



# Hillsborough TPO Transportation Planning Organization

Commissioner Gwen Myers  
Hillsborough County  
TPO Chair

Mayor Andrew Ross  
City of Temple Terrace  
TPO Vice Chair

Paul Anderson  
Port Tampa Bay

Councilman Alan Clendenin  
City of Tampa

Commissioner Harry Cohen  
Hillsborough County

Councilmember Lynn Hurtak  
City of Tampa

Commissioner Pat Kemp  
Hillsborough County

Mayor Nate Kilton  
City of Plant City

Scott Drainville  
HART

Joe Lopano  
Hillsborough County  
Aviation Authority

Councilman Guido Maniscalco  
City of Tampa

Commissioner  
Michael Owen  
Hillsborough County

Hemant Saria  
Planning Commission

Greg Slater  
Expressway Authority

Commissioner  
Joshua Wostal  
Hillsborough County

Jessica Vaughn  
Hillsborough County  
School Board

Beth Alden, AICP  
Executive Director



**Plan Hillsborough**

[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> Floor  
Tampa, FL, 33602

## ***Meeting of the Transportation Disadvantaged Coordinating Board***

Friday, October 13, 2023, 9:30 a.m. – 11:30 a.m.

County Center, 18<sup>th</sup> Floor – Plan Hillsborough Committee Room

All voting members are asked to attend in person, in compliance with Florida's Government in the Sunshine Law. Please RSVP for this meeting. Presenters, audience members, and committee members in exceptional circumstances may participate remotely.

### Remote participation:

- To view presentations and participate on your computer, tablet, or smartphone:
- <https://attendee.gotowebinar.com/register/4401364171617218138>
- Register in advance to receive your personalized link, which can be saved to your calendar.
- Dial in LISTEN-ONLY MODE: 1-562-247-8422 Access Code: 793-445-876
- Presentations, full agenda packet, and supplemental materials [posted here](#), or phone us at 813-756-0371 for a printed copy.
- Please mute yourself after joining the conference to minimize background noise.
- Technical support during the meeting: Jason Krzyzanowski at (813) 836-7327 or [JasonK@plancom.org](mailto:JasonK@plancom.org).

### Rules of engagement:

Professional courtesy and respect for others at this meeting are expected. Failure to do so may result in dismissal from the meeting. For more information on expectations for participation, please see the TPO's [Social Networking & Media Policy](#).

## **Agenda**

- I. Call to Order**
- II. Roll Call and Declaration of Quorum** (Gail Reese, TPO Staff)
- III. Public Comment** – *3 minutes per speaker, for a maximum of 30 minutes.*

*Public comments are welcome and may be given during this hybrid meeting by logging into the website above and clicking the "raise hand" button. Comments may also be provided before the start of the meeting by e-mail to [gallartw@plancom.org](mailto:gallartw@plancom.org). Written comments will be read into the record, if brief, and provided in full to the committee members.*

- IV. Approval of Minutes: August 25, 2023**

## **V. Action Items**

- A. Florida Department of Transportation (FDOT) Tentative Work Program FY 2025 – 2029 (Vishaka Shiva Raman, TPO Staff and FDOT Staff)
- B. Annual Operating Report (Karen Smith, Sunshine Line)
- C. Community Transportation Coordinator (CTC) Evaluation (Sarah Goolsby, Benesch)
- D. Election of Officer – Member at Large (Wally Gallart, TPO Staff)
- E. 2024 Draft Meeting Calendar (Wally Gallart, TPO Staff)

## **VI. Status Reports**

- A. Sunshine Line Update (Jerry Stickney, Sunshine Line Staff)
- B. HART Update (Jesus Peraza Garcia, HART Staff)

## **VII. Old Business and New Business**

- A. Next meeting December 15

## **VIII. Adjournment**

## **IX. Addendum**

- A. TPO Meeting Summary and Committee Reports
- B. NICR MPO Congestion Reduction Training
- C. FDOT Project Factsheet: US 301 SR 43 from S. of Balm Rd. Paseo Al Mar Blvd to S. of Whitt Rd.
- D. FDOT Project Factsheet: US 301 SR 43 Intersection Improvements at Symmes Road
- E. 2020 Urban Area Boundary and Functional Classification Ian Lockwood TAC Presentation

*The full agenda packet is available on the TPO's website, [www.planhillsborough.org](http://www.planhillsborough.org), or by calling (813) 272-5940.*

*The TPO does not discriminate in any of its programs or services. Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. [Learn more about our commitment to non-discrimination.](#)*

*Persons needing interpreter services or accommodations for a disability in order to participate in this meeting, free of charge, are encouraged to contact Connor MacDonald, (813) 582-7351 or [macdonaldc@plancom.org](mailto:macdonaldc@plancom.org), three business days in advance of the meeting. If you are only able to speak Spanish, please call the Spanish helpline at (813) 272-5940 or (813) 273-3774 and dial 1.*

*Se recomienda a las personas que necesiten servicios de interpretación o adaptaciones por una discapacidad para participar en esta reunión, o ayuda para leer o interpretar los temas de esta agenda, sin costo alguno, que se pongan en contacto con Connor MacDonald, (813) 582-7351 o*

[macdonaldc@plancom.org](mailto:macdonaldc@plancom.org), tres días hábiles antes de la reunión. Si sólo habla español, por favor llame a la línea de ayuda en español al (813) 272-5940 o (813) 273-3774 ext. 1.

*In accordance with Title 17 U.S.C. Section 107, materials attached are for research and educational purposes, and are distributed without profit to TPO Board members, TPO staff, or related committees or subcommittees the TPO supports. The TPO has no affiliation whatsoever with the originator of attached articles nor is the TPO endorsed or sponsored by the originator. Persons wishing to use copyrighted material for purposes of their own that go beyond 'fair use' must first obtain permission from the copyright owner. The TPO cannot ensure 508 accessibility for items produced by other agencies or organizations.*

*If a person decides to appeal any decision made by the board, he or she will need a record of the proceedings, and for such purpose may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**HILLSBOROUGH COUNTY MEETING OF THE  
TRANSPORTATION DISADVANTAGED COORDINATING  
BOARD HYBRID MEETING OF August 25, 2023  
DRAFT MINUTES**

**I. Call Meeting to Order**

Chair Myers called the regular meeting to order at 9:30 AM.

