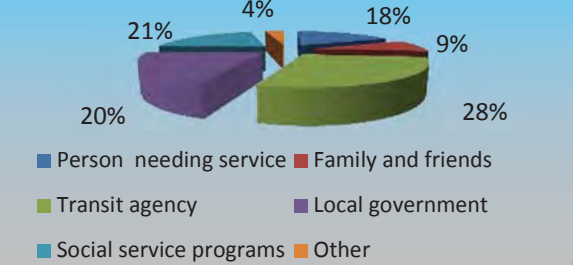
When reviewing applications for funding, what do you believe should be the most important criteria?



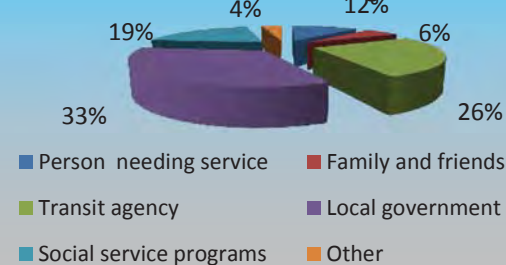
Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to medical facilities?



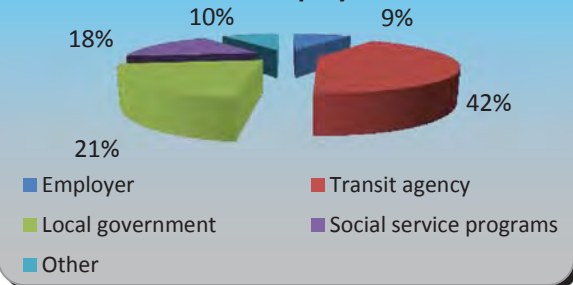
Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to recreational activities?



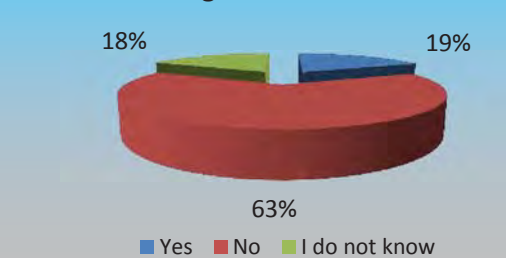
Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to life sustaining needs?



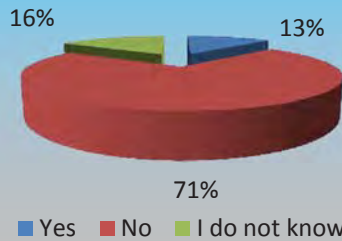
Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to employment?



Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the local government?



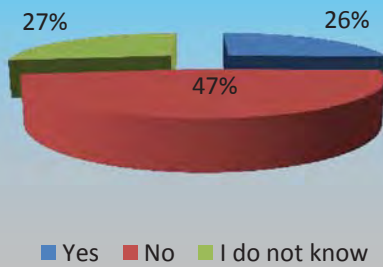
Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the state government?



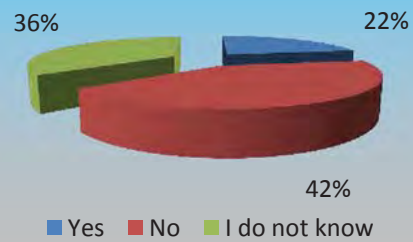
Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the federal government?



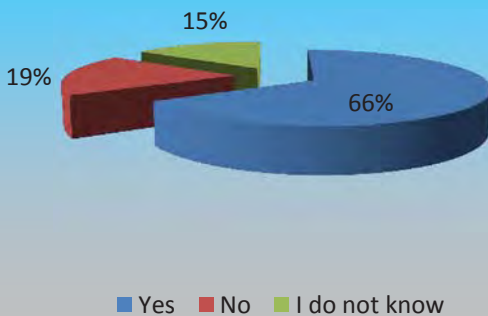
Do you believe your area's public transportation services are comparable to other areas in Florida?



If you answered yes to the previous question, do you believe your area's public transportation services are better than the majority of areas in Florida?



Do you believe participating in public meetings makes a difference?



Do you believe today's meeting was beneficial to you?

