Hybrid Virtual & In-person Meeting of the Transportation Disadvantaged Coordinating Board

Friday, February 26, 2021, 9:30am

The County Center and Plan Hillsborough offices are closed to the public in response to the COVID-19 pandemic. Helpful hints for participating remotely are attached. For technical support during the meeting, please contact Jason Krzyzanowski at 813-836-7327.

To view presentations and participate from your computer, tablet or smartphone, go to: https://attendee.gotowebinar.com/register/2365707432177884432


I. Call to Order

II. Public Comment - 3 minutes per speaker, please

III. Approval of Minutes – October 23, 2020 and December 11, 2020

IV. Action Items
   A. Election of Officers (Joshua Barber, MPO Staff)
   B. CTC Evaluation (Joshua Barber, MPO Staff)
   C. CTC Designation (Joshua Barber, MPO Staff)
   D. Coordination Contract for Life Concepts, Inc dba Quest (Karen Smith, Sunshine Line)
   E. TDSP Subcommittee (Joshua Barber, MPO Staff)

V. Status Reports
   A. Hillsborough Community Health Assessment (Grisel Cisneros, FL Dept. of Health)
   B. Sunshine Line Update (Scott Clark, Sunshine Line)

VI. Old Business & New Business

VII. Adjournment

VIII. Addendum
   A. MPO Meeting Summary & Committee Report
   B. TD Legislative Day – March 29th, 2021
   C. Metropolitan Planning Organization Advisory Council
   D. HART ADA Committee Minutes (Feb 18, 2021)
   E. Florida Transportation Plan: Policy and Performance Elements
   F. Public comment period for FDOT Strategic Highway Safety Plan (SHSP)

The full agenda packet is available on the MPO’s website, www.planhillsborough.org, or by calling (813) 272-5940.
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CALL TO ORDER
Commissioner Mariella Smith Chair, called the meeting to order at 9:30 a.m. The meeting was held via GoToWebinar.

Members Present: Commissioner Mariella Smith, Gloria Mills, Craig Forsell, Tracy Noyes, Councilman Gil Schisler, Cassandra Blaylock, Dr. Leslene Gordon, John Pelkey, Emily Hughart, Kristina Melling, Nancy Pacificio, Artie Fryer and Debra Noel

A quorum was present.

Members Absent: Glenn Brown, Mark Harshbarger, Nancy Castellano and Jody Toner

Others Present: Joshua Barber, Beth Alden, Vishaka Shiva Raman and Cheryl Wilkening– MPO Staff; Karen Smith and Scott Clark, Sunshine Line; Joe Bugel, FDOT.

PUBLIC COMMENT
There were no public comments.

APPROVAL OF MINUTES
Commissioner Smith sought a Motion to approve of the meeting minutes of August 21, 2020. Councilman Schisler made a motion to approve the minutes for August 21, 2020. The motion was seconded by Artie Fryer and passed unanimously. Motion carries unanimously.

ACTION ITEMS
A. CTC Annual Operating Report

Karen Smith, Sunshine Line, presented the Annual Operations Report for the Transportation Disadvantaged Program. The CTC required to submit Annual Operations Report each year to Florida Commission for the Transportation Disadvantaged from July 2019 – June 2020. It includes trips provided by the CTC and agencies with coordination contracts with the CTC. The annual operations report data is used for CTD Statewide report, TD Grant formula and CTC evaluation. The 2019/2020 Annual Operating Report included 28,908 people, 471,523 door to door trips and 16,960 bus passes. The purpose of the trips included medical, employment, grocery shopping, education or training and other. The 2019 and 2020 resources include 307 vehicles and 3,989.786 miles for door to door service, 831 drivers at a cost of $21.05 million. The recommended action is to certify that the TDCB has reviewed the report and the Planning Agency has received a copy.
Commissioner Smith moved to approve the CTC Annual Operating Report. Councilman Schisler made a motion to approve the CTC Annual Operating Report. The motion was seconded by Artie Fryer. Motion passed unanimously.

Councilman Schisler commented that this is very good information and it should be shared with the community. Commissioner Smith agreed there is a lot to be proud of and good being done by our county.

B. Plant City Transit Plan

Vishaka Shiva Raman, MPO Staff, provided a Plant City Transit Study Overview. Currently there are over 40,000 residents in Plant City. Plant City is one of the fastest growing areas of Hillsborough County. The study includes Plant City and portions of Unincorporated Hillsborough County. The studies purpose is to explore options for transit in Plant City. These options include transit circulator to serve transit needs within Plant City and express route connecting Plant City to Tampa and potentially Lakeland. They will evaluate alternative routes and service based on costs, potential ridership and other performance measures and then identify areas to serve in the future to meet projected growth. Finally, recommend a set of proposed transit alternatives. Ms. Raman provided a tentative project schedule for the Plant City Transit Master Plan. There was a previous transit service study in Plant City. The previous commuter was the Strawberry connector that had four routes operating weekdays from 9 to 5. It was operated by HART from 2001-2005 and Plant City from 2005-2008. Routes 70 and 71 had highest ridership and approximately 37,392 annual riders. Another previous transit service was 28X County Express. It connected through Brandon before downtown Tampa with two round trips and later one trip a day. It operated between 2010 to 2017 with annual ridership in 2012 of 14,363 and 2017 of 7,474. The results of the studies existing conditions showed 39,156 residents as of 2018, 17,477 jobs as of 2017. The major corridors are Park Rd, S Collins St, Alexander St, Reynolds St and Baker St. and the major employers are South Florida Hospital and around Reynolds St. The average commute time is 23.6 minutes, 18% travel less than 10 minutes to work, 84% of workers drive alone and 1.5% of households in Plant City have no vehicle. Ms. Raman reviewed the Sunshine Line top destinations. The transit Alternative goals are to implement useful and reliable service, use transit to incentivize development downtown and connect Plant City to Tampa and Lakeland. Ms. Raman provided circulator alternative options and a matrix comparing the options. Then is showed a limited stop alternative with a comparison chart showing the limited stop route. There has been two Stakeholder meetings and a public open house. The results of the study showed this would open opportunities for jobs, tourism and growth, reliable service and coverage, commuters agreed transit is a desirable option, current development pattern could support transit, need more frequent trips with Plant City along Redman Plaza and and most desired express route is to Tampa Downtown. Recommended action to approve the Plant City Transit study and recommend to the MPO Board.

Commissioner Smith inquired what this recommendation means. Dr. Leslene Gordon inquired how many people attended the virtual townhall and did you find a recommendation which route would be selected. Commissioner Smith inquired what does this recommended action mean and if we are getting a large participation citizen interest. There were no other comments.

Commissioner Smith moved to approve the Plant City Transit Study and recommend to the MPO Board. Dr. Leslene Gordon made a motion to approve the Plant City Transit Study and Debra Noel seconded the motion. Motion passed unanimously.
STATUS REPORTS

A. Audible Crosswalks

Mr. Joe Bugel, FDOT, reviewed the process for audible crosswalks. The evaluation is made when a request comes in and then they work with an orientation specialist from the Lighthouse for the blind. They primarily work with the Lighthouse for the blind and they reach out to the individual to work out what they need and training how the audible devices work. Then the Lighthouse for the blind determines what is needed and then they report back to FDOT the safest and most viable solution. The three working together (FDOT, Lighthouse for the Blind and the individual) on a case by case basis. One key item is where are they coming from and where are they heading to so they can determine the safest path. They also take into account the noise level at the location, the driver’s visibility of pedestrians, conflicting movements, traffic volumes, identify any issues with the crosswalk path or location of the audio push buttons. All procedures are addressed in the TEM (Traffic Engineering Manuel) section 3.7. Mr. Bugel will provide contact information for the Lighthouse for the Blind.

Commissioner Smith inquired about a two-stage crosswalk. There were no other questions.

B. Review Last Year's Legislative Positions and Suggest New Ones

Beth Alden, MPO Executive Director, discussed legislative positions that the TD Board has proposed in the last year and possible proposals to bring forward to the legislative delegation. Ms. Alden reviewed a letter sent from the board last year that requested support for funding of the i-275/SR 60 interchange reconstruction and this funding was allocated. The second bullet point talks about citizens participation in key decisions and the third bullet point is improving safety on our roads. The last bullet point is to support raising the standard for determining school hazardous walking conditions. The second letter in the packet was specially about the rapid flashing beacons and how they are a highly effective and affordable safety tool. Ms. Alden then shared the discussion about the funding for transit service and how flexible are the state dollars. This last spring they signed a letter with a few of the other MPOs urging greater flexibility in use of toll revenues for express bus service. Since that time there has been a lot of discussions about what it means when there are ear marks in the state budget for transit investments. The TD has advocated for Rides, Rides, Rides and they will take this forward again this year. This past week they have received a request from the Planning Commission to ask the legislation for flexibility on virtual meetings particularly for boards that are in an advisory role.

Dr. Leslene Gordon requested clarification on the funding for the school bus service. Commissioner Smith commented on the deplorable conditions that the children are walking on to school and it is important to tell our legislatures to pass our transportation tax.

C. 2021 Meeting Calendar

Joshua Barber, MPO Staff, presented the proposed 2021 calendar. There were no comments or concerns.

D. MPO Non-Discrimination Plan
Joshua Barber, MPO Staff, provided an update on Title VI Nondiscrimination plan. The MPO adopted the last Nondiscrimination plan on March 2018. It is required by Federal Law and must be updated every 3 years. The next update is due in 2021. The Nondiscrimination plan covers identifying underserved communities and where they are located, how we engage those communities and what can be improved, past performance of plans and how we measure progress toward more equitable outcomes, and internal agency procedures, processes and recommendations. The goals of an agencywide nondiscrimination plan is to institutionalize equity as a priority throughout the Hillsborough Metropolitan Organization, Hillsborough County City-County Planning Commission and Hillsborough River Board, Update, improve and expand data tracking and performance measurement of equity conditions and outcomes, improve community engagement and empowerment processes, strategies and data tracking, and improve community representation throughout the agency. Federal law requires agencies receiving federal funds to ensure that the rights of specific historically disadvantaged groups are protected. These groups that have experienced discrimination in the U.S. in the past are identified by sex, gender, sexual orientation, ability, race, ethnicity, color, origin, age, income and limited English Proficiency. Past policies have resulted in Disparate Outcomes so how can we involve the people most impacted by our decisions in our processes and influence policy to have more equitable outcomes in the future. Mr. Barber reviewed the seven tasks of the scope of work, resources and the next steps.

Artie Fryer commented on historical aspect and would like an update periodically on this plan. Dr. Leslene Gordon commented on the goals and wants to see clear objectives and measuring progress. Commissioner Smith agreed with the measurable goals and the historical aspect.

OLD BUSINESS & NEW BUSINESS

Sunshine Line Update

Scott Clark, Sunshine Line, commented they have a new member Jerry Stickney. Jerry Stickney introduced himself. Pre-COVID they were doing 700 trips per day and Saturday 80 trips. During COVID dropped to 120 a day and Saturday to 20. Now up to over 200 trips a day and 68 on Saturdays. They developed a pandemic plan then obtain all the supplies and train the drivers. They pre-screened passengers and drivers. They are working on Post COVID standards. Commissioner Smith commented on this outreach and wonderful it is for the TD community.

By-Laws Amendment – Quorum Requirements

Joshua Barber, MPO Staff, noted the Next Meeting: December 11, 2020 at 9:30am. There are 19 members which will be 10 members for quorum. The TD can meet in person or have the board amend the quorum requirements.

Commissioner Smith moved to change the quorum for the TD Board to five. Dr. Leslene Gordon made a motion to approve and Artie Fryer Noel seconded the motion. Motion passed unanimously.

ADJOURNMENT

There being no further business, the meeting was adjourned at 11:16 a.m.
CALL TO ORDER
Vice Chair Gloria Mills, called the meeting to order at 9:30 a.m. The meeting was held via GoToWebinar.

Members Present: Gloria Mills, Craig Forsell, Tracy Noyes, Emily Hughart, Kristina Melling, Artie Fryer, Mike Lacey, Glenn Brown, Deborah Lekent, Nancy Pacificio, Cassandra Blaylock, Dr. Leslene Gordon, Mark Harshbarger and Jody Toner

A quorum was present.

Members Absent: Commissioner Mariella Smith, John Pelkey and Councilman Gil Schisler.

Others Present: Joshua Barber and Cheryl Wilkening– MPO Staff; Karen Smith, Sunshine Line; Chris DeAnnuntis, TBARTA.

PUBLIC COMMENT

There were no public comments.

New Member Introduction

Beth Pasek introduced herself. She works at the Department of Children and Families and has been with them for over 30 years. She is currently the Community Development administrator.

APPROVAL OF MINUTES

Vice Chair Mills inquired if there were any corrections needed for October 23, 2020 minutes. There were no corrections and the minutes were unanimously approved.

DISCUSSION ITEMS

A. CTC EVALUATION

Joshua Barber, MPO Staff, presented an overview of the CTC Evaluation. It is required by State and conducted annually except the year of the CTC designation. There are impacts from the COVID-19 Pandemic on operations and service. The CTC Evaluation components include program overview, Transportation Disadvantaged Services, performance evaluation, customer surveys, 2020 recommendations and 5-year review of CTC. The impacts of COVID-19 on Transportation Disadvantaged services include aging services sites closed March 16th and approximately 40 percent of door-to-door trips, group trips suspended and Sunshine Line considered an essential service. The Sunshine Line has moved to remote work. The Training in safety measures include sanitation and PPE. There are limited number of riders per trip which was one at first and then three. There are employee screening measures and provisions of PPE for
drivers. Community service during COVID-19 included delivering meals for aging services 4 days a week, transportation home for quarantined disabled clients, additional training for drivers and no known service-related cases among riders or employees. Mr. Barber provided a copy of the service evaluation. There were 159 door-to-door customer surveys returned. The phone calls answered promptly were up eight percent and the automated phone system was helpful. Ninety nine percent of clients felt safe riding during the pandemic. There were 563 bus pass customer surveys returned. The vehicles kept in safe condition and complaints handled were up three percent. Eighty four percent of riders felt safe during the pandemic. The Service recommendations are to maintain current service standards and levels, continue to respond to the COVID-19 pandemic in innovative ways that serve the community and restore service to baseline levels after the COVID-19 pandemic ends. The five year highlights are road calls increased, more vehicles for TD trips, CTC has consistently met all service standards and the COVID-19 response.

Artie Fryer commented on the senior sites being closed and meal deliveries.

STATUS REPORTS

A. UZURV/TBARTA Service and Innovation Grant Update

Chris DeAnnuntis, TBARTA Staff, provided an update on the partnership with UZURV/TBARTA service and innovation. The funding by the Commission for the Transportation Disadvantaged (CTD) is the innovation and service development grant. There is coordination with the local Community Transportation Coordinators (CTCs). The primary service is county to county transportation of the TD riders. The secondary service is off hours transportation in county where it is applicable. This service started on December 1. The program participants must apply and be approved as TD eligible under similar CTC requirements. Mr. DeAnnuntis provided a copy of the application for the TD Tampa Bay Program. There has been marketing done to promote this service such as media release, WFLA-AM Tampa Bay, TDTampaBay.com website, marketing materials for CTCs and outreach to advocates for persons with disabilities. The TDTampaBay.com website has the eligibility application form, frequently asked questions, county specific information and marketing materials for CTCs. There is county specific information such as flyers, email, newsletter information and robocalls. Mr. DeAnnuntis provided his contact information along with the contact information for UZURV and TBARTA.

Joshua Barber inquired if there have been any scheduled trips. Deborah Lekenta asked if there will be any ambulatory or wheelchair service in house. Ms. Lekenta feels it is important for the new TBARTA plan for new service needs to partner with local providers to handle services to people with disabilities.

B. TDSP Update Kickoff

Joshua Barber, MPO Staff, presented the Transportation Disadvantaged Service Plan. It is required by state, updated annually and a major update every five years. It is jointly developed between MPO, CTC, and TDCB and contains development, service, and quality assurance components. The major TDSP update kickoff is January 2021, adopted June 2021, designation of CTC July 2021, adoption of major TDSP August 2021 and submit major TDSP in October 2021.

The TDSP Components consist of service area, service area profile, service analysis, goals, objectives, strategies, implementation schedule, operations and quality assurance. Currently
included in the available transportation services are sunshine line, HART/PSTA, and coordination contractors.

The new providers are transportation network companies (Uber, Lyft, UZURV) and bike share, scooter share and other car shares.

Glenn Brown inquired how bike and scooter share will be part of this. Dr. Leslene Gordon commented on comfort over safety. Craig Forsell inquired about the bike share. Mike Lacey noted the most common complaint is the scheduling system but response is good.

The needs assessment shows that trips were used for employment and education, healthcare, shopping and recreation. The groups reached in this assessment are children at risk and older adults in low income and disabled. Mr. Barber asked for discussion on how have these needs evolved, new challenges and how has the pandemic impacted needs?

Glenn Brown noted that people are not aware of what is available to them and their eligibility. Beth Pasek agreed getting the word out is what is needed. Dr. Leslene Gordon commented on the percentage of the older adults and disabled should be separate. Deborah Lekenta commented on the young adult category, the underserved population and show the foster kids are getting to school and daycares. Craig Forsell pointed out that they should show what percentage is between friend to friend.

Joshua Barber presented the service limitations and barriers to coordination. Currently they are communication between coordination contractions, funding and limited public transit services, bicycle and pedestrian network and land use/low density development. The new areas of service limitations and barriers are safety, transportation network companies and coordination with HART. Mr. Barber asked for other barriers.

Deborah Lekenta noted that one of the biggest barriers is getting to the bus stop (first and last mile) and late service. Dr. Leslene Gordon noted to include communication and the community.

Joshua presented the figures, maps and analysis for the Sunshine Line destination, trips by zip code, low-income census tracts and transit service, sidewalk coverage heatmaps and pedestrian crashes and TD destinations. Mr. Barber asked for the committee’s thoughts and what they would like to see. There were no comments.

The community involvement has been with coordination contract roundtable and Human Service Transportation forum. Mr. Barber asked for committee’s recommendations who should be involved.

Mike Lacey suggested where has been ADA implemented.

Joshua Barber will put together a scop in February and come before board in August.

C. Sunshine Line Update

Karen Smith, Sunshine Line, noted they are still providing service every day to a 1/3 door to door and 75 percent of bus pass program. They are doing outreach to let people know they are still out there for service. The meals for aging services will end at the end of the month due to the cares program ending. A grocery delivery will be a new cares funding after this program ends to
serve same group of people. They are working with community groups such as Metropolitan Ministries to help fast track registration process.

OLD BUSINESS & NEW BUSINESS

A. Quorum Requirements Update

Joshua Barber provided an update about the quorum requirements. They went before the MPO Board in December and it takes 2 meetings to pass a bylaw change. The approval should be at the January MPO meeting. Once the quorum is changed to five members he will need 5 volunteers to attend in person at the February TD Meeting.

B. Next Meeting: February 26, 2021

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:38 a.m.
Board & Committee Agenda Item

**Agenda Item:**
Election of Officers

**Presenter:**
Joshua Barber, MPO Staff

**Summary:**
The MPO By-Laws require that officers are to be elected each year. There are no term limits for officers, therefore they can be re-elected and serve indefinitely. The By-Laws state:

Officers of Standing Committees: The committee shall hold an organizational meeting each year for the purpose of electing a committee chair and a committee vice-chair. Officers shall be elected by a majority vote of a quorum of the members.

The current TDCB officers are:

- Vice Chair: Gloria Mills
- Member at Large: John Pelkey

Members can nominate themselves or any other member. No second is needed, and each nomination is voted on individually until one member receives a majority of votes for an officer’s position.

**Recommended Action:**
Hold Election of Officers

**Prepared By:**
Cheryl Wilkening, MPO Staff

**Attachments:**
None.
Board & Committee Agenda Item

**Agenda Item**
Community Transportation Coordinator (CTC) Annual Evaluation

**Presenter**
Joshua Barber, MPO Staff

**Summary**
The Hillsborough County Transportation Disadvantaged (TD) program provides needed transportation to those who do not have the means or ability to transport themselves and are dependent on others to obtain access to health care, employment, education, shopping, and other life sustaining activities.

One of the responsibilities of the Transportation Disadvantaged Coordinating Board (TDCB) includes conducting annual evaluations of the CTC. The evaluation looks at five major criteria to evaluate performance: Reliability, Service Effectiveness, Service Efficiency, Service Availability and Safety. An annual Customer Survey is also conducted to understand the successes and shortcomings of the TD service provision.

For 2019-2020, the annual evaluation is not a requirement of the TDCB’s responsibilities. However, the Sunshine Line and MPO decided to conduct an abbreviated evaluation as a result of the Covid-19 pandemic and its ongoing impact on operations and service.

**Recommended Action**
Approve FY 2019-2020 CTC Evaluation and transmit to the Florida Commission for the Transportation Disadvantaged.