**Members Present In-Person:** Commissioner Gwen Myers, Glenn Brown, Debra Noel, Tracy Noyes, Emily Hughart, Jennifer Waskovich, Alexcia Wiggins, Councilman Gil Schisler, Indihra Chambers, Cassandra Blaylock, Jerry Stickney (non-voting)

**Members Present Virtually:** Artie Fryer, Deborah Lekenta

**Members Excused/ Absent:** Craig Forsell, Kristina Melling, Beth Pasek, Kristen Thomas, John Vargas

**Others Present:** Allison Yeh, Wally Gallart, Jason Krzyzanowski, Connor Tejos-MacDonald, Elizabeth Watkins, Roger Mathie, Amber Simmons, Gail Reese (TPO Staff); Katja Miller (Hillsborough County Emergency Management); Sherna Wilburn, Bobby Edwards, Jesus Peraza Garcia (HART); Suzanne Monk (FDOT); Wanda West (Hillsborough County); Heather McDonald (USF); David Michaels (VA.gov); Alexis Hall; Marina Skirmerhorn (Public)

*An in-person quorum has been met.*

**II. Public Comment – 3 minutes per speaker (Timestamp 0:03:08)**

**Marina Skirmerhorn** – Noted that it is not taught how to participate in local government. Is recommending the TBATS (Tampa Bay Area Transit Shuttle), an elevated, magnetic-propelled train running from Plant City to St. Pete with park-and-ride stops along the way. Noticed a lot of road widening in Brandon and that is not going to be a good long-term solution. Believes reducing the number of vehicles on the road will reduce congestion, pollution, and personal costs which could be reinvested into the local community.

**III. Approval of Minutes (Timestamp 0:05:31) – June 6, 2023**

**Councilmember Schisler moved to accept the June 6, 2023 minutes as corrected, seconded by Glenn Brown. Voice vote, motion passes unanimously.**

**IV. Chair Myers** noted that starting in October, members must be present in person unless there is an extenuating circumstance that is communicated to staff.

**V. Action Item**

- A. Memorandum of Understanding on Creating a Tampa Bay MPO** (Elizabeth Watkins, TPO Staff)  
(Timestamp 0:06:47)

- Review of legislation that directed the Memorandum of Understanding (MOU).
- Went over the pros and cons of merging the Metropolitan Planning Organizations (MPO).
- Looked at the summary of the MOU.
  - Apportionment, Governance Structure, Balancing Local & Regional Needs, Funding
  - Outreach, Federally Required Plans & Programs, Agreements, Existing Staff
- Went over the proposed timeline of a possible merger – there is no precedent for this in Florida.
- Reviewed the public survey – 1700 responses.
- Looked at the committees each county MPO/TPO has and how they may continue with a merger.
- Went over the next steps.

**Presentation Slides:** [MOU On Creating a Tampa Bay MPO](#)

**Recommendation: Support or not Support the Creating a Tampa Bay Metropolitan Planning Organization Memorandum of Understanding. A roll call vote voted to support the MOU 12 – 0**

**Discussion:**

It was expressed that the TD Board should remain local with representation to the regional Board. The needs of TD are different in each county. Clarification was asked about what each of the county TD Boards are dealing with. It was asked if this is a trend and if there is a benefit to the community. There is one example from Texas. The biggest concern is that the local level will lose money for local issues. It was expressed to see if a hybrid option was available. It was asked if the Orlando region was used as a model for this merger. It was brought up that the formula funds will not change but discretionary grant funding might be better lobbied for. It was asked how to leverage the merger to the county's best advantage. It is a more favorable process for the counties doing this over the legislature dictating. There is a regional TD body. It was also noted that TD Boards need to be tied to an MPO. TD eligibility is different per county. It was asked what the benefits for the people living in the region would be. Dollars are not necessarily the only solution. A fixed guideway may compete better at a regional level. The BOCC has voted for a merger. The counties are competing for dollars. Still don't know what the apportionment would be. It was brought up that the TD Board needs to focus on the Transportation Disadvantaged. Need to think about the impact and input from other counties does not impact the needs of the community in Hillsborough County.

**B. Election of Officer – Vice Chair (Allison Yeh, TPO Staff) (Timestamp 0:27:56)**

- The Board is seeking nominations to fill the position of Vice Chair after the passing of Ms. Gloria Mills.
- Vice Chair – Councilmember Schisler nominated. No other nominations, the voice vote of Councilmember Schisler passed unanimously.
- The member-at-large seat will be filled at the next meeting.

## II. STATUS REPORTS

### A. **Hurricane Season Briefing** (Katja Miller, Hillsborough County Emergency Management) *(Timestamp 0:30:25)*

- Went over the updates for the 2023 Atlantic Hurricane Season Outlook
- The peak of the season is September 10<sup>th</sup>, there is a lot going on in the Atlantic now.
- Looked at the Evacuation Working Group (EWG) – made up of several partners; use a hub & spoke model during emergency evacuations; Hurricane Ian was a practical exercise for this.
- Hurricane Evacuation Assessment Tool (HEAT) – shows flood zones and preferred evacuation routes.
- HCFL Alert – Sign up to get notifications.
- Second FL Sales Tax Holiday August 26 – September 8

**Presentation:** [Emergency Management Transportation Disadvantaged](#)

### B. **Section 5310 Grant Program Update** (Tracy Noyes, FDOT) *(Timestamp 0:37:58)*

- Went over what the 5310 program is – awards agencies funds – CTCs, public and private agencies under contract.
- Governed with FTA standards.
- Conducting the annual 5310 workshop in person, on October 11 from 1 – 4 PM, launching the 2024 FY application cycle; mandatory attendance to be considered for the new grant cycle.
- Continuing to recover from the COVID impacts with the programs.
- Re-evaluating the needs of agencies and the shortfalls; will be submitting projects to the home office the week of August 28<sup>th</sup>.

#### **Discussion:**

There was discussion on whether any services had to stop and which ones. It was asked what happened to the customers of those programs that did stop. FDOT has worked to align them with CTCs.

