



Hillsborough TPO
Transportation
Planning Organization

Transportation Disadvantaged Service Plan 2022-2026

October 22, 2021



TDSP Overview

- Tactical Plan
 - Development Plan
 - Service Plan
 - Quality Assurance
- Developed every 5 years with annual updates in between
- Developed by the Community Transportation Coordinator (Hillsborough County) and the Planning Agency (TPO)
- Reviewed and approved by the Local Coordinating Board (TDCB)
- Submitted to Florida Commission for the Transportation Disadvantaged (FCTD) for approval



Plan Components – Development Plan

Introduction



- TD Program Background
- Organization Chart
- Plans Review
- Public Participation

Service Area Profile



- Service Area Description
- Demographics

Service Area Analysis



- TD Population Forecasts
- Needs Assessment
- Barriers to Coordination

Goals, Objectives & Strategies



- Goals, Objectives & Strategies
- Implementation Plan

Plan Components – Service Plan

Operations



Describes the CTC Program



- Operational requirements
- Coordination Contractors Purpose



Local Complaint and Grievance Procedures/Process

Quality Assurance



Describes CTC's Evaluation Process



Cost/Revenue Allocation & Rate Structure Justification



Rate Model Calculation



Vehicle Inventory

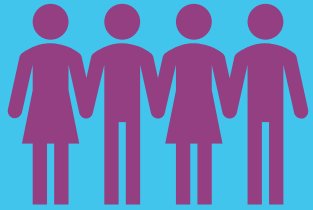


System Safety Plan Signature Page



Reviewed and updated annually

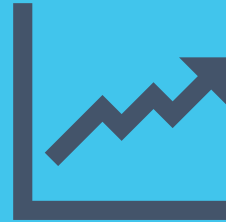
Hillsborough County Demographics



~1,400,000 total population
20% population increase
2010-2020



Persons with a
Disability **12%**



Projected *population*
increase of **9%** by 2025
(+135,000)



14% age 65 and older
Projected increase of
32% by 2025 (+61,000)

Sources: 2019 ACS 5-yr estimates; BEBR

Available Transportation Services

- Sunshine Line
- Hillsborough Area Regional Transit
- Coordination Contractors
- Other Services:
 - Social Service Providers
 - Taxi/shuttle services
 - Non-Emergency Medicaid Transportation
 - Shared Mobility Options



Public Outreach Results – Online Survey Phase I



29 Survey
Responses



Top transportation modes used:

- HART fixed route (22)
- Family/friends (22)
- Walking (20)
- Sunshine Line (18)



Top activities clients unable to access:

- Healthcare (23)
- Grocery shopping (18)
- Work (15)
- Recreation (15)



Top transportation challenges:

- Inability to pay (19)
- Services are not available at the time they need (18)
- Services do not take them where they need to go (17)

Public Outreach Results – Online Survey Phase II

Challenges	Solutions
Bus service not available in S. County and Plant City.	Increased bus service outside of City of Tampa core.
Inability to drive or have friends take them as they have a wheelchair, etc.	Greater access to fast transportation with dignity.
HART bus schedule sometimes does not meet the hours needed.	More early morning/late evening bus times for those who have overnight jobs.
Cost of bus passes are unaffordable for low-income families to purchase regularly.	More options for the agency to obtain bus passes for their clients who are seeking employment.
Finding the appropriate information regarding available transportation services.	More community-based resources that can be passed to clients.
Finding someone to help them with transportation.	



**MEALS
ON WHEELS
OF TAMPA**
nourish • enrich • strengthen



Public Outreach Results – Agency Interviews



Service Analysis

Needs Assessment:

- Expanded fixed-route public transit
- Access to employment
- Regional needs
- Increasing demand

Barriers to Coordination:

- Funding for transportation
- Land use/low-density development pattern
- Awareness of resources



Goals & Objectives

Program Goal: *Meet the life-sustaining and life-enhancing transportation needs of the Transportation Disadvantaged (TD) through providing a coordinated, efficient, reliable, and safe transportation system.*

1. Provide a locally and regionally coordinated transportation system.
2. Promote a reliable and financially sustainable transportation system.
3. Advocate for a safe and easily accessed transportation system for all transportation disadvantaged persons.
4. Establish and support policies and procedures that ensure program effectiveness, integrity, and program sustainability.



Implementation Plan

Objective 1: Provide a locally and regionally coordinated transportation system.

Strategy	Responsible Agency(ies)	Timeframe
1.3: Advocate for the needs of the TD population in the planning and delivery of transportation services and land-use decisions with the four local municipalities, the TPO, and City-County Planning Commission through the comprehensive planning process, capital improvement programming, and land development regulation updates.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Ongoing
1.4: Continue to work with Pinellas and Pasco TDCBs to advocate for the development, funding, and operation of intercounty trip services for the TD	Hillsborough TPO, Hillsborough TDCB, Pasco and Pinellas TDCBs, TBARTA	Ongoing



Implementation Plan

Objective 2: Promote a reliable and financially sustainable transportation system.

Strategy	Responsible Agency(ies)	Timeframe
2.3: Continue to conduct a Return of Investment study for the TD system, as needed, to support continued and expanded funding for transportation.	Hillsborough TPO, Hillsborough TDCB	Early 2022, and with every new TDSP
2.5: Support transportation options to serve TD individuals in rural areas where traditional public transit is not effective.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line	Ongoing
2.6: Explore the need for and pilot the use of transportation network companies and other shared mobility services to provide supplemental cost-effective and accessible transportation services for TD individuals.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART	Ongoing



Implementation Plan

Objective 3: Advocate for a safe and easily accessed transportation system for all transportation disadvantaged persons.

Strategy	Responsible Agency(ies)	Timeframe
3.2: Continue work with the four local jurisdictions to advance transportation infrastructure for elderly and disabled residents. Support the implementation of locally developed ADA Transition Plans.	Hillsborough TPO, Hillsborough TDCB, Sunshine Line, HART	Ongoing
3.5: Develop and maintain resources, such as a “clearinghouse” webpage, dedicated to informing the public of transportation services available in the region.	Hillsborough TPO, Sunshine Line	Ongoing
3.6: Continue to communicate with social service providers and provide information on available resources.	Hillsborough TPO, Sunshine Line, HART	Ongoing

Implementation Plan

Objective 4: Establish and support policies and procedures that ensure program effectiveness, integrity, and program sustainability.

Strategy	Responsible Agency(ies)	Timeframe
<p>4.1: Ensure that the transportation operators and all agencies with coordination contracts meet their established standards that measure efficiency, reliability, and safety of their services.</p>	<p>Hillsborough TDCB, Sunshine Line, FDOT</p>	<p>Annual, Ongoing</p>
<p>4.6: Ensure the CTC maintains its quality and safety assurance measures.</p>	<p>Hillsborough TPO, Hillsborough TDCB, Sunshine Line</p>	<p>Ongoing</p>



Service Plan Updates

Trip Priorities

Priority I

- Life Sustaining Medical
- Other Medical
- Mental Health
- Dental
- Drug Treatment
- Physical Therapy

Priority II

- Grocery
- Human & Social Services
- Shopping

Priority III

- Personal Business
- **Health & Wellness**
- **Employment**
- Education

Priority IV

- Recreation
- Social

Priority V

- Other



Next Steps

- Plan approved by TDCB – **October 22, 2021**
- Submit to FCTD by **October 31, 2021**

Questions?