**Prepared By**
Joshua Barber, MPO staff

**Attachments**
Draft CTC Evaluation Report
COMMUNITY
TRANSPORTATION
COORDINATOR EVALUATION

July 1, 2019 to June 30, 2020
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<th>Description</th>
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<tbody>
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<td>ACTS</td>
<td>Agency for Community Treatment Services</td>
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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>AHCA</td>
<td>Agency for Health Care Administration</td>
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<td>APR</td>
<td>Annual Performance Report</td>
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<td>BOCC</td>
<td>Board of County Commissioners</td>
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<td>CTC</td>
<td>Community Transportation Coordinator</td>
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<td>Commission for the Transportation Disadvantaged</td>
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<td>DOPA</td>
<td>Designated Official Planning Agency</td>
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<td>FCTS</td>
<td>Florida Coordinated Transportation System</td>
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<td>Florida Commission of the Transportation Disadvantaged</td>
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<td>Federal Transit Administration</td>
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<td>F.S.</td>
<td>Florida Statutes</td>
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<td>FY</td>
<td>Fiscal Year</td>
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<td>Hillsborough Area Regional Transit</td>
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<td>Job Access Reverse Commute</td>
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<td>Local Coordinating Board</td>
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<td>Managed Medical Assistance</td>
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<td>Metropolitan Planning Organization</td>
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<td>Non-Emergency Transportation</td>
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<td>Transportation Disadvantaged Trust Fund</td>
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Section 1: Introduction

1.1 State Program

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statute (F.S.). Chapter 427 defines transportation disadvantaged (TD) as:

“…those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, F.S.”

The statewide TD program was developed to improve coordination among TD services sponsored by social and human service agencies. The program’s purpose is to address concerns about duplication and fragmentation of transportation services. The initial Chapter 427 legislation created the Coordinating Council for the Transportation Disadvantaged with the Florida Department of Transportation (FDOT) for the purpose of coordinating TD services throughout the state.

Chapter 427 was revised in 1989 to replace the Coordinating Council with the Commission for the Transportation Disadvantaged (CTD), which was established as an independent commission authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF). The 1989 legislative revisions also established Community Transportation Coordinators (CTC) and Local Coordinating Boards (LCB) to administer and monitor the TD program at the local level. The Metropolitan Planning Organization (MPO) or designated official planning agency (DOPA) performs long-range planning and assists the CTD and LCB in implementing the TD program within the designated service area.

1.2 Local Program

Hillsborough County’s Board of County Commissioners (BOCC) is designated by the CTD as the Hillsborough County CTC and has served this role since 1990. The Hillsborough County Coordinated System has two main providers of service available to the public: Sunshine Line (the provider for the CTC) and Hillsborough Area Regional Transit (HART) (the public transit provider). Coordination contractors serve specialized clients and are discussed in more detail in Section 2.1. The Sunshine Line is a Hillsborough County agency that operates TD services within the County as a partial brokerage. It is funded by the County as well as state and federal grants and user fees. It operated a fleet of 67 vehicles during the 2019-2020 evaluation year and has the following responsibilities:

- Provide pre-scheduled transportation services to the TD community through door-to-door services.
- Distribute bus passes purchased from HART, the County’s local transit service provider, for those who are financially disadvantaged but physically able to use HART services.
- Act as an informational clearinghouse for the public and refer members of the public to transportation programs for which they may be eligible.
- Ensure that transportation services funded through federal, state, and local sources for the TD community are coordinated with each other in Hillsborough County.
Figure 1-1 shows how the system is organized in Hillsborough County.

**Figure 1: Hillsborough County Transportation Disadvantaged Program Organization**
1.2.1 County Demographics
According to the Census Quick Facts from the 2018 5-year American Community Survey (ACS), Hillsborough County has had a nearly 20% growth in population since 2010, compared to 14% statewide. Approximately 14% of Hillsborough County’s population are 65 years and over, compared to 21% statewide. Statewide, 8.6% of Florida residents have a disability and are under 65 years of age, and Hillsborough is slightly below that at nearly 8%. Nearly 15% of Hillsborough County residents live in poverty, compared to 12.7% statewide.

1.3 Transportation Disadvantaged Service Plan
The Hillsborough County Transportation Disadvantaged Service Plan (TDSP) is a plan that documents and updates unmet needs and barriers relative to the provision of transportation services through Hillsborough County’s coordinated system. It includes recommendations for services to meet these needs.

The goal of the 2020 TDSP is to “Promote an efficient, reliable, and safe transportation system that provides the TD community access to work, school, healthcare, shopping, and social activities.”

Objectives:

- Promote an efficient transportation system.
- Promote a reliable transportation system.
- Promote a safe transportation system for the TD by maximizing available bicycle and pedestrian facilities.
- Establish policies and procedures that ensure program effectiveness and integrity.

1.4 Purpose
As a means to oversee the TD program in Hillsborough County, the Hillsborough County MPO’s Transportation Disadvantaged Coordinating Board (TDCB) is tasked with oversight of the CTC, including an annual evaluation of the CTC and the development of recommendations for the CTC based on the results of the evaluation. A series of five evaluation criteria is used to evaluate the performance of the CTC: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Safety.

It is the purpose of the annual evaluation to ensure that the most cost-effective, efficient, and appropriate transportation services are provided to the entire TD population of Hillsborough County.

This report documents the CTC’s performance for the period from July 1, 2019, through June 30, 2020. It is important to note that the CTC evaluation was not required this year, as the CTC designation occurs during this year. As a result, there is no CTC Evaluation Workbook attached to this document. The purpose of this CTC Evaluation is to better understand what impacts the COVID-19 Pandemic may have had on Hillsborough County’s coordinated system, and to ensure consistency in reporting and operations to our LCB and the CTD. It is for these reasons MPO Staff and the Sunshine Line decided to move forward with a CTC Evaluation this year.
Section 2: TD Services

Sunshine Line is a Hillsborough County agency designated by the BOCC to operate TD services. The mission of the Sunshine Line is to provide safe, cost effective transportation to those who, because of disability, age, or income, are unable to provide or purchase their own transportation.

Two types of transportation are offered: door-to-door service operated by Sunshine Line directly, or the bus pass program, which provides bus passes to patrons to use HART buses or HARTPlus paratransit. Door-to-door service is provided by County staff in County-owned vehicles. Vehicles are wheelchair lift equipped and meet the Americans with Disabilities Act (ADA) standards. Door-to-door service is made available if someone is unable to ride the HART bus system or needs to get to a location where HART service is unavailable. HART bus passes are issued to those who are physically able to ride the HART bus system.

According to the U.S. Census Bureau, Hillsborough County residents aged 65 or older represented 13.8 percent of the total population in 2018, which is an increase of 2.3 percent since 2010. The Sunshine Line provides transportation to and from medical facilities, aging services daycare, and senior nutrition sites. Non-medical trips or other life-sustaining trips, such as group shopping, are also provided on a space-available basis.

It is the responsibility of Sunshine Line to screen clients for eligibility, make appointments for transportation, and distribute bus passes. Reservations for transportation may be made up to seven days in advance and must be made no fewer than two days in advance. Bus passes must be requested at least five days in advance to allow time for the bus pass to be mailed to the client.

2.1 Other Transportation Providers

As a partial brokerage CTC, the Sunshine Line provides some services directly and contracts out other services. Florida Statute requires that the CTC enter a coordination contract with agencies that receive TD funds or Section 5310 funds, who are serving the public, and are able to provide their own transportation more effectively and more efficiently at times than the CTC. The coordination contract covers reporting, insurance, safety, and other requirements. The contractor is approved by the TDCB before the contract is executed.

The coordination agreement between the contracted providers and the CTC allows for coordination of services and the sharing of that information with the general public. The current coordination contractor providers for this evaluation period in Hillsborough County are listed in Table 2-1.

Medicaid transportation is provided by the individual’s Managed Medical Assistance (MMA) healthcare plan. Each individual contacts his or her MMA provider to arrange transportation for medical appointments and emergency transportation. For additional support, the Agency for Health Care Administration (AHCA) provides medical representatives for assistance.
<table>
<thead>
<tr>
<th>Coordination Contractors</th>
<th>Transportation Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Community Treatment Services (ACTS)</td>
<td>Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.</td>
</tr>
<tr>
<td>Angels Unaware, Inc.</td>
<td>Transportation provided for eight group homes operated by the agency. Residents are transported to sheltered workshops and job sites; adult day care; medical appointments; social, educational, and religious activities; and for personal business such as shopping, banking, or other appointments.</td>
</tr>
<tr>
<td>Brandon Sports &amp; Aquatics Center</td>
<td>Transportation to the Center’s after school, summer camp, and special needs sports and swim programs.</td>
</tr>
<tr>
<td>Drug Abuse Comprehensive Coordinating Office</td>
<td>Transportation to treatment services and for residential treatment programs.</td>
</tr>
<tr>
<td>Gracepoint Wellness (Mental Health Care, Inc.)</td>
<td>Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.</td>
</tr>
<tr>
<td>HART ADA Complementary Paratransit (Interlocal Agreement)</td>
<td>ADA paratransit to persons within ¾ miles of a bus route.</td>
</tr>
<tr>
<td>Human Development Center</td>
<td>Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.</td>
</tr>
<tr>
<td>MacDonald Training Center, Inc.</td>
<td>Transportation to/from training centers.</td>
</tr>
<tr>
<td>Metropolitan Ministries</td>
<td>Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments, and any other necessary service to provide help.</td>
</tr>
<tr>
<td>McClain, Inc.</td>
<td>Transportation for grocery trips, employment, medical, and educational needs.</td>
</tr>
<tr>
<td>Northside Mental Health Hospital</td>
<td>Transportation for community support programs that provide a transitional network of social, residential, educational, and vocational activities to develop or refine skills necessary to function in the community. Transportation for clients to medication clinics, recreational activities, scheduled appointments, etc.</td>
</tr>
<tr>
<td>Quality of Life Community Services, Inc.</td>
<td>Quality of life trips where or when not otherwise available.</td>
</tr>
<tr>
<td>Quest, Inc.</td>
<td>Transportation to/from residential facilities, including trips for employment, employment training, and community outings.</td>
</tr>
<tr>
<td>Sunrise Community</td>
<td>Provides transportation for persons with intellectual and physical challenges who live in their Community Living Arrangements (group homes).</td>
</tr>
</tbody>
</table>
2.2 Impacts of COVID-19 on Transportation Disadvantaged Service

- Aging Services sites, which account for approximately 40% of door to door trips, closed March 16 and remained closed.
- March 28 Hillsborough County Safer at Home, and then April 4 State of Florida Stay at Home order, closed non-essential businesses and had people staying at home as much as possible. Non-essential medical trips were cancelled and deferred to later dates. Phased re-openings did not begin until June.
- Essential trips for medical services, food & employment were still needed.
- Due to restrictions on gatherings of people from multiple households and social distancing recommendations, all other group trips were suspended and have not yet resumed.
- Employees were required to continue working to provide essential transportation services, while the number of people on-site at the office had to be reduced as much as possible.

2.3 Sunshine Line Response for Drivers, Staff, and Riders

- Measures taken and service changes were adjusted ongoing, especially during these early months as Health Departments, CDC, FDOT, CTD, the County, Emergency Management and many others developed guidelines and shared data and recommendations.
- In March nearly all staff, including the entire call center, were moved to remote work from their homes, reporting to the office only for work that could not be done elsewhere.
- Drivers were trained in safety measures including bus sanitizing procedures, how to use protective equipment, and what to do if exposed to the virus.
- Protective equipment was obtained and provided to drivers, including face masks for drivers and for riders who did not have their own, face shields, gloves, and sanitizer.
- Hand sanitizer dispensers were installed in all vehicles at the passenger entrance, and various seats were taped off to ensure social distancing.
- Seating and high touch points are sanitized between passengers and vehicles are sanitized daily.
- During this time passengers were limited to no more than 1 per vehicle (unless from the same household). This was later increased to 3 passengers after consultation with the Dept. of Health.
- All door to door riders are screened each time they make a reservation to ensure they do not use the service if they have or have been exposed to Covid19 and are within the quarantine or isolation windows.
- Employee screening measures were implemented to ensure no one reports to work or remains at work if they are sick or have been exposed to Covid19.

2.4 Sunshine Line Initiatives for COVID-19 and Results

In response to the ongoing Covid-19 Pandemic, the Sunshine Line has identified a variety of ways to continue to serve the community. This has included:

- In June Sunshine Line began delivering meals for Aging Services clients 4 days a week.
- Provided transportation home for Quarantined/Isolation clients from various sites.
- Taking advantage of greater availability of drivers due to reduction in trips, and improved technology for remote work, additional training was provided for all drivers on alternating days. This also reduced driver exposure by having them alternate driving days and training days.
  - Training included:
    - Training on computers, email, accessing websites
• Accessing Library via computer
• Defensive Driving Course
• Human Trafficking
• Cyber Security
• Food Handling Safety
• Recognizing and Reporting Elderly Abuse
• Multiple professional development training courses
• Various wellness and self-help training topics
• Various Customer service and communications training courses

As a result of the initiatives the Sunshine Line employed in responding to the pandemic, essential door to door service and bus pass program trips continued uninterrupted, meals for vulnerable seniors who were unable to leave their homes due to Covid-19 were provided, and there were no known service-related cases of Covid-19 among riders or employees during the review period.

Section 3: Performance Evaluation

The Performance Evaluation includes the period between July 1, 2019, and June 30, 2020. Standards were developed by the TDCB and the CTC and have been presented in the 2020-2025 TDSP. The following five categories were used to evaluate the performance of the CTC. The performance measures evaluate the Sunshine Line service only, except where indicated otherwise.

• Reliability
• Service Effectiveness
• Service Efficiency
• Service Availability
• Safety

The performance and evaluation standards are provided in Table 3-1. In addition, the performance of the previous four years is included to show historical trends. Due to the TDSP update that occurred in 2018, a performance evaluation was not conducted for that year. While a CTC Evaluation was not required for the 2019/2020 FY due to CTC designation, CTC and MPO staff decided it was in the best interest of the agency to conduct one due to significant changes in services as a result of Covid-19.

3.1 Reliability

Reliability is an integral component of evaluating a successful transportation provider as it is the most basic objective of the program and involves consistency and meeting or exceeding reasonable expectations. The TDCB has established three standards to be used in the evaluation of reliability of service: on-time performance, travel time, and road calls.

3.1.1 On-time Performance

The on-time performance standard is measured by the scheduled appointment or return time compared to the actual time the client is dropped off or picked up. The standard is that 90 percent of clients are to be delivered “on time.” On-time shall mean that a client arrives at his/her scheduled destination no later than his/her scheduled appointment time or picked up for return no more than 35 minutes after the requested time.
Based on the trips reviewed for on-time performance of both in-bound and out-bound trips (a total of 133,177 trips), 94.14% of trips were within the required parameters; therefore, the standard has been met for the evaluation period.

3.1.2 Travel Time
The travel time standard measures the amount of time a client rides in a vehicle. The standard states that 95 percent of clients should not spend more than 90 minutes per trip in a vehicle. This is especially important when transporting medically frail or infirm clients.

A total of 133,177 trips were analyzed from the period between July 2019 and June 2020. Approximately 96.55% of all trips met the 2020 travel time standard; therefore, the standard has been met.
Table 2: Hillsborough CTC 2020 Evaluation Results and Historical Performance

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Reliability</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Time Performance</td>
<td>90% of Trips are not Late</td>
<td>94.14%</td>
<td>91.03%</td>
<td>92.32%</td>
<td>92.22%</td>
</tr>
<tr>
<td>Travel Time</td>
<td>95% Time in Van &lt;90 Minutes</td>
<td>96.55%</td>
<td>95.79%</td>
<td>95.23%</td>
<td>96.40%</td>
</tr>
<tr>
<td>Road Calls</td>
<td>&lt;7 Road Calls per 100,000 Vehicle Miles Traveled (VMT)</td>
<td>5.43</td>
<td>6.60</td>
<td>17.2</td>
<td>17.9</td>
</tr>
<tr>
<td><strong>Service Effectiveness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trips per Capita</td>
<td>&gt;0.5 Trips per Capita Annually&lt;sup&gt;1&lt;/sup&gt;</td>
<td>0.45</td>
<td>0.58</td>
<td>0.53</td>
<td>0.52</td>
</tr>
<tr>
<td><strong>Service Efficiency</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per Trip</td>
<td>&lt;$14.35 per Trip&lt;sup&gt;3, 2&lt;/sup&gt;</td>
<td>$10.83</td>
<td>$10.22</td>
<td>$12.19</td>
<td>$10.34</td>
</tr>
<tr>
<td>Trips per Revenue Hour</td>
<td>&gt;2 Trips per Revenue Hour&lt;sup&gt;4&lt;/sup&gt;</td>
<td>2.03</td>
<td>2.51</td>
<td>2.19</td>
<td>2.15</td>
</tr>
<tr>
<td><strong>Service Availability</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles Available</td>
<td>&gt;5 Vehicles per 100,000 People&lt;sup&gt;1&lt;/sup&gt;</td>
<td>21.25</td>
<td>21.91</td>
<td>17.98</td>
<td>17.59</td>
</tr>
<tr>
<td>Percentage of Denials</td>
<td>&lt;2.5% of All Requests&lt;sup&gt;5&lt;/sup&gt;</td>
<td>0.05%</td>
<td>0.24%</td>
<td>0.21%</td>
<td>0.33%</td>
</tr>
<tr>
<td>Call Hold Time</td>
<td>&lt;4 minutes</td>
<td>2 Minutes 9 Seconds</td>
<td>2 Minutes 22 Seconds</td>
<td>2 Minutes 6 Seconds</td>
<td>1 Minute 53 Seconds</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accidents</td>
<td>&lt;1.2 Chargeable Accidents per 100,000 VMT</td>
<td>0.49</td>
<td>0.43</td>
<td>0.46</td>
<td>0</td>
</tr>
<tr>
<td><strong>User Input</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints</td>
<td>&lt;2 per 1,000 Trips</td>
<td>0.30</td>
<td>0.34</td>
<td>0.21</td>
<td>0.29</td>
</tr>
</tbody>
</table>

Note: Performance evaluation data not available for 2018
<sup>1</sup> Performance standard includes entire coordinated TD system
<sup>2</sup> Cost per trip standard is based on 2018 APR data. Will be updated once 2019 APR is released.
<sup>3</sup> Performance standard includes Sunshine Line and Bus Pass program
<sup>4</sup> New performance standard established in 2015 TDSP
<sup>5</sup> Not an indication of unmet needs
3.1.3 Road Calls
Reliability of the service is closely tied to the reliability of the vehicles in that system. This criterion evaluates the reliability of the fleet, with the goal and standard stating that the coordinator should have no more than 7 road calls per 100,000 vehicle miles traveled. For the 2020 evaluation period, a total of 55 road calls were made.

The total vehicle miles traveled during the reporting period was 1,013,794 miles, resulting in an average 5.43 road calls per 100,000 miles traveled. This is a continued improvement from the previous evaluation period (6.60 road calls), a significant improvement from 2016, and the 2020 Road Calls standard was met again for the evaluation period. It should be noted that Sunshine Line’s response to road calls is immediate, and no complaints are received from riders regarding response time.

3.2 Service Effectiveness
Effectiveness determines how well the program produces trips to all in need with the resources available. The performance criterion of annual trips per capita is the sole criterion that has been established to evaluate service effectiveness.

3.2.1 Annual Trips per Capita
Annual trips per capita refers to the total number of trips provided by the coordinated TD system in relation to the County’s population. There are 14 agencies that provide TD services in Hillsborough County in coordination with the CTC. The total number of trips provided by all 14 agencies is used for this criterion rather than only the number of door-to-door trips provided by Sunshine Line. The standard states that system-wide, no less than an average of 0.5 trips per capita. According to the Bureau of Economic and Business Research, the 2019 county-wide population was estimated to be 1,444,870. The total number of system-wide trips provided by the agencies during the evaluation period was 653,736. Therefore, the program provided 0.45 trips per capita. This means that the Annual Trips per Capita standard was not met. Nonetheless, the number of trips provided per capita is extremely close to the standard and given the ongoing COVID-19 Pandemic which has significantly impacted both demand for trips and the total capacity of transportation providers is expected.

3.3 Service Efficiency
Financial resources are often limited in government programs, and the same is true for the TD program. Therefore, what the coordinator is able to accomplish with the available resources becomes increasingly important. Service measures are put in place to assess the CTC’s service delivery compared to its costs. There are two established service efficiency performance criterion, overall cost per trip and trips per revenue hour.

3.3.1 Cost per Trip
The average cost per trip is determined through a comparison based on a statewide “Median Cost per Total Trip” index. For this criterion, local cost per trip shall be below the statewide annual median cost, as published each January by the CTD in its Annual Performance Report (APR) for the previous year.

The average cost per trip is determined by the total door-to-door transportation costs, bus passes purchased by the CTC operator from HART, and any related administrative costs. To meet the standard, the average cost per trip should be less than $14.35, as derived by calculating the average cost per trip for all Florida counties in the 2020 CTD APR. It should be noted that Florida’s average cost per trip will
be updated with 2020 data once the 2019 APR is available. Florida’s 2019 APR can be found in Appendix B.

The total program cost for the CTC’s 2019 evaluation period was $7,905,102. The total number of trips for the door-to-door service and bus passes was 725,875. The coordinator provided each trip at an average cost of $10.83, meaning that the 2020 Cost per Trip standard was met.