### C. **2050 Plan Needs Assessment for Equity** (Connor Tejos-MacDonald, TPO Staff) *(Timestamp 0:45:18)*

- Went over the background – a new addition to the 2050 Long Range Transportation Plan; brought in via performance measures, Nondiscrimination and Equity Plan, various health-related projects, State of the System report, other areas.
- Identified 13 focus areas – evaluated on Good Repair and Resiliency, Vision Zero, Smart Cities, Real Choices When Not Driving
  - Went over the greatest disparities in each area.
  - Looked at recommended project samples for each category.
- Review of next steps

**Presentation:** [2050 Plan Needs Assessment for Equity](#)

### D. **2050 Plan Needs Assessment for Real Choices When Not Driving** (Elizabeth Watkins, TPO Staff) *(Timestamp 0:50:39)*

- Early stages of this
- Went over the roadmap of the 2050 LRTP.
- Review of what this needs analysis is – trails, side paths, transit.
- Partners include HART, showed a potential 2050 horizon based on current funding and trend + additional funding; will do the same with the TD part of transit.
- Looked at the same potential for the trails and side paths.
- This analysis will be rolled into the 2050 LRTP for potential projects.
- Next steps – take input from the committees.

**Presentation:** [2050 Plan Real Choices When Not Driving Needs Assessment](#)

**Discussion:**

It was asked what group this is being shared with to get feedback. The TPO committees are the primary sources. It was asked if any studies have been assisting to inform this analysis. Are open to all studies that have been done. It was asked if there had been any public input. The committees are providing that. This is more of a desktop exercise. It was asked where the funding for the projects would come from. Wherever it can be found from state, federal, grants, etc. It was asked that this be taken out to the community for additional input.

**E. Ride Guide Update** (Beneeta Jose, TPO Staff) *(Timestamp 0:50:39)*

- Noted that the LCB across Hillsborough, Pasco, and Pinellas counties.
- Noted the updates in this ride guide, costs and operational hours are being added.
- Services marked in red were not able to be verified, would like assistance with those.
- Would like comments from the TD Board

**Discussion:**

It was asked where this will be posted. It will be on the Plan Hillsborough website once it is finalized. These will be printed and distributed with the assistance of agencies, Sunshine Line, and the counties.

**F. Sunshine Line Update** (Jerry Stickney, Sunshine Line Staff) *(Timestamp 1:05:05)*

- Service Update
- Tri-county Transportation
- Partnered with Social Services – start a grocery trip – have done 100 trips in the last 4 to 6 weeks.
- Piloting three electric sprinter vans. Looking to test the mileage. Targeting the central Tampa and central Plant City areas
- Working with new scheduling software – new features with more opportunity to expand down the road.

**Discussion:**

It was asked if there is going to be a consideration for charging during the downtime on the electric vehicles. Yes, looking for the facilities available and seeing if there is a fleet card available for charging stations. It was asked if there are any adjustments with the re-emergence of COVID. Modifications on the vehicles are now standard. Are monitoring the cases and adjusting as

necessary. Clarification was asked if Sunshine Line is a door-to-door service. Yes, it is a door-to-door service.

G. HART Update (Jesus Peraza Garcia, HART Staff) (*Timestamp 1:17:39*)

- Went over the on-time performance and the pick-up performance.
- Looked at ridership and taxi trips.

**Presentation:** [Paratransit Update Transportation Monthly Summary](#)

**Discussion:**

It was asked if there is a maximum standard that clients can be on the HARTPlus vehicle. Will check and bring that back. It was noted that a client said they were in a vehicle for 2 ½ hours. This is something that has been noted. HART is working on this and trying to manage it with taxi transportation as well. It was suggested that HART look at this statistic going forward.

**III. OLD BUSINESS & NEW BUSINESS** (*Timestamp 1:23:45*)

- A. Next meeting: October 13, 2023, at 9:30 AM** (the Chair stressed in-person attendance for all voting members)
- B. Introduced Wally Gallart as the new, official TDCB Liaison for the TPO.**

**IV. ADJOURNMENT** – adjourned at 10:54 AM



# Hillsborough County Sunshine Line Operating Statistics

**Current Driver Capacity: 83%**

+

	May 2023	June 2023	July 2023
<i>Total Trips</i>	8,359	8,093	7,852
<i>Total Clients Served</i>	1,687	1,759	1,773
<i>On-Time Performance</i>	92.8%	94.8%	96.1%
<i>Bus Passes Issued</i>	1,596	1,667	1,608
<i>Calls Answered by Customer Service</i>	6,070	5,790	5,601
<i>Percentage of Calls Answered</i>	97.3%	98.1%	97%
<i>Average Hold Time</i>	16 Seconds	15 Seconds	32 Seconds

## TD Tampa Bay: PSTA & GoPasco Partnership

Month	In-County Trips	Cross-County Trips	Saturday Trips
November	0	0	0
December	25	28	0
January	49	28	1
February	70	38	22
March	112	60	25
April	115	41	58
May	122	60	51
June	128	45	62
<b>Program Totals</b>	<b>621</b>	<b>300</b>	<b>219</b>



DR



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

Florida Department of Transportation (FDOT) Tentative Work Program FY 2025 - 2029

### **Presenter:**

Vishaka Shiva Raman, TPO Staff and FDOT Staff

### **Summary:**

The Tentative Work Program includes projects scheduled for Fiscal years 2025 to 2029. FDOT staff will provide an overview of the projects within Hillsborough County listed in their draft Tentative Work Program. This presentation will focus specifically on highlighting the funded projects that will have a positive impact on either State of Good Repair & Resilience, Vision Zero, Smart Cities, Real Choices When Not Driving, or Major Investments for Economic Growth.

FDOT created a website, which functions as an online public hearing tool. The public is encouraged to visit and review the draft Tentative Work Program and provide comments. The comment period will be open from October 23 to November 13, 2023. The online public hearing tool and other information about the Work Program can be found by visiting: <https://www.d7wpph.com/>.

Once the comment period is closed, the Tentative Work Program will be reviewed by the Florida Legislature and the Governor. If there is support, then the Work Program will be adopted by the State Secretary of Transportation on July 1, 2024.

### **Recommended Action:**

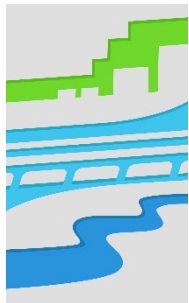
None; for informational purposes only.