### 3.3.2 Trips per Revenue Hour

The Trips per Revenue Hour performance standard is a relatively new standard introduced in the 2015 TDSP Update. This standard requires the coordinator to provide no fewer than two door-to-door trips per revenue hour. Over the 2019 evaluation period, Sunshine Line provided 2.03 trips per revenue hour, meaning that the standard was met. It is noted that the total trips per revenue hour dropped by nearly 0.5 trips since the previous FY – this is a result of the ongoing COVID-19 Pandemic’s impact on operations.

### 3.4 Service Availability

Due to the great demand for TD trips and the challenge of providing such transportation, maximizing the availability of service is one of the most fundamental efforts undertaken by the CTC. The TDCB has three established criteria to measure system capacity and availability: number of vehicles per capita, percentage of denials for service, and call-hold time.

#### 3.4.1 Vehicles per 100,000 Persons

The standard set in the 2019 TDSP states that the CTC will provide no fewer than 5 vehicles per 100,000 residents system wide. According to BEBR, the 2019 county-wide population was 1,444,870. There were 307 vehicles total (for all supporting agencies including Sunshine Line); therefore, the program averaged 21.25 vehicles per 100,000 residents, indicating that the 2020 Vehicles per 100,000 Persons standard was met.

#### 3.4.2 Percentage of Denials

A denial occurs when eligible TD clients request service but are denied due to limited capacity of the network. The standard states that the coordinator will deny no more than 2.5 percent of client requests for transportation. During this evaluation period there were a total of 129,143 requests made for door-to-door service. Of the total requests, 70, or approximately 0.05%, were denied. This result indicates that the percentage of denials standard was met and was a significant improvement over the previous evaluation period.

#### 3.4.3 Call-Hold Time

Hold time is the duration of time between the introductory phone system message ends and when an operator is reached. The standard in the 2020 TDSP states that clients who call the coordinator to schedule a trip shall reach an operator within an average of four minutes. The average hold time for the evaluation period was 2 minutes and 9 seconds, meeting the established four-minute standard.

### 3.5 Safety

Safety is one of the most important aspects of quality. A lack of safety can be considered a failure of the program to protect public health and welfare. Further, failures in safety are costly. There are many ways that safety can be measured and predicted. The TDCB has chosen to monitor safety by evaluating the ratio of accidents to miles traveled.
3.5.1 Accidents per 100,000 Miles
The 2019 standard states that the coordinator should have no more than 1.2 chargeable accidents per 100,000 vehicle miles. This evaluation criterion applies to Sunshine Line door-to-door trips only.

The CTC currently tracks chargeable and non-chargeable accidents, as well as those considered at-fault versus non-fault. An accident in which the CTC driver is at fault is chargeable. During the 2019 evaluation period, there were a total of five chargeable accidents. This is equivalent to 0.49 accidents per 100,000 vehicle miles, meeting the established standard.

3.6 User Input
3.6.1 Complaints
The 2019 TDSP states that the coordinator will receive no more than two complaints, on average, per 1,000 trips. The grievance procedures are outlined in Section 4.3 of the 2019 TDSP.

During the evaluation period, 40 complaints were received related to Sunshine Line service delivery. This meets the Complaints standard at 0.30 complaints per 1,000 trips.

3.7 Customer Survey
As an additional means to determine whether the TD services in the County are meeting customer needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. The TDCB's Evaluation Subcommittee develops two customer satisfaction surveys and administers them to existing door-to-door and bus pass customers on an annual basis.

To encourage participation, the cover letter and survey questions are distributed in both English and Spanish, and pre-addressed postage-paid return envelopes are provided. The customer surveys were distributed by mail in August 2020.
3.7.1 Door-to-door Transportation Customer Survey

Of the Sunshine Line door-to-door surveys distributed, 158 surveys were completed and returned. Figure 3-1 depicts a profile of the average Sunshine Line customer based on the survey results. For comparison, the 2019 Census website estimates that 51.1% of the county is Female, 14.5% are over the age of 65, and 29.1% speak a language other than English at home.

Figure 2: Sunshine Line Survey Respondent Profile

- 65% Female
- 15% Use over 10 Times per Month
- 78% Use for Medical Appointments
- 14% Spanish is Preferred Language

The percent of positive results for each of the service rating questions is shown in Table 3-2 and compared to survey results from the previous three years of surveys. Even though a CTC Evaluation was not conducted in 2018, a customer survey was still distributed to Sunshine Line users. Responses were considered positive if the respondent answered “Agree” or “Strongly Agree.”
In addition to the percentage of positive results from the current evaluation, results from the past four evaluation years have been included to show the historical trend. While the data below does not depict data beyond 2017, the door-to-door user survey results suggest that satisfaction with the service has remained very high since the 2015 evaluation year, with a 98 percent approval rating for that year. The full door-to-door survey results summary can be found in Appendix C.

A couple of unique questions were added to the survey this year including, “How would you prefer to make your reservations?” and “Do you feel safe riding during the current pandemic?” More information on the results of these can be found in Appendix C.
### Table 3: 2020 and Historical Sunshine Line Door-to-Door User Survey Results

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>Vehicles</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles are clean</td>
<td>0%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>Vehicles are free of litter</td>
<td>0%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Vehicles are kept in safe condition</td>
<td>0%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Equipment works well</td>
<td>0%</td>
<td>98%</td>
<td>98%</td>
<td>97%</td>
<td>96%</td>
</tr>
<tr>
<td>You feel safe riding during the current pandemic</td>
<td>N/A</td>
<td>99%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Drivers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drivers are courteous</td>
<td>0%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>Drivers practice safe driving</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Drivers know how to help people with different disabilities</td>
<td>-1%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>Drivers correctly use equipment</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td><strong>Reservations</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone calls are answered promptly</td>
<td>8%</td>
<td>98%</td>
<td>90%</td>
<td>91%</td>
<td>94%</td>
</tr>
<tr>
<td>Reservationists are courteous</td>
<td>1%</td>
<td>99%</td>
<td>98%</td>
<td>95%</td>
<td>99%</td>
</tr>
<tr>
<td>Reservationists are helpful</td>
<td>1%</td>
<td>98%</td>
<td>97%</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td>Trip information is accurately recorded</td>
<td>3%</td>
<td>98%</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
</tr>
<tr>
<td>the automated phone system is helpful</td>
<td>7%</td>
<td>97%</td>
<td>90%</td>
<td>90%</td>
<td>92%</td>
</tr>
<tr>
<td>I am satisfied with the reservation process</td>
<td>3%</td>
<td>97%</td>
<td>94%</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Trips</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am picked up on time</td>
<td>1%</td>
<td>93%</td>
<td>92%</td>
<td>91%</td>
<td>95%</td>
</tr>
<tr>
<td>I am dropped off on time</td>
<td>1%</td>
<td>96%</td>
<td>95%</td>
<td>96%</td>
<td>95%</td>
</tr>
<tr>
<td>I am dropped off at the correct location</td>
<td>1%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>Length of travel time is reasonable</td>
<td>1%</td>
<td>98%</td>
<td>97%</td>
<td>95%</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problems are resolved quickly</td>
<td>-1%</td>
<td>94%</td>
<td>95%</td>
<td>92%</td>
<td>95%</td>
</tr>
<tr>
<td>Complaints are handled in a satisfactory manner</td>
<td>2%</td>
<td>95%</td>
<td>93%</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
<td>Service has improved or stayed the same</td>
<td>0%</td>
<td>97%</td>
<td>97%</td>
<td>91%</td>
<td>94%</td>
</tr>
<tr>
<td>Overall, I am satisfied with the service</td>
<td>1%</td>
<td>99%</td>
<td>98%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>Service improves my independence</td>
<td>-1%</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>Service improves my quality of life</td>
<td>0%</td>
<td>99%</td>
<td>99%</td>
<td>99%</td>
<td>98%</td>
</tr>
</tbody>
</table>

Note: Percentages represent positive responses, which are combined counts of “Strongly Agree” and “Agree” responses.
3.7.2 HART Bus Pass Program Customer Survey

Of the bus pass surveys distributed, 563 surveys were completed and returned. Figure 3-3 depicts a profile of the average Bus Pass customer based on the survey results. For comparison, the 2019 Census website estimates that 51.1% of the county is Female, 14.5% are over the age of 65, and 29.1% speak a language other than English at home.

*Figure 3: Bus Pass Survey Respondent Profile*

- **56%** Female
- **63%** Over 60
- **46%** Use over 10 Times per Month
- **81%** Use for Medical Appointments
- **18%** Spanish is Preferred Language
In addition to the positive results from the current evaluation, results from the past four evaluation years have been included to show the historical trend. Since the CTC Evaluation was not required for the 2017/18 period, the HART Bus Pass survey was not conducted in 2018. Table 3-4 depicts the answers separated by HART service type (i.e., fixed route vs. paratransit). In general, the level of satisfaction with HART services has remained fairly constant over the last five years. The bus pass customer survey results summary can be found in Appendix C.

A couple of unique questions were added to the survey this year including, “How do you usually travel to the bus stop?” and “Do you feel safe riding during the current pandemic?” More information on the results of these can be found in Appendix C.

**Table 4: 2020 and Historical Bus Pass User Survey Results**

<table>
<thead>
<tr>
<th>Question</th>
<th>% Change</th>
<th>2020</th>
<th>2019</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles are clean</td>
<td>2%</td>
<td>92%</td>
<td>90%</td>
<td>90%</td>
<td>88%</td>
</tr>
<tr>
<td>Vehicles are free of litter</td>
<td>0%</td>
<td>85%</td>
<td>85%</td>
<td>84%</td>
<td>83%</td>
</tr>
<tr>
<td>Vehicles are kept in safe condition</td>
<td>3%</td>
<td>96%</td>
<td>93%</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>Equipment works well</td>
<td>0%</td>
<td>94%</td>
<td>94%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>You feel safe riding during the current pandemic</td>
<td>N/A</td>
<td>84%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Drivers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drivers are courteous</td>
<td>1%</td>
<td>89%</td>
<td>88%</td>
<td>85%</td>
<td>87%</td>
</tr>
<tr>
<td>Drivers practice safe driving</td>
<td>2%</td>
<td>96%</td>
<td>94%</td>
<td>91%</td>
<td>94%</td>
</tr>
<tr>
<td>Drivers know how to help people with different disabilities</td>
<td>1%</td>
<td>92%</td>
<td>91%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>Drivers correctly use equipment</td>
<td>0%</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complaints are handled in a satisfactory manner</td>
<td>3%</td>
<td>88%</td>
<td>85%</td>
<td>80%</td>
<td>86%</td>
</tr>
<tr>
<td>Overall, I am satisfied with the service</td>
<td>0%</td>
<td>98%</td>
<td>98%</td>
<td>94%</td>
<td>0%</td>
</tr>
<tr>
<td>Service improves my independence</td>
<td>0%</td>
<td>98%</td>
<td>98%</td>
<td>97%</td>
<td>0%</td>
</tr>
<tr>
<td>Service improves my quality of life</td>
<td>0%</td>
<td>97%</td>
<td>97%</td>
<td>98%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Note: Percentages represent positive responses, which are combined counts of “Strongly Agree” and “Agree” responses.
Section 4: 2020 CTC Evaluation Recommendations

The Sunshine Line has continued to operate at the highest level and has found numerous innovative ways to continue to serve our Transportation Disadvantaged community in Hillsborough County throughout the Covid-19 Pandemic. The following recommendations have been made based on the 2020 CTC Evaluation:

- Maintain current service levels and standards
- Continue to respond to the Covid-19 pandemic in innovative ways that serve the community.
- Restore service to baseline levels after the Covid-19 pandemic ends

Section 5: 5-Year Review of CTC

As part of this year’s CTC Evaluation, staff will highlight significant improvements in service and operations over the past 5 years, as well as other major accomplishments of the CTC. This section is to support the redesignation of the CTC in 2021.

- The number of road calls has been reduced significantly through efforts by the CTC and Hillsborough County – from 17.9 in 2016 to 5.43 road calls per 100,000 vehicle miles traveled (VMT) in 2020. This has significantly improved the overall reliability of the system.
- The number of vehicles serving TD clients has increased since 2016 – from 17 to 21 per 100,000 County citizens – reflecting increased investment in the TD system.
- The CTC has continued to consistently meet all other service standards.
- The CTC has responded effectively, efficiency, and safely to the Covid-19 pandemic – finding innovative ways to continue to serve our community and maintaining high standards for service.
Glossary of Terms

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

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

**Chargeable Accident** – An accident in which the CTC driver is at fault.

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

**Denial** – This occurs when the coordinator cannot schedule the trip the client requested due to limited capacity of the network, and the client cannot travel on a suggested alternative date and/or time.

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

**Goal** – The goal represents the optimal level of operation and is the ultimate level of performance that the CTC seeks to achieve.

**Hold Time** – The duration of time between the introductory phone system message and when an operator is reached.

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

**On-Time Performance** – This refers to the efficiency of an operator in regard to picking-up and dropping off clients.

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

**Road Call** – A road call is a maintenance call that results in an interruption in transportation of a vehicle in service.

**Standard** – The standard is the level of performance used to determine whether the CTC performed to the desired level during a given evaluation year.
Transportation Disadvantaged Coordinating Board (TDCB) – This board oversees the provision of transportation disadvantaged services in a specific county. Rule 41-2, which implements Chapter 427, requires the creation of this board within each MPO.

Transportation Disadvantaged (TD) Population – TD persons include those who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

Transportation Disadvantaged Services – This is a specialized transportation service provided by many vehicle types (including automobiles, vans, and buses) between specific origins and destinations that are typically used by transportation disadvantaged persons.

Travel Time – Travel time refers to the time that a client spends in the vehicle to complete a passenger trip.
Appendix B: Door-to-Door and Bus Pass Customers Survey Analysis
Hillsborough County Sunshine Line
2020 Door-to-Door Customer Survey Results

Surveys were distributed to Sunshine Line customers in August 2020. The survey consisted of 15 questions regarding customer demographic characteristics and riding habits, in addition to 24 questions asking clients to rate various aspects of the service. The survey also allowed for comments. A total of 159 surveys were completed and returned. A summary of the survey responses is presented below. The survey results were compared against the 2019 survey summary. Significant differences occurred where noted.

DEMOGRAPHICS
The first two survey questions asked for the customer’s gender and age. Figure 1 shows that a majority (65%) of respondents are female. Figure 2 shows that 68 percent of respondents are age 60 or over, this is a decline from 2019 when 84 percent of respondents were age 60 or over.

Figure 1: My gender is:

![Male 35% Female 65%]

Figure 2: My age is:

![60 or Over 68% 50 to 59 22% 40 to 49 6% 30 to 39 3% 20 to 29 1%]
CUSTOMER TRIP CHARACTERISTICS

Figures 3 through 14 show results for questions pertaining to how customers typically use door-to-door services.

Respondents were asked how many years they have been using Sunshine Line door-to-door service. Approximately two-thirds, or 67 percent, of customers who responded said that they have been using the service for less than three years. The complete results are shown in Figure 3.

Figure 3: I have used Sunshine Line door-to-door service for:

![Pie chart showing years of service]

The next four questions asked customers for what purpose they use the door-to-door service. A majority of respondents said that they use the service for medical appointments and shopping or recreation. More detailed results are shown in Figures 4 through 7, below.

Figure 4: I have used door-to-door transportation for dialysis treatment.

![Pie chart showing yes or no answers]
Figure 5: I have used door-to-door transportation for medical appointments.

- Yes: 78%
- No: 22%

Figure 6: I have used door-to-door transportation for work or education.

- Yes: 12%
- No: 88%
Figure 7: I have used a door-to-door transportation for shopping or recreation.

When asked whether they normally travel alone or with other people, more than three-quarters of respondents said that they travel alone. These results are displayed in Figure 8.

Figure 8: Most of the time I travel:

- Alone: 81%
- With an escort: 9%
- As part of a group: 7%
- Not Sure: 3%
The majority of respondents (94%) prefer to make reservations by phone, as shown in Figure 9.

*Figure 9: I would prefer to make reservations by:*

![Pie chart showing preferences for making reservations: Phone 94%, Website 4%, Phone App 2%.]

Respondents were asked how often they use door-to-door transportation services. As shown in Figure 9, a majority of respondents (54%) said that they use door-to-door transportation services 1 to 4 times per month.

*Figure 10: I use door-to-door transportation service:*

![Pie chart showing frequency of use: 1 to 4 times a month 54%, 5 to 10 times a month 15%, 11 to 15 times a month 8%, Less than once a month 15%, More than 15 times a month 7%, Not Sure 1%.]
The majority of the respondents reported that they boarded the vehicle by themselves most of the time (73%). Figure 10 also shows that 24 percent of respondents use a lift to get onto the vehicle.

Figure 11: Most of the time I get on the vehicle:

![Pie chart showing the percentage of respondents using different methods to board the vehicle.]

When asked what door-to-door service they typically use, 98 percent of respondents said that their transportation is provided by Sunshine Line. The rest of the results can be seen in Figure 11.

Figure 12: Most of the time my door-to-door transportation is provided by:

![Pie chart showing the percentage of respondents using different transportation services.]

Sunshine Line 98%

Not Sure 1%

Other 1%
Figure 12 shows 93 percent of respondents agree that when they need to go somewhere, transportation is available. Out of the 11 respondents who replied “No,” the most common places they would like to go are doctor appointments and shopping.

*Figure 13: When I need transportation to go somewhere, it is available.*

Question 15 asked respondents if they would go to Pasco or Pinellas Counties if they had transportation and for what reason. More than half, 51 percent, of respondents said they would not travel to Pasco or Pinellas County. Of the reasons to travel to these other counties, medical trips were the most popular (26%). These results can be found in Figure 14.

*Figure 14: Would you or your family go to Pasco and Pinellas County if you had transportation for:*
SERVICE RATING

The rest of the survey asked respondents to rate various aspects of the services based on their most recent door-to-door transportation experience. Respondents had an opportunity to rate the vehicles, the drivers, the reservations, the trips, the service, and give their overall rating. The results are shown below in Figures 15 through 22. At least 94 percent of respondents gave positive feedback to most categories (responded either agree or strongly agree).

Figure 15 shows that almost all respondents agree the vehicles are clean, free of litter, in safe condition, and that the equipment works well. Additionally, Figure 16 shows respondents agree that drivers are courteous, they practice safe driving, they know how to help people with different disabilities, and they correctly use equipment.
Regarding Sunshine Line reservations, Figure 17 shows that overall 4 percent of respondents are unsatisfied with the reservations process. Two common areas that received negative feedback were prompt answering of phone calls (3% of respondents were dissatisfied) and the automated phone system’s assistance (3% of respondents were dissatisfied).

**Figure 17: Reservations**

As shown in Figure 18, six percent of respondents think pick up times need to be improved, while 5 percent said that drop off times should be improved.

**Figure 18: Trips**
Figure 19 shows that only six percent of respondents disagree that problems are resolved quickly and only six percent disagree that complaints are handled in a satisfactory manner.

![Figure 19: Service](image)

Figure 20 shows that 97 percent of respondents agree that their door to door transportation service experience has stayed the same or improved.

![Figure 20: Service – Over the past year, door-to-door transportation services have stayed the same or improved](image)
Overall, Figure 21 shows that 99 percent of respondents are satisfied with the door-to-door transportation service. A similarly significant proportion of respondents also agree that the service improves their independence and quality of life.

**Figure 21: Overall Rating**

- **Overall, I am satisfied with door-to-door transportation**
  - Strongly Agree: 87%
  - Agree: 12%
  - Disagree: 1%
  - Strongly Disagree: 1%

- **Door-to-door service improves my independence**
  - Strongly Agree: 88%
  - Agree: 10%
  - Disagree: 1%
  - Strongly Disagree: 1%

- **Door-to-door service improves my quality of life**
  - Strongly Agree: 86%
  - Agree: 13%
  - Disagree: 1%
  - Strongly Disagree: 1%

**COMMENTS**

Of the 159 surveys completed, 53 comments were received. Each comment was categorized as either Praise, Complaint, or Information/Request. Figure 22 shows the distribution of the comment categories. Please note that the complaints represented in the figure are from the survey only and do not represent complaints received during the CTC evaluation period.

**Figure 22: Summary of Comments**

- **Praise**, 64%
- **Complaint**, 19%
- **Information/Request**, 17%

...
Of the comments received, 14 percent of respondents denoted Spanish as their preferred language while six percent of respondents did not list a preferred language.

Figure 23: Language Preference

Comments were compiled from the surveys and are presented in Table 1. Comments received in Spanish were translated into English. Out of the 19 complaint and information/request comments in the door-to-door survey, the following items stood out as reoccurring:

- Respondents think 90 minutes before an appointment is too early to be picked up.
- Sometimes respondents have to wait a long time to be picked up.
<table>
<thead>
<tr>
<th>Survey ID</th>
<th>Comment</th>
<th>Comment Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Waste of money for a big bus with 1 passenger.</td>
<td>Complaint</td>
</tr>
<tr>
<td>5</td>
<td>Helpful, appreciate greatly.</td>
<td>Praise</td>
</tr>
<tr>
<td>8</td>
<td>My only transportation, great for elderly, drivers are family.</td>
<td>Praise</td>
</tr>
<tr>
<td>10</td>
<td>Understand 90 min window but could be better.</td>
<td>Complaint</td>
</tr>
<tr>
<td>14</td>
<td>Drivers are wonderful.</td>
<td>Praise</td>
</tr>
<tr>
<td>16</td>
<td>Sometimes they are late.</td>
<td>Complaint</td>
</tr>
<tr>
<td>17</td>
<td>Switched to Sunshine Line when put on Dialysis.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>19</td>
<td>Sunshine Line gets me to and from work everyday!</td>
<td>Praise</td>
</tr>
<tr>
<td>29</td>
<td>Very good workers.</td>
<td>Praise</td>
</tr>
<tr>
<td>30</td>
<td>Fully rely on services, drivers are my lifeline.</td>
<td>Praise</td>
</tr>
<tr>
<td>33</td>
<td>Because of Sunshine Line I made it to Chemo.</td>
<td>Praise</td>
</tr>
<tr>
<td>34</td>
<td>Thank you!</td>
<td>Praise</td>
</tr>
<tr>
<td>41</td>
<td>Improvement needed on pickup times, not 1.5 hours.</td>
<td>Complaint</td>
</tr>
<tr>
<td>43</td>
<td>You have blessed my life.</td>
<td>Praise</td>
</tr>
<tr>
<td>44</td>
<td>Everyone start to finish is nice.</td>
<td>Praise</td>
</tr>
<tr>
<td>46</td>
<td>More allowed space for groceries and laundry bags.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>47</td>
<td>Forms to ride should not be needed.</td>
<td>Complaint</td>
</tr>
<tr>
<td>49</td>
<td>Drivers are very respectful.</td>
<td>Praise</td>
</tr>
<tr>
<td>54</td>
<td>Couldn't afford trips to doctors without Sunshine Line.</td>
<td>Praise</td>
</tr>
<tr>
<td>57</td>
<td>Happy to use Sunshine Line, improves my quality of life.</td>
<td>Praise</td>
</tr>
<tr>
<td>59</td>
<td>Courteous drivers, very helpful. Jim, Annette, and Janet deserve praise.</td>
<td>Praise</td>
</tr>
<tr>
<td>60</td>
<td>Quite satisfied with services.</td>
<td>Praise</td>
</tr>
<tr>
<td>61</td>
<td>I like services and drivers (Janet and Jim).</td>
<td>Praise</td>
</tr>
<tr>
<td>72</td>
<td>Open up Hillsborough County.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>74</td>
<td>Had problems reaching for seatbelt.</td>
<td>Complaint</td>
</tr>
<tr>
<td>81</td>
<td>Mostly Satisfied, should always have same driver.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>86</td>
<td>Great service, will suggest to others.</td>
<td>Praise</td>
</tr>
<tr>
<td>89</td>
<td>I was only approved for medical transportation, would like for others.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>90</td>
<td>Thank you for getting me to doctors.</td>
<td>Praise</td>
</tr>
<tr>
<td>91</td>
<td>1.5 hours is too long for pickup.</td>
<td>Complaint</td>
</tr>
<tr>
<td>94</td>
<td>All drivers are skillful and pleasant.</td>
<td>Praise</td>
</tr>
<tr>
<td>95</td>
<td>Keep up the good work.</td>
<td>Praise</td>
</tr>
<tr>
<td>98</td>
<td>Very good throughout.</td>
<td>Praise</td>
</tr>
<tr>
<td>100</td>
<td>Always kind and helpful.</td>
<td>Praise</td>
</tr>
<tr>
<td>103</td>
<td>Driver made rude comments.</td>
<td>Complaint</td>
</tr>
<tr>
<td>105</td>
<td>Saturday service is important.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>114</td>
<td>Services are very good thanks.</td>
<td>Praise</td>
</tr>
<tr>
<td>115</td>
<td>I spent 4 hours waiting on last doctors to get home.</td>
<td>Complaint</td>
</tr>
<tr>
<td>116</td>
<td>Only been for a short amount of time.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>118</td>
<td>I had 2 problems with dispatch, left me stranded both times.</td>
<td>Complaint</td>
</tr>
<tr>
<td>123</td>
<td>All employees, especially drivers are excellent.</td>
<td>Praise</td>
</tr>
<tr>
<td>124</td>
<td>Would like to go to South Lakeland to shop.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>128</td>
<td>Very thankful for my Sunshine Line.</td>
<td>Praise</td>
</tr>
<tr>
<td>130</td>
<td>Thank you!</td>
<td>Praise</td>
</tr>
<tr>
<td>135</td>
<td>Everyone is very helpful I appreciate Sunshine Line.</td>
<td>Praise</td>
</tr>
<tr>
<td>138</td>
<td>A lot of good drivers. only one that is not.</td>
<td>Praise</td>
</tr>
<tr>
<td>139</td>
<td>Drivers are friendly and helpful.</td>
<td>Praise</td>
</tr>
<tr>
<td>142</td>
<td>Would like to be able to make reservations on website. Would like to complement drivers.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>145</td>
<td>This is a God send service.</td>
<td>Praise</td>
</tr>
<tr>
<td>146</td>
<td>I love all the drivers they make me feel safe and help when needed.</td>
<td>Praise</td>
</tr>
<tr>
<td>149</td>
<td>They've always helped me, especially now.</td>
<td>Praise</td>
</tr>
<tr>
<td>152</td>
<td>Carolos and Janet are your best drivers.</td>
<td>Praise</td>
</tr>
<tr>
<td>153</td>
<td>100% satisfied. Thank you for you great service.</td>
<td>Praise</td>
</tr>
</tbody>
</table>

Customers were also given the opportunity to provide their home zip code. A total of 136 zip codes were received and mapped in Figure 24. The zip codes are symbolized by number of survey respondents.
Figure 24: Distribution of Survey Respondents’ Home Zip Codes
Hillsborough County Bus Pass Program  
2020 Customer Survey Results

A survey of HART customers was conducted in September 2020. The survey consisted of 13 questions regarding customer demographic characteristics and riding habits, in addition to 13 questions asking respondents to rate aspects of the service. The survey also allowed for comments. A total of 563 surveys were completed and returned. A summary of the survey responses is presented below. Survey results were compared against the 2019 survey summary. Significant differences occurred where noted.

DEMOGRAPHICS

The first two survey questions asked for the customer’s gender and age. Figure 1 shows that more than half of respondents are female, and Figure 2 shows that 88 percent of respondents are age 50 or over.

![Figure 1: My gender is:](image)

- Male: 44%
- Female: 56%

![Figure 2: My age is:](image)

- 60 or Over: 63%
- 50 to 59: 25%
- 40 to 49: 8%
- 30 to 39: 3%
- 20 to 29: 0%
- Under 20: 1%
CUSTOMER TRIP CHARACTERISTICS

Figures 3 through 13 show results for questions pertaining to how customers typically use the bus pass. Respondents were asked how many years they have used a bus pass. Figure 3 shows that 83 percent of respondents have used a bus pass for at least a year. Almost half, 47 percent, have used a pass for 3 or more years, which is a slight increase from the 2019 survey’s 42 percent.

**Figure 3: I have used a bus pass for:**

![Pie chart showing the distribution of years respondents have used a bus pass.]

The next four survey questions asked customers for what trip purpose they used the bus pass. A majority of respondents said that they have used the passes for medical appointments and shopping or recreation. More detailed results are shown in Figures 4 through 7 below.

**Figure 4: I have used a bus pass for dialysis treatment.**

![Pie chart showing the responses to the dialysis treatment question.]

---

Hillsborough MPO | 2020 Bus Pass Customer Survey Results
Figure 5: I have used a bus pass for medical appointments.

- Yes: 81%
- No: 19%

Figure 6: I have used a bus pass for work or education.

- Yes: 36%
- No: 64%
When asked about their travel behaviors, the majority of respondents (89%) reported travelling alone. Another 8 percent reported that they travel with an escort the majority of the time. The remaining responses are summarized in Figure 8, below.

**Figure 8: Most of the time I travel:**

Regarding the frequency of their bus pass use, 46 percent of the respondents reported using the bus pass service more than 15 times per month. This distribution is different from 2019, when 55 percent of respondents reported using the service more than 15 times per month. Ridership frequency in 2020 became more evenly distributed overall compared to 2019, these results are summarized in Figure 9.
The majority of the respondents reported that they usually board the vehicle by themselves most of the time (76%). Another 16 percent reported that they typically board using a lift. The responses are summarized in Figure 10 below.

**Figure 10: Most of the time I get on the vehicle:**

Over three-quarters of respondents reported that most of the time they use the bus pass to access HART Local Service, and the remaining respondents reported using their passes for the HARTPlus service. The responses are summarized in Figure 11.
When asked how they normally get to the bus stop, 78 percent of respondents said they walk to the bus stop, 10 percent said “Other”, and 8 percent said they used a mobility device. The remaining responses are summarized in Figure 12, below.

**Figure 12: Most of the time I get to the bus stop by:**

- Walking, 78%
- HART Local Service, 78%
- HARTPlus, 22%
- Bicycle, 3%
- Mobility Device, 8%
- Dropped off or Rideshare, 2%
- Other, 10%
SERVICE RATING

The survey asked respondents to rate various aspects of the service based on their most recent bus pass transportation experience. Respondents had an opportunity to rate the vehicles, the drivers, and the service. The results are shown below in Figures 13 through 15. At least 83 percent of respondents gave positive feedback to every category (responded either agree or strongly agree).

Figure 13 shows that 15 percent of respondents disagree to some extent that HART vehicles are free of litter, and 9 percent do not agree that the vehicles are clean. The majority of respondents (64%) agree that they feel safe riding HART vehicles during the current pandemic.

Regarding HART drivers, Figure 14 shows that 11 percent of respondents do not think that they are courteous, and 8 percent think the drivers need to be more knowledgeable about how to help people with different disabilities. This is a slight improvement from 2019, when 12 percent of respondents disagreed that drivers are courteous and 10 percent disagreed that drivers were knowledgeable about how to help people with different disabilities.
When asked whether complaints are handled in a satisfactory manner, 88 percent of respondents answered positively. This is a slight improvement from the 2019 survey when 84 percent of respondents answered positively. Figure 15 shows the breakdown of responses.

**Figure 15: Service - Complaints are handled in a satisfactory manner**

Overall, Figure 16 shows that 98 percent of respondents are satisfied with the bus pass program. A similarly significant proportion of respondents also agree that the program improves their independence and quality of life.

**Figure 16: Overall Satisfaction**
CUSTOMER COMMENTS AND INFORMATION

Of the 563 surveys completed, 184 comments were received. Each comment was categorized as either Praise, Complaint, or Information/Request. The number of complaints received decreased to 25 percent from the 31 percent received in the 2019 survey. Figure 17 shows the distribution of the comment categories.

Comments were compiled from the surveys and summarized in Table 1. Comments received in Spanish were translated into English. Reoccurring complaints or information/request comments from the bus pass survey are listed below.
• Some drivers are rude and need to work on customer service skills.
• The on-time performance of HART buses is not ideal. Some customers are late to appointments or miss their transfer.
• Vehicles and bus stops need to be cleaned more often.
• HART needs more bus stops to reduce the distance customers have to walk.

Language preference was recorded using a free response text box. Figure 17 shows that 56 percent of respondents prefer English, while 18 percent prefer Spanish. Overall, 26 percent of the respondents left this section of the survey blank.

Figure 17: Preferred Language

- English: 56%
- Spanish: 18%
- No Response: 26%
### Table 1: Bus Pass Survey Comments