### **Prepared By:**

Vishaka Shiva Raman, TPO Staff

### **Attachments:**

None.



Plan Hillsborough  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

Annual Operating Report (AOR)

### **Presenter:**

Karen Smith, Sunshine Line

### **Summary:**

The Community Transportation Coordinator (CTC) will review the Annual Operating Report (AOR) submitted to the Commission for the Transportation Disadvantaged (CTD) for the 2022-2023 Fiscal Year.

### **Recommended Action:**

Approve AOR

### **Prepared By:**

Wally Gallart, TPO Staff

### **Attachment:**

Annual Operating Report (AOR)



**Plan Hillsborough**  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602



# CTC Organization

**County:** Hillsborough

**Fiscal Year:** 7/1/2022 - 6/30/2023

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 9/5/2023

**CTC Organization Name:** Hillsborough County Board of County

Commissioners

**Address:** 2709 E Hanna Ave

**City:** Tampa

**State:** FL

**Zip Code:** 33610

**Organization Type:** County

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 1

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 12

**Provide Out of County Trips:** Yes

**Local Coordinating Board (LCB) Chairperson:** Commissioner Gwen Myers

**CTC Contact:** Karen Smith

**CTC Contact Title:** Business & Compliance Coordinator

**CTC Contact Email:** smithk@hillsboroughcounty.org

**Phone:** (813) 272-7272

## CTC Certification

I, Karen Smith, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

## LCB Certification

I, Commissioner Gwen Myers, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County  
Board of County  
Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	939	N/A	939	1,627	N/A	1,627
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	344,988	N/A	344,988	287,396	N/A	287,396
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	76,269	306,326	382,595	60,095	282,395	342,490
Non-Ambulatory	8,880	46,007	54,887	10,831	54,644	65,475
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	5	N/A	5	762	N/A	762
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
<b>Total - Service Type</b>	<b>431,081</b>	<b>352,333</b>	<b>783,414</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	5	N/A	5	762	N/A	762
<b>Total - Contracted Transportation Operator Trips</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>762</b>	<b>0</b>	<b>762</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	1,149	1,149	0	3,117	3,117
Agency for Persons with Disabilities (APD)	0	139,092	139,092	0	98,858	98,858
Comm for the Transportation Disadvantaged (CTD)	375,019	N/A	375,019	299,434	N/A	299,434
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	11,170	11,170	0	13,079	13,079
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	15,330	0	15,330	1,435	0	1,435
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	13,233	13,233	0	104,653	104,653
Local Government	40,678	178,942	219,620	59,800	106,462	166,262
Local Non-Government	0	1,922	1,922	0	1,336	1,336
Other Federal & State Programs	54	6,825	6,879	42	9,534	9,576
<b>Total - Revenue Source</b>	<b>431,081</b>	<b>352,333</b>	<b>783,414</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>



## CTC Trips (cont'd)

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	2,151	511	2,662	1,106	280	1,386
Children At Risk	0	520	520	0	159	159
Persons With Disabilities	44,469	346,233	390,702	39,195	312,859	352,054
Low Income	383,663	1,344	385,007	319,451	2,659	322,110
Other	798	3,725	4,523	959	21,082	22,041
<b>Total - Passenger Type</b>	<b>431,081</b>	<b>352,333</b>	<b>783,414</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>
<b>Trip Purpose - One Way</b>						
Medical	53,309	75,235	128,544	52,586	87,921	140,507
Employment	13,237	39,756	52,993	10,458	41,451	51,909
Education/Training/Daycare	6,409	148,001	154,410	5,166	99,480	104,646
Nutritional	277,710	2,949	280,659	219,731	3,021	222,752
Life-Sustaining/Other	80,416	86,392	166,808	72,770	105,166	177,936
<b>Total - Trip Purpose</b>	<b>431,081</b>	<b>352,333</b>	<b>783,414</b>	<b>360,711</b>	<b>337,039</b>	<b>697,750</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	2,585	17,322	19,907	2,867	14,206	17,073
<b>Total - UDPHC</b>	<b>2,585</b>	<b>17,322</b>	<b>19,907</b>	<b>2,867</b>	<b>14,206</b>	<b>17,073</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	21	N/A	21	15	N/A	15
No Shows	3,651	N/A	3,651	2,794	N/A	2,794
<b>Customer Feedback</b>						
Complaints	19	N/A	19	36	N/A	36
Commendations	138	N/A	138	128	N/A	128



# CTC Vehicles & Drivers

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	938,840	2,907,301	3,846,141	996,439	2,409,068	3,405,507
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	70	N/A	70	5,971	N/A	5,971
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
<b>Total - Vehicle Miles</b>	<b>938,910</b>	<b>2,907,301</b>	<b>3,846,211</b>	<b>1,002,410</b>	<b>2,409,068</b>	<b>3,411,478</b>
<b>Roadcalls &amp; Accidents</b>						
Roadcalls	7	495	502	10	290	300
Chargeable Accidents	2	17	19	9	16	25
<b>Vehicle Inventory</b>						
Total Number of Vehicles	68	206	274	69	227	296
Number of Wheelchair Accessible Vehicles	68	108	176	69	110	179
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	40	580	620	40	550	590
Number of Volunteer Drivers	0	0	0	0	0	0