<table>
<thead>
<tr>
<th>Survey ID</th>
<th>Comment</th>
<th>Comment Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Good pickup at door.</td>
<td>Praise</td>
</tr>
<tr>
<td>4</td>
<td>Thanks a lot.</td>
<td>Praise</td>
</tr>
<tr>
<td>9</td>
<td>I have never had problems.</td>
<td>Praise</td>
</tr>
<tr>
<td>10</td>
<td>More routes should be created from downtown to other locations.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>11</td>
<td>One driver, about 2 weeks ago, that became agitated at my wife and I</td>
<td>Complaint</td>
</tr>
<tr>
<td></td>
<td>for being several minutes late after we'd confirmed with dispatch that</td>
<td></td>
</tr>
<tr>
<td></td>
<td>we'd be a few minutes late, drove us at least a half an hour out of our</td>
<td></td>
</tr>
<tr>
<td></td>
<td>way when returning home.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>I'd like for there to be a direct route from Downtown to Citrus. I'd</td>
<td>Information/Request</td>
</tr>
<tr>
<td></td>
<td>like them to bring back the rapid route from Downtown to Brandon.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>The stops are very dirty and have a lot of garbage and even human</td>
<td>Complaint</td>
</tr>
<tr>
<td></td>
<td>waste.</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Many vehicles have very unpleasant smells.</td>
<td>Complaint</td>
</tr>
<tr>
<td>15</td>
<td>Thank you.</td>
<td>Praise</td>
</tr>
<tr>
<td>22</td>
<td>Bus #15 sure needs to come back to Orient Rd. It's hard for me</td>
<td>Information/Request</td>
</tr>
<tr>
<td></td>
<td>sometime.</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>The drivers sit in staging 20-25 minutes. They tell the supervisor they</td>
<td>Complaint</td>
</tr>
<tr>
<td></td>
<td>had to use the restroom, in truth they are on the phone. I have missed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>doctors appointments because the drivers are sitting in the staging area</td>
<td></td>
</tr>
<tr>
<td></td>
<td>past the scheduled time. The drivers do not respect the passengers by</td>
<td></td>
</tr>
<tr>
<td></td>
<td>being on time.</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Passes have been a real blessing to me.</td>
<td>Praise</td>
</tr>
<tr>
<td>29</td>
<td>Most buses have the public announcements too loud. I mentioned this a</td>
<td>Complaint</td>
</tr>
<tr>
<td></td>
<td>few times tone them all down.</td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Thanks very much. It helps me a lot to get what I need to get done and</td>
<td>Praise</td>
</tr>
<tr>
<td></td>
<td>live better a life.</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>This driver helps me 90% of the time. I live alone and need the service.</td>
<td>Information/Request</td>
</tr>
<tr>
<td></td>
<td>Covid-19 is scary!</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>I think that the time in between picking up riders and dropping off</td>
<td>Information/Request</td>
</tr>
<tr>
<td></td>
<td>should be shorter. There should not be a no show applied to riders when</td>
<td></td>
</tr>
<tr>
<td></td>
<td>most of the times it's not the rider's fault. The pandemic has a lot</td>
<td></td>
</tr>
<tr>
<td></td>
<td>of riders with a great sense of concern riding because of seniors.</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>I ride the bus mostly every day sometimes twice a day and from my</td>
<td>Complaint</td>
</tr>
<tr>
<td></td>
<td>experience I think the driver should show more respect for people in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>wheelchairs.</td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Being disabled, and over 70 years of age, I could not make it without</td>
<td>Praise</td>
</tr>
<tr>
<td></td>
<td>that bus line. HART is truly my life line.</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>I think that HART service is excellent, I wouldn't have it any other</td>
<td>Praise</td>
</tr>
<tr>
<td></td>
<td>way.</td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Keep bus passes through sunshine line and not through shelters and</td>
<td>Information/Request</td>
</tr>
<tr>
<td></td>
<td>housing programs. I had 4 jobs in one month and could not get to work,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>etc.</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>I am very happy with the service. Thank you.</td>
<td>Praise</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>---------</td>
<td>--------------</td>
</tr>
<tr>
<td>49</td>
<td>Very satisfied 100%.</td>
<td>Praise</td>
</tr>
<tr>
<td>51</td>
<td>Buses have a very bad odor and stations are very dirty.</td>
<td>Complaint</td>
</tr>
<tr>
<td>53</td>
<td>Thanks, Hillsborough, for mine and others’ bus passes.</td>
<td>Praise</td>
</tr>
<tr>
<td>54</td>
<td>Some drivers don't get close enough to the curb for any walker.</td>
<td>Complaint</td>
</tr>
<tr>
<td>58</td>
<td>Thank you for the passes.</td>
<td>Praise</td>
</tr>
<tr>
<td>59</td>
<td>I need car services to get to the laundry mat.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>68</td>
<td>Thank you for the transportation help.</td>
<td>Praise</td>
</tr>
<tr>
<td>70</td>
<td>I think you guys are great! Keep up the Good Work!</td>
<td>Praise</td>
</tr>
<tr>
<td>80</td>
<td>Need to be at dialysis on time.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>81</td>
<td>Thank you for providing the bus passes for others and myself! Please continue the program and God bless you!</td>
<td>Praise</td>
</tr>
<tr>
<td>82</td>
<td>I enjoy riding with HART Plus, I get to sight see and it gets me out.</td>
<td>Praise</td>
</tr>
<tr>
<td>86</td>
<td>The bus is dirty, dangerous, and full of homeless drug addicts. I would never ride the bus if I did not have to, but it will do for now. Praying for a car soon. Do you guys pay attention to the nonsense that happens at the Marion Transit Center?</td>
<td>Complaint</td>
</tr>
<tr>
<td>88</td>
<td>Buses are open late.</td>
<td>Praise</td>
</tr>
<tr>
<td>90</td>
<td>Drivers should ask patrons to give up their seats for elderly and disabled patrons.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>92</td>
<td>I thank you so much for providing this service, it is greatly appreciated by me and others!</td>
<td>Praise</td>
</tr>
<tr>
<td>96</td>
<td>I think that a driver should be able to stop if people get sick and get something to eat if no one else is on the bus.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>97</td>
<td>I heard 15 bus drivers tested positive for Covid 19! That's not good.</td>
<td>Complaint</td>
</tr>
<tr>
<td>98</td>
<td>Maybe not have air on when it is raining?</td>
<td>Complaint</td>
</tr>
<tr>
<td>99</td>
<td>The bus shelters are always trashed. Debris on ground, cans overflowing.</td>
<td>Complaint</td>
</tr>
<tr>
<td>101</td>
<td>HART line is the only transportation I feel I am safe using all the time.</td>
<td>Praise</td>
</tr>
<tr>
<td>103</td>
<td>Thank you so much. This helps me in a tremendous way!</td>
<td>Praise</td>
</tr>
<tr>
<td>104</td>
<td>I take a cab because waiting for the bus is very long.</td>
<td>Complaint</td>
</tr>
<tr>
<td>105</td>
<td>Need paper seat covers per trip, and disposable strap covers.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>107</td>
<td>I feel that the drivers should go to training or sensitivity training on how to deal with passengers. More than a few are very rude and discourteous! However, some are very polite.</td>
<td>Complaint</td>
</tr>
<tr>
<td>108</td>
<td>Good transportation experience.</td>
<td>Praise</td>
</tr>
<tr>
<td>116</td>
<td>Thanks to everyone working through thru the COVID!</td>
<td>Praise</td>
</tr>
<tr>
<td>117</td>
<td>I go out every 5 days of the week. I have been taking the bus since 1999 up to now. I need this service, it’s the only way I go out.</td>
<td>Praise</td>
</tr>
<tr>
<td>118</td>
<td>Please ask drivers to slow down on corners and braking. And to have a more pleasant attitude! Thank you</td>
<td>Complaint</td>
</tr>
<tr>
<td>122</td>
<td>I had a rough start with a couple of the drivers. Once we got to know one another it's better now. Complaints weren't handled as if client were telling the truth, but the driver was.</td>
<td>Complaint</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>---------</td>
<td>--------------</td>
</tr>
<tr>
<td>125</td>
<td>Those of us who travel feel very safe with HART buses.</td>
<td>Praise</td>
</tr>
<tr>
<td>132</td>
<td>I love HARTline.</td>
<td>Praise</td>
</tr>
<tr>
<td>133</td>
<td>I am grateful for Sunshine Line.</td>
<td>Praise</td>
</tr>
<tr>
<td>135</td>
<td>Thanks so much for my bus pass.</td>
<td>Praise</td>
</tr>
<tr>
<td>136</td>
<td>It’s very good.</td>
<td>Praise</td>
</tr>
<tr>
<td>140</td>
<td>I need to know if a hand cart is allowed on the bus for carrying food. Some do and some do not. I need it to get my food home.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>145</td>
<td>4 stars!</td>
<td>Praise</td>
</tr>
<tr>
<td>146</td>
<td>HART does a great job!</td>
<td>Praise</td>
</tr>
<tr>
<td>148</td>
<td>Some buses are clean but most buses have debris in the seats or liquids that have stained the floors and odd odors.</td>
<td>Complaint</td>
</tr>
<tr>
<td>150</td>
<td>Less wait time, short trips, fresh air, mask up.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>151</td>
<td>My monthly bus pass gives me the freedom to get to and from appointments, the grocery store, laundry mat, methadone clinic, and a place to cool off. I would be lost without it.</td>
<td>Praise</td>
</tr>
<tr>
<td>152</td>
<td>I am very thankful that I am blessed to have this opportunity.</td>
<td>Praise</td>
</tr>
<tr>
<td>157</td>
<td>Bus drivers need to improve on their attitudes towards passengers and the way they talk to people.</td>
<td>Complaint</td>
</tr>
<tr>
<td>158</td>
<td>I’m very grateful for passes. I wouldn’t be able to go to appointments.</td>
<td>Praise</td>
</tr>
<tr>
<td>162</td>
<td>This one of the best programs for the people here of Hillsborough</td>
<td>Praise</td>
</tr>
<tr>
<td>164</td>
<td>On occasion when I call to clarify the day and time of a trip they only speak to me in English. The few people that speak Spanish are not friendly. Not all of them, but a few.</td>
<td>Complaint</td>
</tr>
<tr>
<td>169</td>
<td>Buses should have security in order to provide safety and security to its clients.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>170</td>
<td>When bus passes are stamped by machine and it’s not visible, drivers and supervisor are not courteous. “It’s their fault” is their answer. Machines need to be checked for ink often.</td>
<td>Complaint</td>
</tr>
<tr>
<td>174</td>
<td>I think the drivers do a great job. It’s the passengers who make riding unpleasant.</td>
<td>Praise</td>
</tr>
<tr>
<td>176</td>
<td>Need to handle lost and found better, sometimes it’s 2 days before they give to the office.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1002</td>
<td>Need more benches on Cass St. and Governor Ave.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1003</td>
<td>Thank you for help provided.</td>
<td>Praise</td>
</tr>
<tr>
<td>1007</td>
<td>No more to add, thank you for existing.</td>
<td>Praise</td>
</tr>
<tr>
<td>1011</td>
<td>The bus is necessary for my independence and freedom.</td>
<td>Praise</td>
</tr>
<tr>
<td>1013</td>
<td>Bus 360X runs every 30min. 1 hour wait too long.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1014</td>
<td>Need bus at S MacDill and Interbay.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1017</td>
<td>Need improvement to the services for route 275LX and 39.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1020</td>
<td>Some drivers aren’t friendly.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1028</td>
<td>Thank you very much.</td>
<td>Praise</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>1032</td>
<td>We need more routes, bring back route 41.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1035</td>
<td>Awesome service, can’t see myself without it.</td>
<td>Praise</td>
</tr>
<tr>
<td>1038</td>
<td>Without Hart Plus I would have no quality of life.</td>
<td>Praise</td>
</tr>
<tr>
<td>1040</td>
<td>Overall, I’m satisfied HART services.</td>
<td>Praise</td>
</tr>
<tr>
<td>1045</td>
<td>Thank you Hart Plus! Your tenured drivers are wonderful.</td>
<td>Praise</td>
</tr>
<tr>
<td>1047</td>
<td>Overall I like service.</td>
<td>Praise</td>
</tr>
<tr>
<td>1049</td>
<td>Thank you for the bus pass it’s my only transportation.</td>
<td>Praise</td>
</tr>
<tr>
<td>1054</td>
<td>Improve weekend service on Route 19</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1055</td>
<td>Some drivers are rude, need more training.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1056</td>
<td>Overall, very satisfied with program and operating procedures.</td>
<td>Praise</td>
</tr>
<tr>
<td>1066</td>
<td>Buses look dirty when paper and plastic is left in seats and floor.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1070</td>
<td>Need a Westshore bus.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1071</td>
<td>Excellent service, very reliable, couldn’t do without.</td>
<td>Praise</td>
</tr>
<tr>
<td>1075</td>
<td>Thank you so much for everything, very pleased with services.</td>
<td>Praise</td>
</tr>
<tr>
<td>1076</td>
<td>Happy with Hart.</td>
<td>Praise</td>
</tr>
<tr>
<td>1077</td>
<td>Complaints should be taken more seriously and should be handled.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1078</td>
<td>Thank you for my 31-day pass, helps so much.</td>
<td>Praise</td>
</tr>
<tr>
<td>1079</td>
<td>Thank you Hart Plus helped solve many of my problems. Thank you very much.</td>
<td>Praise</td>
</tr>
<tr>
<td>1084</td>
<td>Thank you for help when I can’t afford to get out of the house.</td>
<td>Praise</td>
</tr>
<tr>
<td>1085</td>
<td>I am happy the buses are clean because of COVID 19.</td>
<td>Praise</td>
</tr>
<tr>
<td>1093</td>
<td>Thank you for help. I did not get my pass this month.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1096</td>
<td>#46 In Valrico needs stops closer together at grocery stores</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1105</td>
<td>Service dog overheats, not enough covered stops. Need Ada the manager to return my calls.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1109</td>
<td>Bus pass reader is getting old.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1111</td>
<td>Very satisfied, they help me in my daily life. I feel useful.</td>
<td>Praise</td>
</tr>
<tr>
<td>1115</td>
<td>I love it.</td>
<td>Praise</td>
</tr>
<tr>
<td>1120</td>
<td>I take two buses to work. Twice there were no buses to get home.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1122</td>
<td>You are doing great.</td>
<td>Praise</td>
</tr>
<tr>
<td>1127</td>
<td>Too much racism (bus operators).</td>
<td>Complaint</td>
</tr>
<tr>
<td>1130</td>
<td>Great.</td>
<td>Praise</td>
</tr>
<tr>
<td>1131</td>
<td>Need better schedule, and expanded routes. A lot of tardy issues. Bus passes not working with fading ink.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1132</td>
<td>It worries me they smoke marijuana. I have to wait an hour for the bus.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1133</td>
<td>I do not go everywhere by bus.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1136</td>
<td>I don’t know what I’d do without it.</td>
<td>Praise</td>
</tr>
<tr>
<td>1138</td>
<td>Need more night shifts.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1139</td>
<td>The bus pass is a blessing. Thank you.</td>
<td>Praise</td>
</tr>
<tr>
<td>1154</td>
<td>Thanks.</td>
<td>Praise</td>
</tr>
<tr>
<td>1159</td>
<td>Bus passes help me a lot.</td>
<td>Praise</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>1160</td>
<td>I do not think the drivers understand their abrupt driving throws us around.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1170</td>
<td>Some drivers are not courteous, don't speak back.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1176</td>
<td>Passengers leave trash.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1203</td>
<td>I only use Hart Plus. Extremely satisfied.</td>
<td>Praise</td>
</tr>
<tr>
<td>1205</td>
<td>Please clean the bus during the day.</td>
<td>Praise</td>
</tr>
<tr>
<td>1211</td>
<td>Same trash or old bus passes left on buses for days.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1212</td>
<td>Hart Plus is a help.</td>
<td>Praise</td>
</tr>
<tr>
<td>1213</td>
<td>Without bus pass I don't know what I'd do.</td>
<td>Praise</td>
</tr>
<tr>
<td>1215</td>
<td>Sometimes buses are late.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1216</td>
<td>Drivers are wonderful, been all over county. Hart is best experience ever.</td>
<td>Praise</td>
</tr>
<tr>
<td>1217</td>
<td>I am so grateful.</td>
<td>Praise</td>
</tr>
<tr>
<td>1218</td>
<td>May God continue his blessing.</td>
<td>Praise</td>
</tr>
<tr>
<td>1224</td>
<td>I want bus 16 every 30 minutes like before.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1225</td>
<td>Thank you for bus pass, God bless you all.</td>
<td>Praise</td>
</tr>
<tr>
<td>1229</td>
<td>Most of the drivers are nice, some are nasty.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1232</td>
<td>Palmetto Beach has no service, walk a mile to bus stop.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1236</td>
<td>Drivers need to be taught to be courteous, needs changed.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1240</td>
<td>Very satisfied, I applaud you for doing a great job.</td>
<td>Praise</td>
</tr>
<tr>
<td>1244</td>
<td>Thanks.</td>
<td>Praise</td>
</tr>
<tr>
<td>1250</td>
<td>Why do drivers allow people without masks?</td>
<td>Complaint</td>
</tr>
<tr>
<td>1256</td>
<td>Services are the bomb!</td>
<td>Praise</td>
</tr>
<tr>
<td>1261</td>
<td>Thank you very much, they are very friendly I am grateful.</td>
<td>Praise</td>
</tr>
<tr>
<td>1269</td>
<td>I love the bus and that you help low-income seniors.</td>
<td>Praise</td>
</tr>
<tr>
<td>1274</td>
<td>Would be impossible to get around without Hart.</td>
<td>Praise</td>
</tr>
<tr>
<td>1277</td>
<td>Some drivers are not patient, but more drivers are.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1280</td>
<td>I trust my life with Hartline.</td>
<td>Praise</td>
</tr>
<tr>
<td>1282</td>
<td>Some of the drivers are nasty.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1283</td>
<td>I am grateful for transportation.</td>
<td>Praise</td>
</tr>
<tr>
<td>1288</td>
<td>No bus runs on 46 route.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1289</td>
<td>They need to put lift down for me for my walker. Need a discount bus pass.</td>
<td>Information/Request</td>
</tr>
<tr>
<td>1291</td>
<td>Thank you for service, its tremendous help.</td>
<td>Praise</td>
</tr>
<tr>
<td>1292</td>
<td>Without the bus my quality of life would suffer.</td>
<td>Praise</td>
</tr>
<tr>
<td>1293</td>
<td>Thank you very much. My social security would not be enough without it.</td>
<td>Praise</td>
</tr>
<tr>
<td>1296</td>
<td>I am satisfied.</td>
<td>Praise</td>
</tr>
<tr>
<td>1303</td>
<td>some drivers are courteous, some drive safe.</td>
<td>Praise</td>
</tr>
<tr>
<td>1309</td>
<td>Wasn’t able to send my info so I got bus pass late.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1310</td>
<td>Concerned about safety, perhaps direct call to police not HART.</td>
<td>Complaint</td>
</tr>
<tr>
<td>Survey ID</td>
<td>Comment</td>
<td>Comment Type</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>1317</td>
<td>They are kind and respectful, thank you.</td>
<td>Praise</td>
</tr>
<tr>
<td>1318</td>
<td>Bus stops are dirty and no place to sit.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1319</td>
<td>Some do not wait until the elderly are seated.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1322</td>
<td>Thank you very much.</td>
<td>Praise</td>
</tr>
<tr>
<td>1325</td>
<td>I like riding sometimes to get out of the house.</td>
<td>Praise</td>
</tr>
<tr>
<td>1326</td>
<td>Thank you for service.</td>
<td>Praise</td>
</tr>
<tr>
<td>1330</td>
<td>Monthly bus passes are good.</td>
<td>Praise</td>
</tr>
<tr>
<td>1343</td>
<td>I'm very thankful to have Hart Plus passes made my life easier.</td>
<td>Praise</td>
</tr>
<tr>
<td>1351</td>
<td>I would be lost without Hart.</td>
<td>Praise</td>
</tr>
<tr>
<td>1352</td>
<td>Thank you very much.</td>
<td>Praise</td>
</tr>
<tr>
<td>1355</td>
<td>I am very satisfied.</td>
<td>Praise</td>
</tr>
<tr>
<td>1356</td>
<td>Thank you.</td>
<td>Praise</td>
</tr>
<tr>
<td>1360</td>
<td>Need cleaner bus stops.</td>
<td>Complaint</td>
</tr>
<tr>
<td>1366</td>
<td>Thank you so much.</td>
<td>Praise</td>
</tr>
<tr>
<td>1368</td>
<td>Don't know what I'd do with it.</td>
<td>Praise</td>
</tr>
<tr>
<td>1369</td>
<td>I thank you for help.</td>
<td>Praise</td>
</tr>
<tr>
<td>1370</td>
<td>Very grateful for service.</td>
<td>Praise</td>
</tr>
<tr>
<td>1371</td>
<td>So grateful.</td>
<td>Praise</td>
</tr>
<tr>
<td>1373</td>
<td>All good.</td>
<td>Praise</td>
</tr>
<tr>
<td>1384</td>
<td>Drivers are kind and understanding, keep up the good work.</td>
<td>Praise</td>
</tr>
<tr>
<td>1386</td>
<td>Thank you for all of your work. It helps me support myself.</td>
<td>Praise</td>
</tr>
</tbody>
</table>

Customers were also given the opportunity to provide their home zip code. A total of 487 zip codes were received and mapped in Figure 18. The zip codes are symbolized by number of respondents.
Figure 18: Distribution of Survey Respondents’ Home Zip Codes
Board & Committee Agenda Item

**Agenda Item:**
CTC Designation

**Presenter:**
Joshua Barber, MPO Staff

**Summary:**

Florida Statute Chapter 41-2 establishes the Commission for the Transportation Disadvantaged with the assigned responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged. The statute also establishes the role of the Metropolitan Planning Organization as the designated official planning agency to perform long range planning and assist the Commission and Local Coordinating Board in implementing the transportation disadvantaged program in designated service areas. The statute includes the roles and responsibilities of the Coordinating Board which is tasked with recommending to the Commission for the Transportation Disadvantaged a Community Transportation Coordinator (CTC) who then enters into contract with the Commission to oversee the coordinated transportation system for the designated planning area.

Every 5 years the CTC designation is reviewed, and a recommendation is made to the CTD. Hillsborough County’s CTC designation is due for renewal in June 2021. The Process for the CTC Designation, along with the continued outstanding evaluation results for the past 5 years are attached.

**Recommended Action:**

Recommend that the MPO approve the re-designation of the Board of County Commissioners as CTC and Sunshine Line as the Operator and forward this recommendation to the Commission for Transportation Disadvantaged and also approve MPO Resolution 2021-1.

**Prepared By:**
Joshua Barber, MPO Staff

**Attachments:**

CTC Designation Process and 5-Year Evaluation Results
Process for Community Transportation Coordinator Designation

Florida Law

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission (Chapter 41-2.010- Florida Administrative Code)

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged (Chapter 41-2.010- Florida Administrative Code)

3) Services or commodities provided by governmental agencies Governmental agencies are not subject to the competitive-solicitation requirements of Procurement of commodities or contractual services. Chapter 287.057(5)(f)(13) (Florida Statute)

Background

The purpose of the Transportation Disadvantaged Coordination System is to ensure the availability of efficient, cost-effective and quality transportation services for transportation disadvantaged persons.

The role of the Community Transportation Coordinator is to coordinate cost-effective, efficient, unduplicated, and un-fragmented transportation disadvantaged services of all local transportation-disadvantaged services within its service area.

Hillsborough County’s Board of County Commissioners is designated by the state transportation disadvantaged commission as the Community Transportation Coordinator and has acted as the Coordinator since 1990. The Sunshine Line is the operator of the transportation services for Hillsborough County.

Finds of Fact

1. For the past 5 years, five evaluation criteria have been used to evaluate the performance of the Community Transportation Coordinator: Reliability, Service Effectiveness, Service Efficiency, Service Availability, and Customer Service. These six criteria are comprised of 11 service standards.

2. One service standard was not met for the 2019-2020 FY: Trips per Capita. This is a result of a reduction in the number of trips occurring and allowed from the Covid-19 Pandemic.

3. The number of road calls has been reduced significantly through efforts by the CTC and Hillsborough County – from 17.9 in 2016 to 5.43 road calls per 100,000 vehicle miles traveled (VMT) in 2020. This has significantly improved the overall reliability of the system.

4. The number of vehicles serving TD clients has increased since 2016 – from 17 to 21 per 100,000 County citizens – reflecting increased investment in the TD system.

5. The TDCB has for the last 5 years conducted a customer service survey that has shown overall satisfaction with the service from Sunshine Line has ranged from 98 to 99 percent satisfaction.

6. The CTC has continued to consistently meet all other service standards.

7. The CTC has responded effectively, efficiency, and safely to the Covid-19 pandemic – finding innovative ways to continue to serve our community and maintaining high standards for service.
8. The Board of County Commissioners enhance the TD program each year through an additional $5.4 million and funded 93,557 trips.

Conclusions
The re-designation of the Hillsborough County Board of County Commissioners as the Community Transportation Coordinator and Sunshine Line as Operator is in the best interest of the transportation disadvantaged in Hillsborough County. The TDCB recommends the MPO Board recommends this redesignation to the Commission for the Transportation Disadvantaged.
Board & Committee Agenda Item

**Agenda Item:**
Coordination Contract – Life Concepts, Inc d/b/a Quest, Inc.

**Presenter:**
Karen Smith, Sunshine Line

**Summary:**
Life Concepts, Inc. d/b/a Quest currently has a Coordination Contract with Hillsborough County that is expiring. This new contract would replace the expired contract. This agency is a recipient of 5310 funding through the Florida Department of Transportation (FDOT); FDOT requires all recipients to have a Coordination Contract with the local CTC.

Life Concepts, Inc. d/b/a Quest provides services for people with disabilities within Hillsborough County, serving residents with disabilities in their facilities and within the community. Quest transports residents to work, day programs, outings and doctor appointments. Last year Life Concepts, Inc. d/b/a Quest provided 20,855 one-way passenger trips for 84 unduplicated clients with 20 vehicles at an average cost of $110 per trip. Please note that this period included several months during the Covid19 pandemic.

**Recommended Action:**
Approve the Coordination Contract with Life Concepts, Inc. d/b/a Quest, Inc.

**Prepared By:**
Joshua Barber, MPO Staff

**Attachments:**
None.
Board & Committee Agenda Item

**Agenda Item:**
Subcommittee for the Transportation Disadvantaged Service Plan

**Presenter:**
Joshua Barber, MPO Staff

**Summary:**
One of the responsibilities of the Transportation Disadvantaged Coordinating Board (TDCB) includes a major update of our Transportation Disadvantaged Service Plan (TDSP) every 5 years, which coincides with the designation of our Community Transportation Coordinator (CTC). The TDSP is a tactical plan jointly developed by the Metropolitan Planning Organization and the Community Transportation Coordinator (CTC). The Local Coordinating Board reviews and approves the Service Plan and submits it to the Commission for the Transportation Disadvantaged (CTD) for final action.

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

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

This subcommittee will focus on developing the goals, objectives, and strategies for the 2021 TDSP major update which will guide the growth and development of the TD Program over the next 5 years. This will be done in coordination with the Sunshine Line.

**Recommended Action:**
Nominate member(s) to serve on TDSP Subcommittee

**Prepared By:**
Joshua Barber, MPO Staff

**Attachments:**
None.
Board & Committee Agenda Item

**Agenda Item:**
Community Health Assessment

**Presenter:**
Grisel Cisneros (Florida Dept. of Health – Hillsborough)

**Summary:**
The Florida Department of Health in Hillsborough County (DOH-Hillsborough) completes a Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) every five years. The CHA includes assessing the Community Health Status, the Community Strengths and Themes, the Forces of Change, and the Local Public Health System to determine the health of the community using primary and secondary data sources including input from the residents in Hillsborough County. The results are used to determine priority areas for the county. A CHIP is created with action plans for partners to work on over a three to five year period, to address the priority areas identified in the CHA and to improve the public’s health. The National Association of County and City Health Official’s Mobilizing for Action through Planning and Partnerships Model (MAPP) guides how the CHA and CHIP are completed.

Healthy Hillsborough was formed in October 2015 as a collaboration between DOH–Hillsborough, Florida Hospital, Moffitt Cancer Center, St. Joseph's Hospitals and South Florida Baptist Hospital, Shriner’s Hospital for Children-Tampa, Suncoast Community Health Centers, Tampa Family Health Centers, and Tampa General Hospital. Healthy Hillsborough was established to complete a comprehensive Community Health Assessment (CHA)/Community Health Needs Assessment (CHNA) and to identify opportunities for collaboration to collectively impact and improve the health of Hillsborough County.

The three Priority Areas identified by Healthy Hillsborough for the County include: Behavioral Health, Access to Health Services, and Exercise, Nutrition & Weight. Behavioral Health will be addressed through the newly formed All4HealthFL collaborative. The remaining areas will be addressed through implementation plans developed by the Healthy Hillsborough collaborative.

**Recommended Action:**
None, for information only.

**Prepared By:**
Wade Reynolds (MPO Staff)

**Attachments:**
Community Health Assessment
MPO Board Meeting of Wednesday, January 13, 2021

CALL TO ORDER, PLEDGE OF ALLEGIANCE & INVOCATION

The MPO Chairman, Commissioner Harry Cohen called the meeting to order at 10:05 a.m., led the pledge of allegiance. The regular monthly meeting was held in-person and virtual via Webex. There was a moment of silence for Hillsborough County Corporal Brain Lavigne and U.S. Capitol Police Officer Brian D. Sicknick.

Commissioner Cohen welcomed new member Jessica Vaughn who was attending virtually and the City of Temple Terrace alternate Cheri Donohue who was attending in-person.

The following members were present in person:

Commissioner Harry Cohen, Commissioner Pat Kemp, Cheri S. Donohue, Melanie Williams, Councilman Joseph Citro, Gina Evans Commissioner Gwen Myers and Derek Doughty. Charles Klug arrived at 10:25 am.

The following members were present via teleconference:

Commissioner Kimberly Overman, Commissioner Mariella Smith, Councilman Guido Maniscalco, Jessica Vaughn, Bob Frey and Mayor Rick Lott. Councilman John Dingfelder arrived virtually at 10:05am.

A quorum was met in person.

Recognition of Commissioner Miller and Cindy Stuart

Chair Commissioner Cohen recognized Commissioner Les Miller for his outstanding leadership and service to the Citizens of Hillsborough County as Chairman of the MPO Board 2015-2020 and Cindy Stuart for her outstanding leadership and service to the Citizens of Hillsborough County as the founding Chair of the School Transportation Working Group.

PUBLIC COMMENT

Chris Vela thanked Commissioner Miller for allowing him to participate and Cindy Stuart for her service. Mr. Vela reviewed the figures for the Transportation budget and recommended to reject Tampa Bay Next and to talk to State leaders to boost funds.

COMMITTEE REPORTS and ADVANCE COMMENTS

CAC Chair Bill Roberts reported that the CAC and TAC met virtually and took no actions, however they heard status reports on Near Road Air Quality. Jason Waters from the Environmental Protection Commission of Hillsborough County and Dr. Amy Stuart, USF Professor of Civil and Environmental Engineering, updated the committees on evolving federal regulations governing air quality monitoring.
and potential exposure and risks to human health and welfare. We also heard about low-cost community-based personal air monitors that are becoming more widely available and could provide more air quality data in urban settings near busy roads. Committee members asked about specific measures such as roundabouts and alternative fueled buses that could mitigate harmful emissions. The TAC will take this topic up at its January meeting. There was a status report on Tampa Vision Zero Projects and Speed Reduction Program where City staff presented an array of multimodal, complete street and road diet projects taking place in Tampa. Several of our members expressed strong support and a desire to see such thinking extend to the unincorporated areas and other jurisdictions in Hillsborough County. There was an update on the Tampa International Airport Master Plan where Danny Valentine updated us on all the improvements taking place as the Aviation Authority implements its master plan. We’re excited to see TIA maintain its preeminent status among airports in the U.S.

Gena Torres provided updates of the other committees. The BPAC held a virtual workshop on bicycle and pedestrian facilities maintenance and 2020 construction projects highlights. The LRC heard status reports on the Tampa Vision Zero Projects and Speed Reduction Program, the Selmon PD&E Study Advanced Notification and update on the Tampa International Airport Master Plan. The TDCB heard status reports on UZURV/TBARTA Service and Innovation Grant Update, TDSP Update Kickoff and Sunshine Line Update.

Gena Torres also reviewed the emails received during the last month, including one from Paula Flores congratulating the Hillsborough MPO as recipient of the John W. Barr FLPRITE District Transportation Achievement Award at the ITE Florida Puerto Rico District Annual Meeting Awards Ceremony and a congratulations from Sheila McNamara for the LEED Certification. There was a thank you for support for the 2020 SRTS grant application support letters. A letter from Gary Cloyd who is the administrator from New Life Church, USF MURP achieves accreditation and ITE Tampa Bay Section project of the year.

There were no online comments.

**STATUS REPORT**

**A. FDOT Quarterly Report**

David Gwynn, FDOT Representative, presented the FDOT Quarterly Update for the Five-Year Work Program for fiscal year 2022 to fiscal year 2026. The five-year plan includes public transit, seaport, airport and rail projects along with transportation planning, intelligent transportation, highway design, right of way acquisition and construction activities. Every year on June 30, the current year of the work program ends and on July 2, year 2 moves up to become the new current year. New projects are added into the new fifth year based on Florida Transportation Plan Goals, statewide programs, and local priorities. At this time, a new fifth year is added to the program and funding is allocated to the next phase of projects programmed in the four prior years. New projects are added into the new fifth year based on the Florida Transportation Plan Goals, statewide programs, and local priorities. Currently this is where we are in the process. The proposed work program is submitted to the Florida Legislature later this year for review and then to the Governor for review and signature. After the Governor signs the work program, the first year is included in the state budget and the work program is considered adopted. First, FDOT will preserve existing programs then cover cost increases and finally add new projects. The revenues dropped last spring due to less cars on the road and less travel. The revenue council met and noted they lost significant amount of revenue. The governor signed an executive order to balance their budget. The I-275 Westshore interchange was deferred from FY24 to FY26 and I-275 Section 5 (Westshore Interchange to Downtown) was deferred from FY24 out of the 5 year work program. Secretary Gwynn gave a brief overview of the Hillsborough MPO Priorities, lighting, resurfacing projects, bridge repair and total funding.

Commissioner Cohen inquired if the Revenue Estimation Committee will be meeting again.
APPROVAL OF MINUTES – December 1, 2020

Chair Commissioner Cohen sought a motion to approve the December 1, 2020 minutes. Councilman Kemp so moved; it was seconded by Commissioner Citro. No one opposed. Motion passes.

ACTION ITEMS

A. Committee Appointments

Rich Clarendon, MPO Staff, presented the committee appointments. The BPAC nominated Alana Braiser and Stephen Benson as alternate to represent the City of Tampa Transportation Division, CAC nominated David Bailey to represent Commissioner Overman, Carolyn Brown to represent Commissioner Myers and Beatriz Zafra to represent the at large seat under 30. The TD nominated Luis Viera and Gil Schisler, as alternate to represent HART.

Commissioner Overman wanted to commend all the volunteers for these committees.

Chair Cohen sought a motion to approve the Committee Appointments. Councilman Citro so moved; it was seconded by Commissioner Kemp. There was no one opposed. Motion Carries.

B. Transportation Improvement Program Amendment: Fowler Ave Intersection Improvements

Vishaka Shiva Raman, MPO Staff, presented the Transportation Improvement Program Amendment for Fowler Avenue Intersection Improvements. This an amendment to the Fiscal Year FY 2020/21 – 2024/25 Transportation Improvement Program (TIP). The Florida Department of Transportation (FDOT) has requested this amendment for intersection improvements along SR582/Fowler Avenue. This project was identified as a candidate in the FY 2020/21 -2024/25 TIP as a priority project for new funding under the Vision Zero Category. The amendment will add $1,774.33 as construction funds to FY 2021. The project includes pedestrian safety improvements to the signalized intersections of Fowler Avenue and Nebraska Ave, 15th St, 22nd St, Bruce B Downs Blvd and 56th Street. Improvements include tightening the curb radii at the corners of the intersection, shortening pedestrian crossing distances and promoting lower turning speeds, reducing vehicle/pedestrian conflicts and lighting improvements. In addition to this, potential transit alternatives and circulation enhancements were also evaluated. These improvements were identified based on a short-term safety assessment in conjunction with the larger University Area/Fowler Avenue multimodal feasibility study. This study evaluated potential short-and-longer term corridor improvements along SR 582 (Fowler Avenue) between I-275 and I-75. The Safety Action Plan conducted an in-depth analysis of the pedestrian bicycle crash and volume data and found concentrations of activity and crashes at these intersections. This project will be constructed using an innovative “design build” contract mechanism which will expedite the completion of the project. The recommended action is to approve the TIP Amendment for Intersection Improvements along SR 582/Fowler Ave at Nebraska Ave, 15ht St, 22nd St, Bruce B Downs Blvd and 56th St.

Commissioner Kemp noted thanks to Secretary Gwynn for the improvements on Fowler Avenue and when the project would begin. Commissioner Myers very elated to see improvements in District 3. Commissioner Smith echoes the elation and noted the CAC asked for more time but we don’t have time and if they more board direction. Councilman Citro inquired about the CSX track that runs parallel to Fowler Avenue to divert these funds for the bicycle lane along that path. Commissioner Overman noted this area desperately needs walkability and access to using bicycling and approves of this project.
Chair Cohen sought approval of the Transportation Improvement Program Amendment for Fowler Ave Intersection Improvements. Commissioner Kemp made the motion and it was seconded by Commissioner Myers. On a roll-call vote of 14-0, the motion was approved.

C. Bylaws Amendment for TDCB

Joshua Barber, MPO Staff, presented the second reading of the Bylaws Amendment for the TDCB. Lowering its requirements to five people. Their members range from elderly and people with disabilities. They would like to conduct business safely. They would like to amend Section 5.7 under quorum in the By-Laws shall constitute a quorum of 5 minutes.

Commissioner Smith is the Chair for the Transportation Disadvantaged Committee Board would like the support from the MPO Board because these members are citizens volunteers. It makes sense to allow people to attend virtually due to the health risks for this committee and all others for that matter.

Chair Cohen sought a motion to approve the Bylaws Amendment for TDCB. Commissioner Kemp so moved; it was seconded by Cheri S. Donohue. On a roll-call vote of 14-0, the motion was approved.

D. Vision Zero Corridor Studies for Hillsborough County

Lisa Silva, MPO Staff, provided a Vision Zero Corridor Study Overview. The Hillsborough MPO adopted its Vision Zero Action Plan in 2017. The data-driven action plan identified 20 High Injury Network (HIN) corridors with the greatest number of fatalities and serious injuries per mile. This study focuses on eight that are the responsibility of Hillsborough County using strategies from “Paint Saves Lives” as a guide, the goal is to recommend short-term, immediately implementable countermeasures to reduce serious injuries and fatalities. The project is co-managed by staff of the Hillsborough County Engineering and Operations Department and the Metropolitan Planning Organization.

The consultants provided a presentation of draft recommendations and public outreach results from the communities surrounding these HIN corridors:

Wiatt Bowers from Atkins Global provided corridor facts and corridor strategies along with crash data for Gibsonton Drive (I-75 to Balm Riverview Road) and 78th Street (Causeway Blvd to Palm River Rd).

Kelly Fearon, Kimley Horn provided the crash history on 15th Street (Fowler Avenue to Fletcher Avenue) and presented CR579/Mango Road (MLK Boulevard to US 92) corridor improvements that includes curb extension and ramps, crosswalks, raised median, signal backplates, lighting, ADA Detectable warning pads roundabout, raised median, left turn lane signal backplates and leading pedestrian interval (LPI) and refresh pavement markings.

Paula Flores from Greenman, Rederson, Inc. (GPI) presented the existing conditions summary, community input summary and initial countermeasures for Sheldon Road (Hillsborough Ave to Waters Ave). Ms. Flores provided a recommendation summary and concept recommendations for Sheldon Road.

Chris Keller from Tindale-Oliver provided corridor and crash trends along with online survey results for W. Fletcher Ave (Armenia Ave to Nebraska Ave). He presented the corridor-wide improvements and site-specific improvements for Fletcher Avenue. Mr. Keller then provided the corridor and crash trends for Lynn Turner (Gunn Highway to Ehrlich Road) with those survey results, corridor-wide improvements and site-specific improvements.
Matt Weaver from Element Engineering provided a corridor description and crash data for Bruce B. Downs (Fowler Ave to Bears Ave). Mr. Weaver also gave a list of upcoming projects and a showed a chart of the public outreach and corridor/spot recommendations.

Commissioner Overman made a comment on CR579/Mango Road and inquired if these recommendations being adopted by FDOT and by our Land Use engineers. Councilman Dingfelder suggested the next study needs to include some City locations. Commissioner Kemp pointed out Hillsborough county is the 2nd highest pedestrian and bicycle deaths. Commissioner Smith noted these are in top 20 corridors and it is a great start. Councilman Citro congratulated Paula Flores who noted no right turns on reds and he would like to know how effective it would be to have more no right on reds. Melanie Williams inquired next steps on evaluations.

Chair Cohen sought a motion to approve the Vision Zero Corridor Studies for Hillsborough County. Commissioner Kemp so moved; it was seconded by Myers. There were no opposed. The motion was approved.

Executive Director's Report
Beth Alden noted the annual report is available and copy will be provided to the MPO Board members.

OLD & NEW BUSINESS

There was no old or new business to discuss.

ADJOURNMENT

The meeting adjourned at 12:04 p.m.
MPO Board Meeting of Wednesday, February 10, 2021

CALL TO ORDER, PLEDGE OF ALLEGIANCE & INVOCATION

The MPO Chairman, Commissioner Harry Cohen called the meeting to order at 10:00 a.m., led the pledge of allegiance. The regular monthly meeting was held in-person and virtual via Webex.

The following members were present in person:

Commissioner Harry Cohen, Commissioner Pat Kemp, Cheri S. Donohue, Melanie Williams, Councilman Joseph Citro, Commissioner Gwen Myers, Derek Doughty, Joe Waggoner, Charles Klug and Joe Lopano.

The following members were present via teleconference:

Commissioner Kimberly Overman, Commissioner Mariella Smith, Councilman Guido Maniscalco and Jessica Vaughn.

A quorum was met in person.

APPROVAL OF MINUTES – January 13, 2021

Chair Commissioner Cohen sought a motion to approve the January 13, 2021 minutes. Councilman Citro so moved; it was seconded by Commissioner Pat Kemp. Roll Call 14-0. Motion passes.

PUBLIC COMMENT

Josephine Amato, Director for the Safe Bus for Us, commented on vision zero and pointed out the school bus is critical for the safety of the students.

COMMITTEE REPORTS and ADVANCE COMMENTS

Committee Reports are in the packet for review and the advance comments were sent to board members for review. There were no online comments.

ACTION ITEMS

A. Unified Planning Work Program Amendment

Allison Yeh, MPO Staff, presented the UPWP Amendment. The Amendment items are to update FY2021 FTA 5305 budget for the UPWP. The Update budget for Task 1 is in planning management, Task 2 is in System Planning, Task 3 is in the Long Range Transportation Plan & Data Monitoring and Task 6 is in the Regional Coordination. The task text changes for Task 2 changes to add end products for the Non-Discrimination Plan. The change in Task 3 is to remove consultant reference for Data Sharing Analytics Portal end product and Task 5 change is to clarify the language to “comply” with Title VI/Nondiscrimination
and Limited English Proficiency Plans. Ms. Yeh reviewed the budget adjustments for FY 2021. The recommended action is to approve amendments to the FY 21 & FY22 UPWP fiscal year 2021 budget adjustments and task changes.

Chair Cohen sought a motion to approve Unified Planning Work Program Amendment. Commissioner Overman so moved; it was seconded by Commissioner Myers. On a roll-call vote of 14-0, the motion was approved.

Joe Waggoner thanked FDOT for funding.

B. Safety Performance Targets for 2021

Johnny Wong, MPO Staff, presented Performance Management Measures for the Highway Safety Improvement Program (HSIP). The measures are number of fatalities, number of serious injuries, number of nonmotorized fatalities and serious injuries, rate of fatalities per 100M Vehicles Miles Traveled and rate of serious injuries per 100MVMT. All measures calculated using a 5-yr rolling average. The TIPS and LRTPs adopted or amended after February 26, 2021 are required to report safety targets. The date of the next FHWA review has not yet been established. Since the 2020 safety target adoption we have experience a pandemic, vision zero corridor studies, vision zero speed management action plan and the transportation surtax litigation is still pending. Dr. Wong provided a forecast for future performance ’26-’45. It’s time survey suggested to provide alternatives to driving (use technologies) to reduce congestion. The projected performance for CY 2021 is the surtax funds will not be released in time to program, 2020 vehicle miles traveled decreased by 10 percent and the state economic recovery will accelerate. The annual fatalities target projected thru 2021 is 190, 5-yr rolling average is 195, motorcycle fatalities target 5-yr rolling average is 34.95, serious injuries target 5-yr rolling average is 1201, nonmotorized fatalities and serious injuries target 5-yr rolling average is 230, fatality rate per 100MVMT target 5-yr rolling average is 1.38, and the serious injury rate per 100MVMT target 5-yr rolling average is 8.49. Mr. Wong provided a report card with the performance measures and if the they met their target. The recommended action is based on the adopted methodology approve the CY2021 safety targets. There were no questions.

Commissioner Smith noted what we could have done with the surtax and these goals are determined on how much money we can spend and if we could have spent the surtax last year we would have reduced these crashes considerably. Commissioner Kemp noted the 230 fatalities of bike and pedestrian moved up. Commissioner Cohen noted we show data as they are not what we want them to be.

Chair Cohen sought a motion to approve the Safety Performance Targets for 2021. Commissioner Kemp so moved; it was seconded by Commissioner Myers. On a roll-call vote of 14-0, the motion was approved.

C. FDOT Tentative Work Program: MPO Comments

Rich Clarendon, MPO Staff, noted the FDOT slides and Tentative Work Program highlights are in the agenda packet. Justin Hall, FDOT and Victoria Williams, Florida Turnpike, were present virtually for questions. The draft letter of comment that was also included in the MPO packet. Mr. Clarendon pointed out the tentative work program was presented to the MPO Committees for review and comment. The comments received on the Tentative Work Program include the I-275 Westshore Interchange which has been deferred by two years to FY26 due to funding shortfalls related to the pandemic and the us 41/CSX Grade Separation that serves freight and good to and from Port Tampa Bay as well as, relieving delays for commuters. This funding has been moved out of the Tentative Work Program. They are strongly disappointed these projects have been moved out and urge the State to restore funding to these projects as quickly as possible. Recommended action is to approve transmittal of the letter of comment on the FY 2022-2026 Tentative Work Program.
Commissioner Kemp was disappointment that the US 41/CSX Grade Separation will not be moving forward. Commissioner Cohen is equally concerned about this area for commuters.

Chair Cohen sought a motion to approve the FDOT Tentative Work Program: MPO Comments. Commissioner Kemp so moved; it was seconded by Myers. On a roll-call vote of 14-0, the motion was approved.

D. Letter requested by Livable Roadways Committee

Lisa Silva, MPO Staff, noted during new business at the Livable Roadways Committee meeting, member Emily Hinsdale requested by LRC support for changing the City of Tampa ordinance governing new sidewalk construction, Sections 22-103 and 22-104, to help build a more walkable community. The Walk Bike Tampa is scheduled to present this Code request at the February 18th, 2021 City Council Meeting. The Hillsborough Metropolitan Planning Organization (MPO) and its Livable Roadways Committee, serving the City of Tampa, City of Plant City, City of Temple Terrace, and unincorporated Hillsborough County, are aware of Walk Bike Tampa’s citizen-advocate group’s effort to encourage an update of the City of Tampa’s Code regarding sidewalk installation and funding, in particular, within a two miles of a school. The letter to be sent to City Council was provided to the board members.

Mr. Waggoner provided a few comments to clarify the language. Councilman Citro agreed with the changes and he supports vision zero and send to city council. Commissioner Kemp made one comment to keep additional pedestrian instead of saying we believe.

Chair Cohen sought approval of the Letter requested by Livable Roadways Committee. Councilman Citro made the motion and it was seconded by Commissioner Kemp. On a roll-call vote of 14-0, the motion was approved.

E. Committee Appointments

Committee Appointments were deferred to the next meeting.

STATUS REPORT

A. FDOT Safety Program News: Busch Blvd

FDOT Safety Program News: Busch Blvd was deferred to the next meeting.

B. Plan Hillsborough Annual Report

Plan Hillsborough Annual Report was deferred to the next meeting.

C. Bylaws Amendment for Livable Roadways & Policy Committees

Bylaws Amendment for Livable Roadways and Policy Committees were deferred to the next meeting.

Executive Director's Report

The next policy meeting is March 10 at 8:30am and it will be on the workshop on MPO Nondiscrimination Plan. The next TMA Leadership Group Meeting is March 12 at 9:00am which will be held virtually.

OLD & NEW BUSINESS

Old or new business was not discussed due to time restraint.
ADJOURNMENT

The meeting adjourned at 10:40am
Committee Reports

Meeting of the Technical Advisory Committee (TAC) on February 1

The TAC discussed:

- Review and Send Letter of Comments on Tentative Work Program
- UPWP and TIP Amendment
- Florida Department of Health Hillsborough Community Health Assessment

Meeting of the Citizens Advisory Committee (CAC) on February 3

On February 3rd, the Citizens Advisory Committee met in hybrid fashion, with an in-person quorum and virtual attendance, to act on three topics:

By unanimous vote, approved the following requests on FDOT’s Tentative Five-Year Work Program:

- That FDOT to identify all funding allocated to bicycle/pedestrian projects, particularly funding for bicycle, pedestrian and micro-mobility improvements accomplished as part of capacity and resurfacing projects; and
- That FDOT advance the interchange project on I-75 at Gibsonton Rd to address this critical need sooner (than the design phase shown in the work program for FY 24/25).

Approved an amendment to the Unified Planning Work Program to reflect the new FTA grant for the MPO and make budget adjustments (approved 18 to 1).

Nominated Rick Fernandez to fill the at-large seat for a person of Hispanic origin on the CAC (approved unanimously).

The CAC was also briefed on HART’s Transit Oriented Development Study and got a follow-up report on the Fowler Ave intersection projects that came forward last month as an amendment to the Transportation Improvement Program.

At our next meeting, scheduled for March 3rd, we’re looking forward to hearing the report on School Siting Coordination that was on your Policy Committee’s agenda earlier today.

Meeting of the Bicycle/Pedestrian Advisory Committee (BPAC) on February 10

The BPAC heard status reports on:

- HART Transit Oriented Development Study

- The committee also heard from interested potential members but did not take action to approve membership due to lack of an in-person quorum.
Meeting of the Livable Roadways Committee (LRC) on February 17

The LRC discussed:

- New Member
- Florida Department of Health Hillsborough Community Health Assessment
- Selmon Expressway PD&Es

Meeting of the Transportation Disadvantaged Coordinating Board (TDCB) on February 26

Under Action items, the TDCB approved:

- Election of Officers
- CTC Evaluation
- CTC Designation
- Coordination Contract for Life Concepts, Inc.
- TDSP Subcommittee

The TDCB heard status reports on:

- Florida Department of Health Hillsborough Community Health Assessment
- Sunshine Line Update
The Hillsborough County Transportation Disadvantaged Coordinating Board asks for your support:

**MAINTAINING** the Transportation Disadvantaged Trust Fund

**MAINTAINING** the level of funding provided by the state or passed through the state by the federal government for paratransit services and public transit at a level consistent with future population growth.