# CTC Revenue Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 666,185	\$ 666,185	\$ 0	\$ 404,020	\$ 404,020
Agency for Persons with Disabilities (APD)	\$ 0	\$ 937,119	\$ 937,119	\$ 0	\$ 982,363	\$ 982,363
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 460,823	\$ 460,823	\$ 0	\$ 348,437	\$ 348,437
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 529,120	\$ 0	\$ 529,120	\$ 44,608	\$ 0	\$ 44,608
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 2,119,242	N/A	\$ 2,119,242	\$ 1,756,836	N/A	\$ 1,756,836
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 64,217	\$ 64,217	\$ 0	\$ 4,447,940	\$ 4,447,940
49 USC 5310	\$ 0	\$ 276,916	\$ 276,916	\$ 0	\$ 231,941	\$ 231,941
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 5,006,319	\$ 9,673,413	\$ 14,679,732	\$ 5,159,342	\$ 4,818,999	\$ 9,978,341
County In-Kind	\$ 0	\$ 7,000	\$ 7,000	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 6,242	\$ 6,242	\$ 0	\$ 5,237	\$ 5,237
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 96,395	\$ 96,395	\$ 0	\$ 70,959	\$ 70,959
<b>Local Non-Government</b>						
Farebox	\$ 0	\$ 905,301	\$ 905,301	\$ 0	\$ 585,783	\$ 585,783
Donations/Contributions	\$ 0	\$ 36,182	\$ 36,182	\$ 0	\$ 37,139	\$ 37,139
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 20,330	\$ 20,330	\$ 223	\$ 19,091	\$ 19,314
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 3,736	\$ 200,592	\$ 204,328	\$ 3,230	\$ 191,509	\$ 194,739
Other State Programs	\$ 0	\$ 157,632	\$ 157,632	\$ 0	\$ 191,020	\$ 191,020
<b>Total - Revenue Sources</b>	<b>\$ 7,658,417</b>	<b>\$ 13,508,347</b>	<b>\$ 21,166,764</b>	<b>\$ 6,964,239</b>	<b>\$ 12,334,438</b>	<b>\$ 19,298,677</b>





# CTC Expense Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 3,397,883	\$ 7,666,192	\$ 11,064,075	\$ 3,132,771	\$ 6,695,497	\$ 9,828,268
Fringe Benefits	\$ 1,531,218	\$ 2,220,100	\$ 3,751,318	\$ 1,396,753	\$ 2,095,195	\$ 3,491,948
Services	\$ 680,681	\$ 813,667	\$ 1,494,348	\$ 507,445	\$ 854,328	\$ 1,361,773
Materials & Supplies Consumed	\$ 533,857	\$ 1,509,456	\$ 2,043,313	\$ 520,286	\$ 1,486,214	\$ 2,006,500
Utilities	\$ 93,699	\$ 123,341	\$ 217,040	\$ 79,017	\$ 128,167	\$ 207,184
Casualty & Liability	\$ 215,954	\$ 948,295	\$ 1,164,249	\$ 112,962	\$ 896,263	\$ 1,009,225
Taxes	\$ 0	\$ 3,298	\$ 3,298	\$ 0	\$ 3,687	\$ 3,687
Miscellaneous	\$ 18,291	\$ 37,231	\$ 55,522	\$ 17,551	\$ 36,514	\$ 54,065
Interest	\$ 0	\$ 1,502	\$ 1,502	\$ 0	\$ 1,604	\$ 1,604
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 953,505	\$ 149,886	\$ 1,103,391	\$ 996,713	\$ 133,413	\$ 1,130,126
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 51,201	\$ 59,800	\$ 111,001	\$ 52,279	\$ 53,078	\$ 105,357
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 182,128	N/A	\$ 182,128	\$ 133,718	N/A	\$ 133,718
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 14,744	N/A	\$ 14,744
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 7,658,417</b>	<b>\$ 13,532,768</b>	<b>\$ 21,191,185</b>	<b>\$ 6,964,239</b>	<b>\$ 12,383,960</b>	<b>\$ 19,348,199</b>



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

Community Transportation Coordinator (CTC) Evaluation

### **Presenter:**

Sarah Goolsby, Benesch

### **Summary:**

The presentation will focus on the annual findings of the Community Transportation Coordinator (CTC) Evaluation. The evaluation assesses the CTC against the service standards established by the Transportation Disadvantaged Service Plan (TDSP).

### **Recommended Action:**

Approve Community Transportation Coordinator (CTC) Evaluation

### **Prepared By:**

Wally Gallart, TPO Staff

### **Attachment:**

Community Transportation Coordinator (CTC) Evaluation



**Plan Hillsborough**  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602



Hillsborough TPO

# Community Transportation Coordinator Evaluation

July 1, 2022 to June 30, 2023

**Final Draft**

September 2023

*Prepared for*



*Prepared by*



## Table of Contents

1.0 Introduction.....	1-1
1.1 State Program.....	1-1
1.2 Local Program .....	1-1
1.3 Transportation Disadvantaged Service Plan.....	1-2
1.4 Purpose.....	1-3
2.0 Transportation Disadvantaged Services .....	2-4
2.1 Other Transportation Services.....	2-4
2.2 COVID-19 Impacts on Service Delivery .....	2-6
3.0 Performance Evaluation .....	3-1
3.1 Reliability .....	3-3
3.2 Service Effectiveness.....	3-3
3.3 Service Efficiency.....	3-4
3.4 Service Availability .....	3-4
3.5 Safety .....	3-5
3.6 User Input .....	3-5
4.0 Customer Survey .....	4-6
4.1 Door-to-door Transportation Customer Survey .....	4-6
4.2 HART Bus Pass Program Customer Survey.....	4-8
5.0 Responses to the 2022 CTC Evaluation Recommendations .....	5-1
6.0 2023 CTC Evaluation Recommendations .....	6-1
Appendix A: Glossary of Terms	
Appendix B: Door-to-Door and Bus Pass Customers Survey Analysis	
Appendix C: CTC Evaluation Workbook	

### List of Figures

Figure 1-1: Hillsborough County Transportation Disadvantaged Program Organization .....	1-2
Figure 2-1: Systemwide and CTC-Only Trips, 2019-2023 .....	2-6
Figure 4-1: Sunshine Line Survey Respondent Profile .....	4-6
Figure 4-2: Bus Pass Survey Respondent Profile.....	4-8

## List of Tables

Table 2-1: 2023 Coordination Contractors .....	2-5
Table 3-1: Hillsborough CTC 2023 Evaluation Results and Historical Performance.....	3-2
Table 4-1: 2023 and Historical Sunshine line Door-to-Door Survey Results .....	4-7
Table 4-2: 2023 and Historical Bus Pass User Survey Results.....	4-9