**FUNDING** Transportation Disadvantaged paratransit service and transit systems because they support life sustaining trips for seniors, persons with disabilities and children at risk and it is a good investment.

**FUNDING** Programs that support and enhance cross county mobility for the Transportation Disadvantaged as well as programs that provide travel experience training such as the Ride Away Program.
Greetings everyone!! It is Saturday again and it is good to be with you for another update. This week has been an exciting one, both nationally and here at home in Florida. Let’s look at Florida and let others cover the national news scene with one exception. A big congratulations to “Mayor Pete” on becoming the USDOT Secretary of Transportation. Pete Buttigieg was confirmed this week by the US Senate, and he is officially the youngest Secretary of USDOT at age 39. He was formerly a US Navy Intelligence Officer as well as the Mayor of South Bend, Indiana. His education credentials include Harvard and Oxford and certainly you remember that he was also a contender for the Democratic nomination for US President. Importantly to us, he was also a Board Member of his MPO when he was Mayor!! Hopefully, this translates to policies and funding that are favorable to the MPO community. Congrats again to Mayor Pete, we look forward to working with you.

This week the Governor’s Budget proposal was released and in the newsletter last week we shared with you details of the Florida DOT proposed budget for the coming state fiscal year. The Governor’s budget proposal totals $96.6B of spending which is $4.3B more than the current year. Projections for the coming year are for reduced revenues of around $2.75B and the Governor’s proposal does not recommend increasing state revenue. You may ask “How is this possible?”. Please remember that the state has set aside funds for “a rainy day” or in other words when the money is short in one year, there are savings to smooth out the spending patterns in Florida. The proposed budget also relies upon federal aid and is optimistic that revenues will come in above projections. Revenues have actually been coming in higher than projections this year, which is positive news, so the Governor may be onto something with this budget. The reception of the budget in the House and Senate seemed a bit cool, the concern being that Florida cannot afford this level of spending. Watch this and let’s see how it plays out over the coming legislative session. A few quick transportation highlights from the proposed budget, the County Road Programs funding is reduced and there is $50M in a Road Economic Development Program.

Last week I shared that the Senate Transportation Committee would have presentations by Florida DOT and by our good friends at the Florida Public Transportation Association (FPTA). The Florida DOT presentation was about their legislative proposals, most of it is pretty straightforward and does not raise eyebrows. There is one piece that impacts MPOs and seems rather innocuous. This would be the proposal to move the due date for your individual List Of Project Priorities (LOPP) to the department forward by two months. Currently your LOPP is due in October and that works well when the legislature meets in odd numbered years. In those odd numbered years, the legislature meets later on the calendar. In even numbered years the legislature meets earlier by about two months and that does not align the LOPP submittal with the task of creating a recommended work program of transportation projects for the legislature. The department is proposing to move the LOPP submittal up by two months to August for every year so that the work program of transportation projects can be built and include your MPO priorities. As MPOs we want a piece of the funding pie so
advancing the LOPP forward by two months seems like a sensible approach. Stacy Miller, Assistant Secretary for Finance and Administration made the presentation and once again did her usual great job. Stacy also had some other big news this week, we want to congratulate her on becoming the next Florida DOT District 6 Secretary. We will miss her in Tallahassee, but both Miami-Dade and Monroe Counties are certainly smiling right about now. Mr. Clinton Forbes of Palm Tran presented on the impacts COVID has had on transit in Florida. He is the Chair of FPTA and leads Palm Tran in Palm Beach County. He also did a great job and hopefully his presentation will lead to some legislative assistance for our transit partners.

The last item which must be mentioned is the introduction of three bills, all of which are covered in the latter section of this newsletter as new bills. Keep an eye on SB 1030 by Senator Polsky and HB 763 by Diamond. These are identical bills, and the short summary is that they repeal the M-CORES legislation from a few years ago. This sets up an interesting situation, the M-CORES will certainly be expensive and the current fiscal situation for the state is tight. Will the concerns of reduced revenues cause these bills to gain traction? Also, you may remember from a while back when we reported that Representative Sprowls was to become the next Speaker of the House, then Representative Sprowls commented that he was supportive of the M-CORES. Keep in mind, that statement of support was before our revenue projections were reduced by COVID. We have seen that revenues have been coming in above projections but not to the levels seen prior to COVID. Meanwhile Senator Hooper filed SB 924 which expands the years of certain expenditures within the M-CORES program and can be viewed as supporting M-CORES. These competing bills suggest very different futures for the M-CORES. How these three bills do during the session is unknown, like most bills at this point in legislative session, but I ask you to watch these bills.

The schedule of pre-session committee weeks is shown below along with key dates for the 2020 Florida Legislative Session. All new bills and any updates to bills shown below are in RED so you can quickly distinguish between updates and old news. A few bills have been filed; many more will be filed over the coming months. Your MPOAC Legislative Update will keep you apprised of newly filed bills and changes to existing bills.

Grab a cup of coffee and enjoy this edition of the MPOAC Legislative Update.

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**Important Dates for the 2021 Legislative Session**

- August 1, 2020 - Deadline for filing claim bills (Rule 4.81(2))
- January 29, 2021 5:00 p.m. - Deadline for submitting requests for drafts of general bills and joint resolutions, including requests for companion bills.
- February 26, 2021 5:00 p.m. - Deadline for approving final drafts of general bills and joint resolutions, including companion bills.
- March 2, 2021 - Regular Session convenes (Article III, section 3(b), State Constitution) 12:00 noon, deadline for filing bills for introduction (Rule 3.7(1))
- April 17, 2021 - Motion to reconsider made and considered the same day (Rule 6.4.(4)) All bills are immediately certified (Rule 6.8)
- April 20, 2021 50th day – last day for regularly scheduled committee meetings (Rule 2.9(2))
- April 30, 2021 60th day – last day of Regular Session (Article III, section 3(d), State Constitution)
Committee Meeting schedule prior to the official Legislative Session beginning on March 2nd

January 2021 — Week of the 11th
January 2021 — Week of the 25th
February 2021 — Week of the 1st
February 2021 — Week of the 8th
February 2021 — Week of the 15th

Committee Meetings Next Pre-Session Week

Monday – February 08, 2021
No House Committee Meetings Scheduled
No Senate Committee Meetings Scheduled

Tuesday – February 09, 2021
Senate Appropriations – 9:00 AM
Senate Appropriations on Transportation, Tourism, and Economic Development – 11:00 AM

Wednesday – February 10, 2021
Senate Appropriations on Transportation, Tourism, and Economic Development – 9:00 AM

Thursday – February 11, 2021
No Senate Committee Meetings Scheduled
No House Committee Meetings Scheduled

Friday – February 12, 2021
No Senate Committee Meetings Scheduled
No House Committee Meetings Scheduled
This is a summary of transportation related bills filed and published on the legislature’s website as of January 15, 2021. More bills will be filed during the 2021 session and as they are made available the newly filed transportation bills will be added to this list. The bills are listed in numerical order for your convenience. As the session progresses and the number of bills tracked in this newsletter grows, this ordering of bills will make it easier to follow the status of any bill you are tracking. All new bills and any updates to bills shown below are in RED so you can quickly distinguish between updates and old news.

HB 35: Legal Notices – (Fine; Co-Introducer: Grieco) – Provides for website publication of legal notices; provides criteria for such publication; authorizes fiscally constrained county to use publicly accessible website to publish legally required advertisements & public notices; requires government agency to provide specified notice to residents concerning alternative methods of receiving legal notices. Filed in the House. Referred to Civil Justice and Property Rights Subcommittee; Judiciary Committee. On Committee agenda-- Civil Justice and Property Rights Subcommittee, 02/03/21, 4:30 pm, Webster Hall. Passed Civil Justice and Property Rights Subcommittee, now in Judiciary Committee.

HB 53: Public Works Projects – (DiCeglie) – Revises definition of term "public works project"; prohibits state or any political subdivision that contracts for public works project from requiring specified acts by certain persons engaged in such project or prohibiting certain persons from receiving information about public works opportunities. Referred to Government Operations Subcommittee; Public Integrity and Elections Committee; State Affairs Committee.

SB 54: Motor Vehicle Insurance – (Burgess; Co-Introducers: Rouson) – Related Bill HB 273 by Plakon, SB 420 by Hooper and HB 719 by Grall. Repealing provisions which comprise the Florida Motor Vehicle No-Fault Law; revising the motor vehicle insurance coverages that an applicant must show to register certain vehicles with the Department of Highway Safety and Motor Vehicles; revising financial responsibility requirements for owners or lessees of for-hire passenger transportation vehicles; providing an exception to the circumstances under which a person who is damaged may bring a civil action against an insurer; revising coverages subject to premium discounts for specified motor vehicle equipment; specifying persons whom medical payments coverage must protect, etc. APPROPRIATION: $83,651. Referred to Banking and Insurance; Judiciary; Rules. Passed Banking and Insurance; YEAS 10 NAYS 2. Now in Judiciary.

HB 57: Transportation – (Andrade) – Revises provisions relating to motor vehicle sales tax, competitive solicitations, vehicles displaying flashing lights, annual cap on project contracts, airport restrictions, arbitration of contracts by & membership of State Arbitration Board, borrow pit operation, & performance standards for certain extraction locations. Filed in the House. Referred to Tourism, Infrastructure and Energy Subcommittee; Ways and Means Committee; Infrastructure and Tourism Appropriations Subcommittee; Commerce Committee.

HB 59: Growth Management – (McClain; Co-Introducer Sabatini) – Similar Bill SB 496 by Perry. Requires local governments to include property rights element in their comprehensive plans; provides statement of rights that local government may use; requires local government to adopt property rights element by specified date; prohibits local government's property rights element from conflicting with statutorily provided statement of rights; provides that certain property owners are not required to consent to development agreement changes; prohibits
municipality from annexing specified areas; requires DOT to afford right of first refusal to certain individuals; provides requirements & procedures for right of first refusal; authorizes certain developments of regional impact agreements to be amended. Filed in the House. Referred to Local Administration and Veterans Affairs Subcommittee; Civil Justice and Property Rights Subcommittee; State Affairs Committee. On Committee agenda-- Local Administration and Veterans Affairs Subcommittee, 02/04/21, 12:00 pm, Sumner Hall. Passed Local Administration and Veterans Affairs Subcommittee 12 YEAS, 6 NAYS.

**SB 62: Regional Planning Councils – (Bradley)** – Revising a requirement for the Executive Office of the Governor to review and consider certain reports, data, and analyses relating to the revision of the state comprehensive plan; eliminating the advisory role of regional planning councils in state comprehensive plan preparation and revision; repealing provisions relating to the Florida Regional Planning Council Act; authorizing local governments to recommend areas of critical state concern to the state land planning agency, etc. RPCs would be able to host MPOs under the bill as currently written. Referred to Community Affairs; Judiciary; Rules. On Committee agenda-- Community Affairs, 01/26/21, 3:30 pm, 37 Senate Building. CS by Community Affairs; YEAS 6 NAYS. Now in Judiciary.

**HB 91: Use of Wireless Communications Devices While Driving – (Slosberg; Co-Introducer: Grieco)** – Revises short title & legislative intent; prohibits operation of motor vehicle while holding or touching wireless communications device; provides exceptions; revises information that may be admissible as evidence in proceeding to determine whether violation has been committed; revises procedures for collection & reporting by DHSMV of information recorded on citation; conforms provisions relating to use of wireless communications devices in school & work zones. Filed in the House. Referred to Criminal Justice and Public Safety Subcommittee; Tourism, Infrastructure and Energy Subcommittee; Infrastructure and Tourism Appropriations Subcommittee; Judiciary Committee.

**SB 138: Electric Vehicles – (Brandes)** – Related Bill SB 140 by Brandes. Revising the Department of Transportation's goals relating to mobility; requiring the department to establish the Electric Vehicle Infrastructure Grant Program; providing for the distribution of grants to certain entities to install electric vehicle charging infrastructure; specifying that certain rules adopted by the Department of Agriculture and Consumer Services may not require specific methods of sale for electric vehicle charging equipment used in, and services provided in, this state, etc. APPROPRIATION: $5,000,000. Referred to Transportation; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations.

**SB 140: Fees/Electric Vehicles – (Brandes)** – Related Bill SB 138 by Brandes. Creating additional fees for electric vehicles; creating a license tax and an additional fee for plug-in hybrid electric vehicles; requiring, on specified dates, the Department of Highway Safety and Motor Vehicles to increase the additional fees, subject to certain requirements; providing that certain vehicles are exempt from specified fees, etc. Referred to Transportation; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations.

**HB 139: Electronic Transactions for Title Certificates and Registrations – (Fernandez-Barquin)** – Authorizes tax collectors to accept applications for motor vehicle & vessel certificates of title by electronic or telephonic means, to collect electronic mail addresses for use as method of notification, & to contract with vendors to provide electronic & telephonic transactions; provides that electronic signature that meets certain requirements satisfies signature required for application for certificate of title; specifies tax collection systems for which certain fees may be used for integration with Florida Real Time Vehicle Information System; requires DHSMV to provide tax collectors & approved vendors with certain data access & interface
functionality; specifies authorized uses; requires DHSMV to ensure approved vendors protect customer privacy & data collection. Filed in the House. Referred to Tourism, Infrastructure and Energy Subcommittee; Infrastructure and Tourism Appropriations Subcommittee; Commerce Committee.

**SB 178: Public School Transportation – (Cruz)** – Comparable Bill HB 229 by Salzman. Revising the requirement that district school boards provide transportation for certain students; requiring a district school superintendent to request a review of a hazardous walking condition upon receipt of a written request from a parent of a student; requiring, rather than authorizing, a district school board to initiate a specified proceeding relating to hazardous walking conditions, etc. Referred to Education; Appropriations Subcommittee on Education; Appropriations.

**HB 205: Requirements for Establishing or Increasing Tolls – (Borrero)** – Requires increase of current toll or development of new toll collection facility in county with certain population to be approved by board of county commissioners. After July 01, 2022 a toll increase or new toll in a county of over 1 million population will require a two-thirds vote of board of county commissioners at a regularly scheduled meeting. Filed in the House. Referred to Tourism, Infrastructure and Energy Subcommittee; Ways and Means Committee; Commerce Committee.

**HB 229: Hazardous Walking Conditions for K-12 Students – (Salzman)** – Comparable Bill SB 178 by Cruz. Requires DOT to develop & adopt standards & criteria to identify hazardous walking conditions; Revises provisions relating to the transportation of students subjected to hazardous walking conditions & funding for such students. Filed in the House. Referred to Early Learning and Elementary Education Subcommittee; Tourism, Infrastructure and Energy Subcommittee; Appropriations Committee; Education and Employment Committee.

**HB 267: State Preemption of Seaport Regulations – (Roach; Sirois)** – Identical Bill SB 426 by Boyd. Preempts to state regulation of commerce in state seaports; provides exceptions; provides construction. Referred to Tourism, Infrastructure & Energy Subcommittee; Local Administration & Veterans Affairs Subcommittee; Commerce Committee. Now in Tourism, Infrastructure & Energy Subcommittee.

**HB 273: Motor Vehicle Insurance Coverage Exclusions – (Plakon)** – Similar to SB54 by Burgess, SB 420 by Hooper and HB 719 by Grall. Provides private passenger motor vehicle policies may exclude identified individuals from specified coverages; provides exceptions. Filed in the House. Referred to Insurance & Banking Subcommittee; Commerce Committee. Now in Insurance & Banking Subcommittee.

**SB 278: Traffic Offenses – (Baxley)** - Creating the “Vulnerable Road User Act”; providing criminal penalties for a person who commits a moving violation that causes serious bodily injury to, or causes the death of, a vulnerable road user; requiring that the person who commits the moving violation pay a specified fine, serve a minimum period of house arrest, and attend a driver improvement course; requiring that the court revoke the person’s driver license for a minimum specified period, etc. Filed in the Senate. Referred to Transportation; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations. Now in Transportation.

**HB 297: Child Restraint Requirements – (Hinson)** – Identical Bill SB380 by Perry - Increasing the age of children for whom operators of motor vehicles must provide protection by using a crash-tested, federally approved child restraint device; increasing the age of children for whom a separate carrier, an integrated child seat, or a child booster seat may be used, etc. Filed in the House. Referred to Tourism, Infrastructure & Energy Subcommittee; Children, Families
HB 337: Impact Fees – (DeCeglie) – Identical to S750 by Gruters - Specifying instances when a local government or special district may collect an impact fee; requiring local governments and special districts to credit against the collection of impact fees any contribution related to public facilities; providing annual limitations on impact fee rate increases; requiring school districts to report specified items regarding impact fees, etc. Referred to Community Affairs; Finance and Tax; Appropriations. Now in Local Administration & Veterans Affairs Subcommittee.

SB 342: Vehicle and Vessel Registration – (Diaz) – Requiring tax collectors to determine service charges collected by privately owned license plate agents for motor vehicle titles; requiring that additional service charges be itemized and disclosed to the person paying them; requiring a license plate agent to enter into a contract with the tax collector for a certain purpose; requiring tax collectors and approved license plate agents to enter into a memorandum of understanding with the department for a certain purpose, etc. Filed in the Senate. Referred to Transportation; Finance and Tax; Rules.

HB 353: Bicycle Operations Regulations – (Hage) – Identical to SB738 by Baxley - Providing an exception to the requirement that a person operating a bicycle ride upon or astride a seat attached thereto, etc. Filed in the House. Referred to Tourism, Infrastructure & Energy Subcommittee; Commerce Committee. Now in Tourism, Infrastructure & Energy Subcommittee.

HB 357: Photographic Enforcement of School Zone Speed Limits – (Duran and Rodriguez) – Authorizes county or municipality to contract with vendor to install cameras in school speed zones to enforce speed limits; provides civil penalty for violation found through recording of photographic images; provides for disposition & use of funds; provides for determination of liability; provides nonapplication of violation to driver license points assessment, conviction, driving record, or provision of motor vehicle insurance coverage; requires referral to DHS/MV resulting in prohibition of motor vehicle registration renewal & transfer of title; provides for removal of penalties. Filed in the House. Referred to Criminal Justice & Public Safety Subcommittee; Tourism, Infrastructure & Energy Subcommittee; Justice Appropriations Subcommittee; Judiciary Committee. Now in Criminal Justice & Public Safety Subcommittee.

HB 365: Motor Vehicle Rentals – (Caruso) – Similar to SB 566 by Perry and S 708 By Brandes - Provides requirements for sales taxes & surcharges on motor vehicle leases & rentals by motor vehicle rental companies & peer-to-peer car-sharing programs; specifies insurance requirements for shared vehicle owners & shared vehicle drivers; provides for liability; provides for exclusions; provides right of contribution to shared vehicle owner's insurer for certain claims; requires provision of certain information regarding liens; specifies recordkeeping, record-sharing, disclosure, & driver license verification & data retention requirements; provides for consumer protections Filed in the House. Referred to Tourism, Infrastructure & Energy Subcommittee; Ways & Means Committee; Commerce Committee. Now in Tourism, Infrastructure & Energy Subcommittee.

SB 376: Jacksonville Transportation Authority Leases – (Gibson) – Related Bill HB 6015 by Duggan. Removing a limitation on the term of a lease into which the authority may enter, etc. Filed in the Senate. Referred to Transportation; Community Affairs; Rules. Favorable by Transportation; YEAS 8 NAYS 0. Now in Community Affairs.
SB 380: Child Restraint Requirements – (Perry) – Identical Bill HB297 by Hinson - Increasing the age of children for whom operators of motor vehicles must provide protection by using a crash-tested, federally approved child restraint device; increasing the age of children for whom a separate carrier, an integrated child seat, or a child booster seat may be used, etc. Referred to Children, Families, and Elder Affairs; Transportation; Rules. On Committee agenda - Children, Families, and Elder Affairs, 02/03/21, 9:00 am, 37 Senate Building. Favorable by Children, Families, and Elder Affairs; YEAS 8 NAYS 0. Now in Transportation.

SB 420: Motor Vehicle Insurance Coverage Exclusions – (Hooper) – Similar to SB54 by Burgess, HB273 by Plakon and HB 719 by Grall - Providing that private passenger motor vehicle policies may exclude certain identified individuals from specified coverages under certain circumstances; providing that such policies may not exclude coverage under certain circumstances, etc. Referred to Banking and Insurance; Judiciary; Rules.

SB 422: Tampa Bay Area Regional Transit Authority – (Rouson) – Renaming the Tampa Bay Area Regional Transit Authority Metropolitan Planning Organization Chairs Coordinating Committee as the Chairs Coordinating Committee; providing that a mayor’s designated alternate may be a member of the governing board of the authority; revising a provision requiring the authority to present the regional transit development plan and updates to specified entities, etc. Filed in the Senate. Referred to Transportation; Community Affairs; Rules.

SB 426: State Preemption of Seaport Regulations – (Boyd) – Identical Bill HB 267 by Roach. Preempting to the state the regulation of commerce in state seaports; providing exceptions, etc. Referred to Transportation; Community Affairs; Rules.