## List of Acronyms

ACTS	Agency for Community Treatment Services
ADA	Americans with Disabilities Act
AHCA	Agency for Health Care Administration
APR	Annual Performance Report
BOCC	Board of County Commissioners
CTC	Community Transportation Coordinator
CTD	Commission for the Transportation Disadvantaged
DOPA	Designated Official Planning Agency
FCTS	Florida Coordinated Transportation System
FCTD	Florida Commission of the Transportation Disadvantaged
FDOT	Florida Department of Transportation
FTA	Federal Transit Administration
F.S.	Florida Statutes
FY	Fiscal Year
HART	Hillsborough Area Regional Transit
LCB	Local Coordinating Board
MMA	Managed Medical Assistance
TPO	Transportation Planning Organization
TD	Transportation Disadvantaged
TDCB	Transportation Disadvantaged Coordinating Board
TDSP	Transportation Disadvantaged Service Plan
TDTF	Transportation Disadvantaged Trust Fund
U.S.C.	United States Code

## 1.0 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. Program organization is provided in Figure 1-1.

### 1.2 Local Program

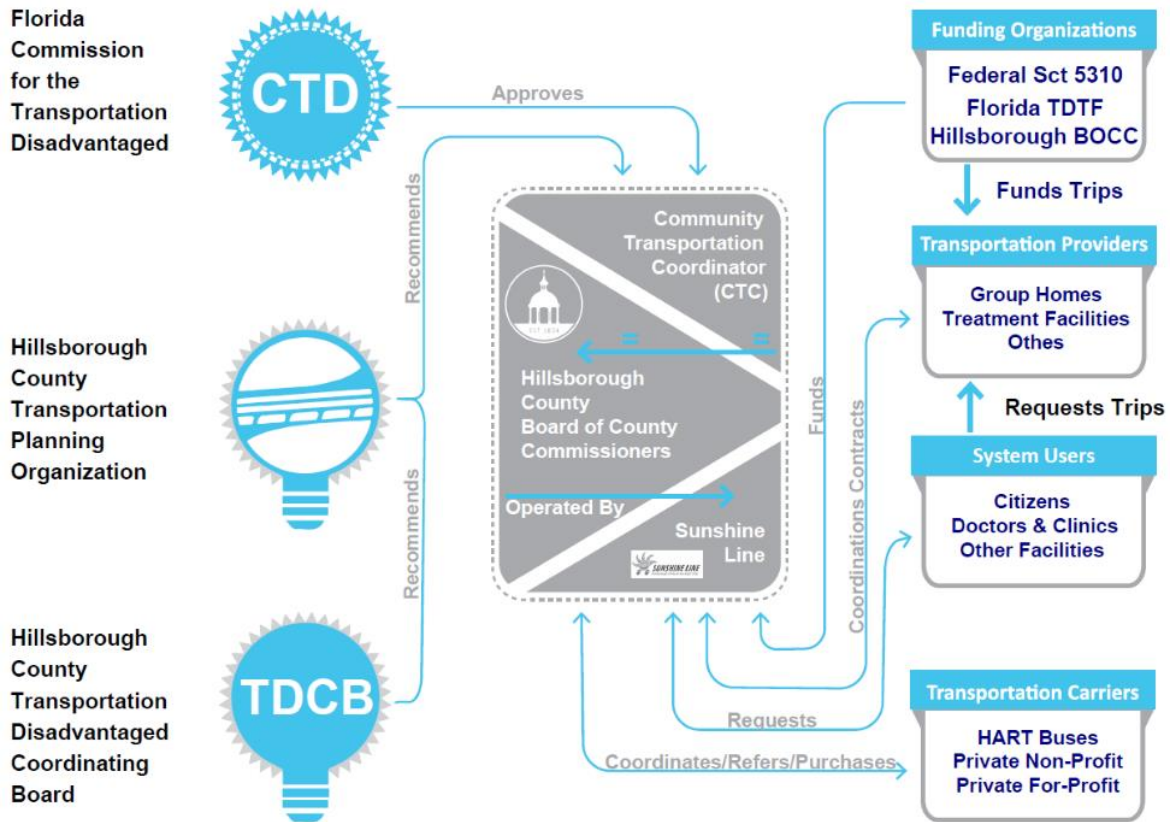
Hillsborough County’s Board of County Commissioners (BOCC) is designated by the CTD as the Hillsborough County CTC and has served this role since 1990; the BOCC was last redesignated by the CTD as of July 1, 2021. The Hillsborough County Coordinated System has two main providers of service available to the public: Sunshine Line (the provider for the CTC) and Hillsborough Area Regional Transit (HART) (the public transit provider). In addition, coordination contractors serve specialized clients and are discussed in more detail in Section 2.1. 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. It operated a fleet of 68 vehicles during the 2022-2023 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 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: Hillsborough County Transportation Disadvantaged Program Organization**



### 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 latest update to the TDSP was completed in October 2021 for 2022-2026.

The county’s goal stated in the TDSP is to “meet the life-sustaining and life enhancing transportation needs of the Transportation Disadvantaged through providing a coordinated, efficient, reliable, and safe transportation system.”

#### Objectives:

- Provide a locally and regionally coordinated transportation system.



- Promote a reliable and financially sustainable transportation system.
- Advocate for a safe and easily accessed transportation system for all TD persons.
- Establish and support policies and procedures that ensure program efficiency, effectiveness, integrity, and program sustainability.

#### 1.4 Purpose

To oversee the TD program in Hillsborough County, the Hillsborough County TPO'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, 2022, through June 30, 2023.

## 2.0 Transportation Disadvantaged Services

Sunshine Line is a Hillsborough County agency designated by the BOCC to operate TD services. The mission of 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 TD eligible and are able to ride the HART bus system.

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 business days in advance to allow time for the bus pass to be mailed to the client. Monthly passes will be loaded to Flamingo Fare cards. Discount fare riders must obtain a Discount Flamingo ID Card from HART before monthly passes can be issued.

### 2.1 Other Transportation Services

As a partial brokerage CTC, 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.

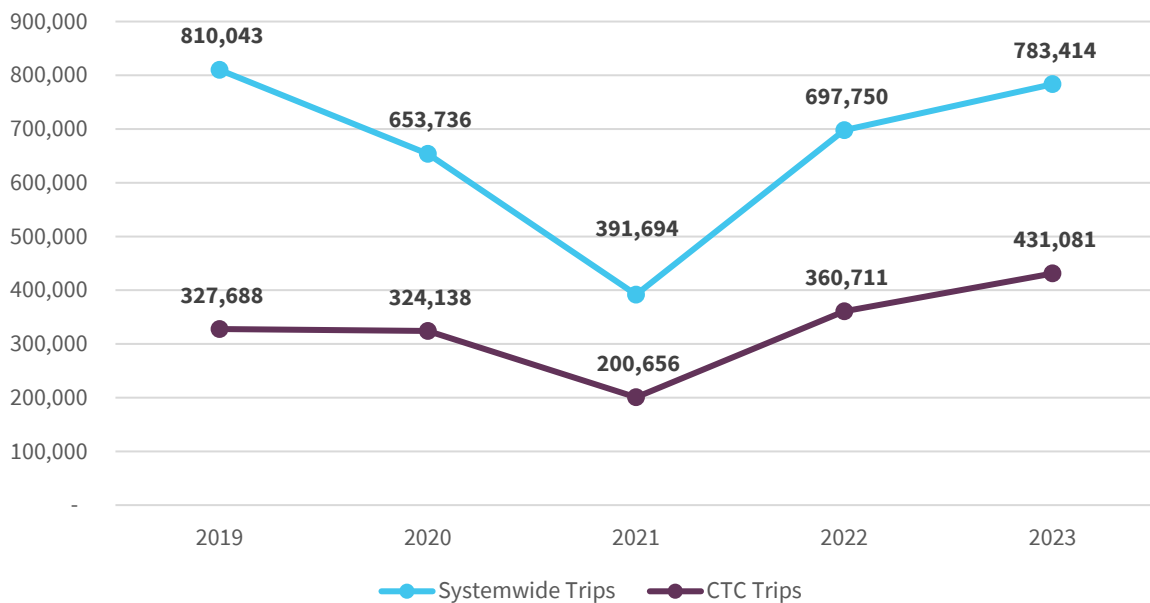
**Table 2-1: 2023 Coordination Contractors**

<b>Coordination Contractors</b>	<b>Transportation Services Provided</b>
<b>Agency for Community Treatment Services (ACTS)</b>	Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.
<b>Angels Unaware, Inc.</b>	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.
<b>COVE Behavioral Health</b>	Transportation to treatment services and for residential treatment programs.
<b>Gracepoint Wellness (Mental Health Care, Inc.)</b>	Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.
<b>HART ADA Complementary Paratransit (Interlocal Agreement)</b>	ADA paratransit to persons within $\frac{3}{4}$ miles of a bus route.
<b>Human Development Center</b>	Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips
<b>MacDonald Training Center, Inc.</b>	Transportation to/from training centers.
<b>Metropolitan Ministries</b>	Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments, and any other necessary service to provide help.
<b>McClain, Inc.</b>	Transportation for grocery trips, employment, medical, and educational needs.
<b>BayCare Northside Behavioral Health Center</b>	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.
<b>Quest, Inc.</b>	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.
<b>Sunrise Community</b>	Provides transportation for persons with intellectual and physical challenges who live in their Community Living Arrangements (group homes).

## 2.2 COVID-19 Impacts on Service Delivery

The COVID-19 pandemic significantly impacted transportation operations throughout Hillsborough County in 2020 and 2021. Figure 2-1 illustrates the trend in the number of trips provided systemwide and by the CTC only over the last five years (2019-2023). CTC-only trips include door-to-door trips and bus pass trips provided by Sunshine Line. Systemwide trips include trips provided by coordination contractors in addition to the CTC trips. The figure shows a 52% drop in systemwide trips provided between 2019 and 2021 and a 39% drop in CTC trips. The number of trips provided systemwide and by the CTC in 2023 increased 100% and 115%, respectively, indicating that services are rebounding to pre-pandemic levels.

**Figure 2-1: Systemwide and CTC-Only Trips, 2019-2023**



### 3.0 Performance Evaluation

The Performance Evaluation includes the period between July 1, 2022, and June 30, 2023. Standards were developed by the TDCB and the CTC and have been presented in the 2022-2026 TDSP. The following five categories were used to evaluate the performance of the CTC. The performance measures evaluate 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.

**Table 3-1: Hillsborough CTC 2023 Evaluation Results and Historical Performance**

Performance Criteria	2021 TDSP Standard	2023	2022	2021	2020	2019
<b>Reliability</b>						
On-Time Performance	90% of trips are not late	90.99%	89.78%	93.25%	94.14%	91.03%
Travel Time	95% time in van <90 minutes	98.83%	99.57%	99.85%	96.55%	95.79%
Road Calls	<7 road calls per 100,000 vehicle miles traveled	0.75	1.00	6.64	5.43	6.60
<b>Service Effectiveness</b>						
Trips per Capita <sup>1</sup>	>0.5 trips per capita annually	0.52	0.47	0.28	0.45	0.58
<b>Service Efficiency</b>						
Cost per Trip <sup>2</sup>	<\$28.22 per trip	\$15.25	\$16.49	\$14.02	\$10.83	\$10.22
Trips per Revenue Hour	>2 trips per revenue hour	1.46	1.25	1.19	2.03	2.51
<b>Service Availability</b>						
Vehicles Available <sup>1</sup>	>5 vehicles per 100,000 persons	18.01	19.86	22.22	21.25	21.91
Percentage of Denials <sup>3</sup>	<2.5% of requests denied	0.02%	0.02%	0.04%	0.05%	0.24%
Call-Hold Times (Minutes: Seconds)	< 4 minutes	0:26	0:51	0:43	2:09	2:22
<b>Safety</b>						
Accidents <sup>4</sup>	< 1.2 chargeable accidents per 100,000 vehicles miles traveled	0.21	0.90	0.85	0.49	0.43
<b>User Input</b>						
Complaints	<2 per 1,000 trips	0.21	0.47	0.43	0.30	0.34

<sup>1</sup>Includes entire coordinated system

<sup>2</sup>Includes Sunshine Line and Bus Pass program based on 2022 APR statewide annual median cost per trip. Bus Pass trips calculated separate from AOR methodology.

<sup>3</sup>Not an indication of unmet needs

<sup>4</sup>Sunshine Line trips only

## 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% 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, the result meets the standard at 90.99%.

### 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. All Sunshine Line trips from July 2022 through June 2023 were analyzed. Approximately 98.83% of all trips met the travel time standard; therefore, the standard has been met.