SB 496: Growth Management – (Perry) - Similar to HB 59 by McClain. Specifying requirements for certain comprehensive plans effective, rather than adopted, after a specified date and for associated land development regulations; requiring local governments to include a property rights element in their comprehensive plans; prohibiting a local government’s property rights element from conflicting with the statement of rights contained in the act; providing that the consent of certain property owners is not required for development agreement changes under certain circumstances; requiring the Department of Transportation to afford a right of first refusal to certain individuals under specified circumstances, etc. Filed in the Senate. Referred to Community Affairs; Judiciary; Rules.

SB 514: Resiliency – (Rodrigues) - Establishing the Statewide Office of Resiliency within the Executive Office of the Governor; creating the Statewide Sea-Level Rise Task Force adjunct to the office; authorizing the Department of Environmental Protection to contract for specified services, upon request of the task force; requiring the Environmental Regulation Commission to take certain action on the task force’s recommendations, etc. APPROPRIATION: $500,000. Filed in the Senate. Referred to Environment and Natural Resources; Appropriations Subcommittee on Agriculture, Environment, and General Government; Appropriations.

SB 566: Motor Vehicle Rentals – (Perry) – Similar to HB365 by Caruso and SB708 by Brandes - Specifying the applicable sales tax rate on motor vehicle leases and rentals by motor vehicle rental companies and peer-to-peer car-sharing programs; specifying the applicable rental car surcharge on motor vehicle leases and rentals by motor vehicle rental companies and peer-to-peer car-sharing programs; specifying insurance requirements for shared vehicle owners and shared vehicle drivers under peer-to-peer car-sharing programs; providing an exemption from vicarious liability for peer-to-peer car-sharing programs and shared vehicle owners, etc. Filed in the Senate. Referred to Banking and Insurance; Transportation; Appropriations.
HB 605: Bicycle and Pedestrian Safety – (Hunschofsky) – Identical to SB950 by Book - Revising and providing requirements for the driver of a motor vehicle overtaking a bicycle or other nonmotorized vehicle, an electric bicycle, or a pedestrian; requiring the Department of Highway Safety and Motor Vehicles to provide an awareness campaign, and include information in certain educational materials, regarding certain safety precautions; exempting a motor vehicle driver from certain provisions relating to no-passing zones when overtaking a bicycle or other nonmotorized vehicle, an electric bicycle, or a pedestrian; revising requirements for vehicles turning at intersections; prohibiting persons riding bicycles in a bicycle lane from riding more than two abreast, etc. Filed in the House.

SB 708: Peer-to-peer Car Sharing – (Brandes) – Identical to HB 785 by Busatta Cabera - Specifying motor vehicle insurance requirements for peer-to-peer car-sharing programs; authorizing peer-to-peer car-sharing programs to own and maintain certain policies of motor vehicle insurance; requiring peer-to-peer car-sharing programs to assume certain liability; authorizing motor vehicle insurance policies to exclude specified coverages under certain circumstances; authorizing specified insurers to seek contributions against indemnifications under certain circumstances, etc. Referred to Banking and Insurance; Transportation; Appropriations.

HB 719: Motor Vehicle Insurance – (Grall) – Similar to SB54 by Burgess, HB 273 by Plakon and SB 420 by Hooper - Repeals provisions relating Florida Motor Vehicle No-Fault Law; revises garage liability insurance requirements; revises minimum coverage requirements for proof of financial responsibility for motor vehicles; revises amount of certificate of deposit required to elect certain method of proof of financial responsibility; revises excess liability coverage requirements; revises financial responsibility requirements for owners or lessees of for-hire passenger transportation vehicles; revises coverages of motor vehicle policy which are subject to stacking prohibition; revises insurance requirements for transportation network companies or TNC drivers or vehicle owners. APPROPRIATION: $83,651. Filed in the House.

HB 729: Transportation Projects – (Gregory) – Limits amount of State Transportation Trust Fund revenues to be committed for certain public transportation projects; revises amount of funding allocated by DOT to transportation construction projects for purchase of plant materials; revises types of projects receiving allocation; removes requirement that certain amount of allocation be for purchase of large plant materials; requires purchased plant materials to be grown in this state; authorizes DOT to enter into certain contracts without advertising & receiving competitive bids; authorizes DOT to combine certain work phases. Filed in the House.

SB 738: Bicycle Operations Regulations – (Baxley) – Identical to HB353 by Hage - Providing an exception to the requirement that a person operating a bicycle ride upon or astride a seat attached thereto, etc. Referred to Transportation; Community Affairs; Rules.

SB 750: Impact Fees – (Gruters) – Identical to HB337 by DiCeglie - Specifying instances when a local government or special district may collect an impact fee; requiring local governments and special districts to credit against the collection of impact fees any contribution related to public facilities; providing annual limitations on impact fee rate increases; requiring school districts to report specified items regarding impact fees, etc. Referred to Community Affairs; Finance and Tax; Appropriations.
HB 763: Repeal of the Multi-use Corridors of Regional Economic Significance Program and Reversion of Program Funds – (Diamond) – Identical to SB1030 by Polsky - Repeals provisions relating to M-CORES Program & related funding; requires portions of certain annual license tax revenues to be deposited into General Revenue Fund; revises period during which certain revenues shall be transferred to Florida's Turnpike Enterprise. Filed in the House.

HB 785: Peer-to-peer Car Sharing – (Brusatta Cabera) – Identical to SB708 by Brandes - Provides motor vehicle insurance requirements for peer-to-peer car sharing; provides that peer-to-peer car-sharing programs have insurable interest in shared vehicles; authorizes such companies to own & maintain certain policies of motor vehicle insurance; provides primary liabilities; provides exemptions from vicarious liabilities; authorizes insurance policies to exclude specified coverages; authorizes specified insurers to seek contributions against indemnifications; provides requirements for notifications of implications of liens, recordkeeping & specified disclosures to shared vehicle drivers & owners. Filed in the House.

SB 924: Multi-use Corridors of Regional Economic Significance Program – (Hooper) – Revising the allocation of certain funds, for specified fiscal years, that result from increased revenues to the State Transportation Trust Fund, etc. Referred to Transportation; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations.

SB 950: Bicycle and Pedestrian Safety – (Book) – Identical to HB605 by Hunschofsky - Revising and providing requirements for the driver of a motor vehicle overtaking a bicycle or other nonmotorized vehicle, an electric bicycle, or a pedestrian; requiring the Department of Highway Safety and Motor Vehicles to provide an awareness campaign, and include information in certain educational materials, regarding certain safety precautions; exempting a motor vehicle driver from certain provisions relating to no-passing zones when overtaking a bicycle or other nonmotorized vehicle, an electric bicycle, or a pedestrian; revising requirements for vehicles turning at intersections; prohibiting persons riding bicycles in a bicycle lane from riding more than two abreast, etc. Filed in the Senate. Referred to Transportation; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations.

SB 1030: Repeal of the Multi-use Corridors of Regional Economic Significance Program and Reversion of Program Funds – (Polsky) – Identical to HB763 by Diamond - Repeals provisions relating to M-CORES Program & related funding; requires portions of certain annual license tax revenues to be deposited into General Revenue Fund; revises period during which certain revenues shall be transferred to Florida's Turnpike Enterprise. Filed in the Senate.

HB 6009: Traffic Infraction Detectors – (Sabatini; Co-Introducers: Borrero; D. Smith) - Repeals provisions relating to Mark Wandall Traffic Safety Program & authorization to use traffic infraction detectors; repeals provisions relating to distribution of penalties, transitional implementation, & placement & installation; conforms cross-references & provisions to changes made by act. Filed in the House. Referred to Tourism, Infrastructure and Energy Subcommittee; Appropriations Committee; Commerce Committee.

HB 6015: Jacksonville Transportation Authority Leases – (Duggan) – Related Bill SB 376 by Gibson. Removes limitation on term of lease into which authority may enter. Filed in the House. Referred to Tourism, Infrastructure and Energy Subcommittee; Infrastructure and Tourism Appropriations Subcommittee; Commerce Committee.
Committee Members
Sandra Siedel, Chair
Arizona Jenkins, Vice-Chair
Councilmember Luis Viero
Commissioner Mariella Smith (Alt.)
Carmen LoBue
Gloria Mills
Scott Clark
Karenne Levy
Raquel Pancho

ADA Accessibility Committee
Thursday, February 18, 2020; 3:00 P.M. – 4:00 P.M.
In-person at HART, 1201 E. 7th Avenue in Tampa and
Via Communication Media Technology

AGENDA

Call to Order and Pledge of Allegiance

Roll Call/Introductions

Approval of Minutes ~ February 20, 2020 and November 19, 2020

Presentation

• Yellow Cab Update ~ Brendan Love
• TD Tampa Bay ~ Steve Holmes, UZURV

Reports:

• Chairman’s Report ~ Sandra Siedel
• HARTPlus and Customer Choice Voucher Program Update ~ Gregory Brackin
• Action Items Follow-up and Committee Member Update ~ Kemly Green
• Bus Stop Update ~ Dewayne Brown, PMP

Next Meeting:

• May 20, 2021

Public Input Regarding General Concerns ~ 3 Minutes per Speaker

Roundtable Discussion
Call to Order
Ms. Siedel called the meeting to order at 3:05 p.m.

Approval of Minutes ~ November 21, 2019
Minutes approved unanimously with a motion made by Ms. Mills and a seconded by Mr. Bean.

Presentation ~ Quarterly Safety Training - Yailis Feliciano
Ms. Feliciano discussed the training conducted with HART operators. After receiving feedback regarding issues with wheelchair securements, her department conducted an extensive training focusing on this issue. In one month, they performed 17 sessions with 460 operators. Demonstrations and hands-on applications were performed on how to properly install wheelchair securements and straps. The training was also available to operators that wanted a re-fresher on how to properly secure patron’s wheelchairs. Ms. Siedel mentioned that she has experienced where operators are using the seat belt strap but forgetting to secure the wheelchair. Mr. Jenkins also experiences the same situation. In response, Ms. Feliciano answered that all operators including paratransit received the same training and re-iterated the fact that they strongly focused on the proper use of the seat belt and wheelchair securements.

Chairman's Report ~ Sandra Siedel
Mrs. Siedel states that while out in the community she is getting feedback from patrons regarding HART services. She addressed several concerns such as Medicare cards not accepted by new drivers, announcements are not up to date to include all routes at several locations and the long wait on the phone attempting to get through to Yellow Cab. Ms. Reyes Burckard and Ms. Green confirmed that HART continues to accept Medicare cards in order for patrons to receive a discount. Mr. Bean acknowledged and addressed the long wait time for Yellow Cab and assured that the issue is a major concern and the new system will allow a call to be in the queue for only one minute before assigning to a backup call center. Mr. Bean will provide a date of when the call center is fully-operational at the next meeting. Ms. Siedel also looks forward to attending the Diversity Advisory Council meeting scheduled for March and hopes to share ideas with the committee from that meeting.

HARTPlus and Customer Choice Voucher Program Update ~ Kemly Green
Ms. Green announced that ridership for HARTPlus and the Customer Choice program has increased. In January 2020 HARTPlus recorded 17,330 trips an increased by 3.4% compared to January 2019. Customer Choice trips of 7,765 increased by 12.5%, also compared to the same time last year in January.
Basic Transit Infrastructure – Bus Stop Update - DeWayne Brown

Mr. Brown presented a report of BTI Construction, Design and Permitting projects. In total, there are 18 projects. Construction projects consist of 4, Design 6 and Permitting 8. The completed construction projects included the relocation of bus stops at Gibsonton Dr. N Himes & Busch Blvd (shelters to be included) both locations include crosswalks and landing pads. Marion Transit Center (MTC) concrete replacement added ramps and crosswalks for better ADA accessibility. Wiregrass Solar Lighting project also completed. Permitting Projects are complete in design and pending permits from the city in order to move forward in construction when funds become available. Complete list of locations included in BTI ADA Update handout.

Public Comments

No public comments.

Round Table Discussion

Several topics discussed and comments made in regards to training, the Flamingo Project, construction improvements and schedule changes.

Mr. Bean touched on the importance of properly training operators on wheelchair securement safety. In some cases, operators may not completely secure the patrons wheelchair to the vehicle. He says it is not necessarily a lack of training, it is the follow through of the driver and as a result, some operators become complacent. He states for this reason his organization has spot checkers. When asked if HART has anything similar to a spot checker, Ms. Reyes Burckard responded that although we do not have a spot checker we address the issue as soon as it comes to our attention, reverts to a video, review an incident, council the operator, and re-train if necessary.

Ms. Mills inquired about the Flamingo Project and showed interest in being signed up for the beta testing. Ms. Reyes Burckard summarized the Flamingo Project and its testing phase. In addition, Ms. Green explained that committee member’s names and email were submitted to be selected as part of the testing group. In comparison to past testing, Flamingo is now allowing to test with real money. Ms. Green also described in detail how to purchase, load passes and Fare Capping. Fare Capping is the frequent use of the tap card and once you’ve reach the amount that it would have cost for a monthly fare card, you then get to ride the rest of the month for free. Mr. Jenkins asked if HARTPlus would be part of the project to which Ms. Reyes Burckard responded that at this time paratransit would not participate.

Mr. Jenkins asked for an update on the Streetcar construction. Ms. Reyes Burckard explained that completion for phase 1, may be on February 28, 2020. There were major damages to many of the tracks. The tracks were repaired or replaced. In spite of construction on the streetcar ridership continued to increase as riders utilized shuttle buses to make connections to the streetcar in order to complete their trips.

There are no major changes in the next markup said Ms. Reyes Burckard. The only significant change will be to the route 31, which will no longer go into Walmart at Gibsonton parking area but rather to the newly constructed bus bays. In addition, routes 60LX & 275LX coming out of the airport to MTC will take a different route to avoid getting into heavy traffic and therefore adding a few stops.

Ms. Gwaltney inquired about installing a sheltered bus stop near the McDonald training center. Currently when a customer leaves their facility, they would stay under the covered area as to avoid any inclement weather. The request will be forwarded to the Project Manager for careful consideration.

Meeting adjourned
Call to Order
Ms. Siedel – called meeting to order introduced roll call

Approval of Minutes February 20, 2020
No quorum, approval of minutes in the next meeting

Public Hearing – 5310 Grant Funds – Mr. Gregory Brackin
The 5310 Grant Fund Enhanced Mobility of Seniors and Individuals with Disabilities intention is to improve mobility, remove barriers and expand transportation mobility options. Mr. Brackin presented the process of requesting capital funds for new vehicles and support for the taxi ticket voucher program.

In order to receive these funds, there is a requirement by FTA/DOT to hold this public hearing to allow a public opportunity to present views and comments. The hearing announcement was advertised in the legal section of the Tampa Bay Times, HART’s website and other social media outlets.

In the proposal, HART requested 10 new vehicles to support the HARTPlus service and to provide reliable fleet. It also requested funds to support the Taxi Ticket Voucher Program. This program provides same day service to eligible HARTPlus patrons. The application process is very competitive and also ranked and prioritized. The capital request is $850,000 for 10 vans; HART would pay 10%, FDOT 10% and FTA 80%. The operation request for the taxi voucher program is $500,000 and HART would pay 50% and FTA 50%. The Taxi Voucher program costs HART approximately $1.3 million per year to operate and Yellow Cab is the current provider.

Commissioner Mariella Smith responded to the HARTPlus van proposal and reminded HART that she requested that the county budget included two more paratransit vans for the next year. Mr. Brackin’s response clarified that in the current fleet there are 92 vans and ordered 43 replacement vehicles that will help to supplement the replacement vehicles that have reached their life expectancy.

Presentation - 2021 Service Changes - Nicole McCleary
Ms. McCleary presented the service modifications approved by the HART Board on November 2, 2020. In her presentation, she focused on the goals and timeline, proposed route changes, and the feedback from the public and outreach efforts. Three goals were presented, the first is how to provide service to the county as much as possible, this included looking at routes that were most and least productive before and during the pandemic and preserve as much service coverage as possible. The next goal was to be efficient in using limited sources and continue to focus on safety. The third focus was to look at the agency’s long-term financial stability.

Ms. McCleary presented a timeline of events. The timeline presented focused on six key elements.
These focuses were as followed, the Comprehensive Operation Analysis (COA) in June 2020, Board Approval for Outreach in July, 2020, Public Input from August – October, 2020, Public Hearing in October, 2020, HART Board of Directors approval in November 2020 and Changes would be effective approximately in January 2021. See PowerPoint presentation for detailed date and time.
Revised Proposed Changes – In the University Area, routes 5, 48 will service the USF campus. Route 44 will expand coverage North of Fletcher and include a one-way loop that will provide more access to the community and operate every hour. Routes 42 (University Area Connector) starts and ends at UATC (University Area Transit Center), traveling north of Bruce B Downs. 45 will no longer serve Yukon Transfer Center but will provide service continuing to Westshore. In Town-N-Country routes, 30 and 35 will be combined. Route 8 services Brandon Mall to Progressive to Downtown. The proposed change for route 8 is that it will travel on 4th Ave rather than 7th Ave and shorten the travel time. Route 9 operates similar to route 12 and in order to not duplicate service it is propose that route 9 travel the Channelside district. Route 360LX will travel on Marion Transitway instead of Florida Avenue. Route 38 will extend south of Martin Luther King Jr. Boulevard and no longer service the Mango Walmart location. In January, the route 14 will be extended. In West Tampa, route 7 will be restored to serve Main Street but will no longer travel on N Boulevard.. 275LX one of HART’s longest route will be shorten. HARTFlex in Brandon will no longer be in service. HARTFlex in Northdale will also be removed and replaced by route 33 and route 60 will replaced by route 10. Additional changes such as reducing frequency, minor schedule changes and partial replacement were made to other routes. The result of some of these changes are from public feedback. For detailed route changes, see PowerPoint presentation.

Public Input – Receiving feedback were conducted through several outlets. Sources for comments were received online via survey, calling the customer service line, mobile app (OneBusAway), email, letters via post office or attending public hearings/virtual town halls and in-person contact at HART Transit Centers. Marketing efforts included website advertisement, social media posts and ads, flyers on buses and radio advertisement in both English and Spanish just to name a few. Internal feedback with operators were also considered during information sessions.

During this presentation, questions were asked about various routes. Topics included were about the lack of sidewalks, bus stop locations, and direction of travel. Mr. Rodriguez, Project Manager addressed some of the questions and concerns. Ms. McCleary will research and address other concerns.

Reports:

Chairman’s Report – Ms. Siedel states the newer operators are not fastening the tie-down straps or using the seat belts correctly. Operators are not addressing patrons leaving strollers/walkers not folded in the aisles. One of the older buses ramp was broken and some operators do not recognized that the “Stop Request” for a patron in a preferred seating area is different from the stop request for other passengers. She also addressed that when she calls Yellow Cab, often her calls are not answered.

HARTPlus and Customer Choice Voucher Program Update – Mr. Brackin reported that due to Covid-19 service has decreased. On average 500 trips per day are scheduled in comparison to 900 trips pre-Covid. In the new fiscal year, ridership for the taxi voucher program in October was 4,443 and 10,739 on HARTPlus paratransit. Compared to last year, ridership for HARTPlus was 19,000 a 43% decrease, Yellow Cab experienced a 38% decrease in ridership compared to last year at 7,166 trips.

Bus Stop Update – Mr. Dan Rodriguez presented the updated on behalf of Mr. Dwayne Brown. The BTI (Basic Transit Infrastructure) ADA update focuses on upcoming projects. There are 13 projects in total. Currently two are in construction and two other in pre-construction. Projects awaiting bid are five, one in design and the remaining three are waiting for permits. All projects will improve existing bus stops by adding bus bays, sidewalks and making them ADA compliant. Project details provided.

Future Committee Meeting Dates

February 18, 2021
May 20, 2021
August 19, 2021
Public Input Regarding General Concerns - No public questions

Roundtable Discussion

Ms. Gloria Mills addressed the improved behavior of operators and wondered if training played a factor. Mr. Brackin answered, quarterly training are conducted and ADA training is one of the focus during these trainings. She also recognized an employee of Yellow Cab for being able to pick her up during a storm.

Mr. David Bean announced that five additional wheelchair vans are in route to Yellow Cab. He also addressed the issue of not being able to get through to the Yellow Cab call center. He explained that a software issue is causing the calls to not go into queue and the IT department is addressing it.

Ms. Raquel Pancho discussed a concern that was brought to her attention concerning buses that go on detours are not making audible announcements. Mr. Brackin answered; the existing software does not allow announcements to be made when the bus is on detour. HART is diligently advising operators to make manual detour announcements and to remember to do the same announcements when the bus is back on the regular route.

Mr. Scott Clark has his staff reviewing the route changes and report to him if any changes will affect Sunshine Line clients. In addition, he recognized HART for its dedication to the community during Covid.

Ms. Carmen LoBue recognized that the removal of a route in West Tampa would affect several students.

Mr. Arizona Jenkins spoke of the efforts made by HART during an unpredictable storm. In response, Mr. Brackin recognized the inconvenience it may have cause HART customers and assured everyone that every effort was made to contact our customers and make sure they were informed and transported them safely. Customer Service was also recognized for calling every paratransit customer to make aware of the possibility that service would be interrupted due to the imminent storm.

Meeting adjourned