### 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 2023 evaluation period, 7 total road calls were reported. The total vehicle miles traveled during the reporting period was 938,840 miles, resulting in 0.75 road call per 100,000 miles traveled. This is a decrease from the previous evaluation period and is in line with a declining trend through recent evaluation years. It should be noted that Sunshine Line’s response to road calls in the past has been immediate, and no complaints have been received from riders regarding response time.

## 3.2 Service Effectiveness

Effectiveness determines how well the program provides 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 12 agencies that provide TD services in Hillsborough County in coordination with the CTC. The total number of trips provided by all 12 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 2022 county-wide population was estimated to be 1,520,529. The total number of system-wide trips provided by the agencies during the evaluation period was 783,414 and was calculated using the standard bus pass trip rate. Therefore, the program

provided 0.52 trips per capita. This means that the Annual Trips per Capita standard was met for the first time since before the COVID-19 pandemic.

### 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 can 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 \$28.22, as derived by calculating the average cost per trip for all Florida counties in the 2022 CTD APR. The total program cost for the CTC's 2023 evaluation period was \$8,015,377. The total number of trips for the door-to-door service and bus passes was 525,654, calculated using the adjusted bus pass trip rate (42 trips per 31-day pass, 10 trips per ADA pass, 2 trips per 1-day pass). The coordinator provided each trip at an average cost of \$15.25, meaning that the 2023 Cost per Trip standard was met.

#### 3.3.2 Trips per Revenue Hour

This standard requires the coordinator to provide no fewer than two door-to-door trips per revenue hour. Over the 2023 evaluation period, Sunshine Line provided 1.46 trips per revenue hour, meaning that the standard was not met for the third year in a row. However, it should be noted that this standard has historically been met pre-COVID and the total trips per revenue hour have been on an upward trend since 2022. Another factor affecting trips per revenue hour is the industry-wide driver shortage; having less drivers available can affect an agency's ability to provide trips efficiently. Sunshine Line is currently taking steps to bring driver capacity back to pre-COVID levels.

### 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 2021 TDSP states that the CTC will provide no fewer than 5 vehicles per 100,000 residents system wide. According to BEBR, the 2022 county-wide population was 1,520,529. There were 274 vehicles total (for all supporting agencies including Sunshine Line); therefore, the program averaged 18.01 vehicles per 100,000 residents, indicating that the 2023 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 76,292 requests made for door-to-door service. Of the total requests, 21, or approximately 0.02%, were denied. This result indicates that the percentage of denials standard was met and was a continued 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 2021 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 26 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 2021 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 2023 evaluation period, there were a total of 2 chargeable accidents. This is equivalent to 0.21 accidents per 100,000 vehicle miles, meeting the established standard.

## **3.6 User Input**

### **3.6.1 Complaints**

The 2021 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 3.3 of the 2021 TDSP. During the evaluation period, 19 complaints were received related to Sunshine Line service delivery. This meets the Complaints standard at 0.21 complaints per 1,000 trips.

## 4.0 Customer Survey

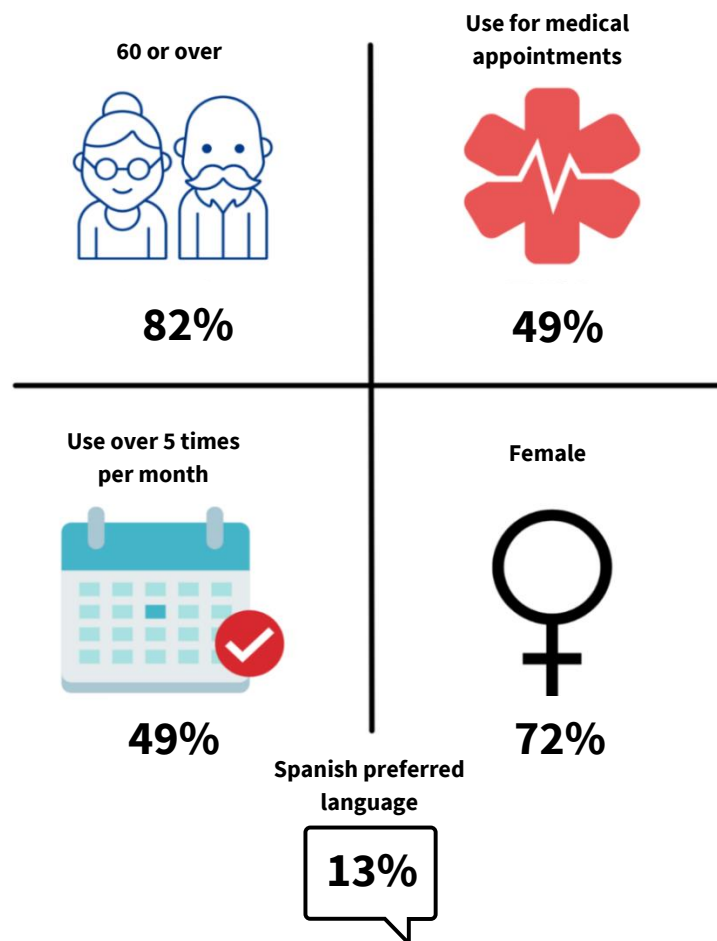
As an additional means to determine whether the TD services in the County are meeting customer needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. The TDCB’s Evaluation Subcommittee develops two customer satisfaction surveys and administers them to existing 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 July 2023.

### 4.1 Door-to-door Transportation Customer Survey

In July 2023, 615 surveys were mailed out to Sunshine Line door-to-door customers and 263 surveys were completed and returned (43%). Figure 4-1 depicts a profile of the average Sunshine Line customer based on the survey results. For comparison, the 2020 Census estimates that 51.1% of the county is Female, 14.5% are over the age of 65, and 29.6% speak a language other than English at home.

**Figure 4-1: Sunshine Line Survey Respondent Profile**



The percentage of positive results for each of the service rating questions is shown in Table 4-1 and is compared to survey results from the previous four years of surveys. Responses were considered positive if the respondent answered “Agree” or “Strongly Agree.”

In addition to the results from the current evaluation, results from the past four evaluation years have been included to show the historical trend. The door-to-door user survey results suggest that satisfaction with the service has remained very high since the 2019 evaluation year. The full door-to-door survey results summary can be found in Appendix B.

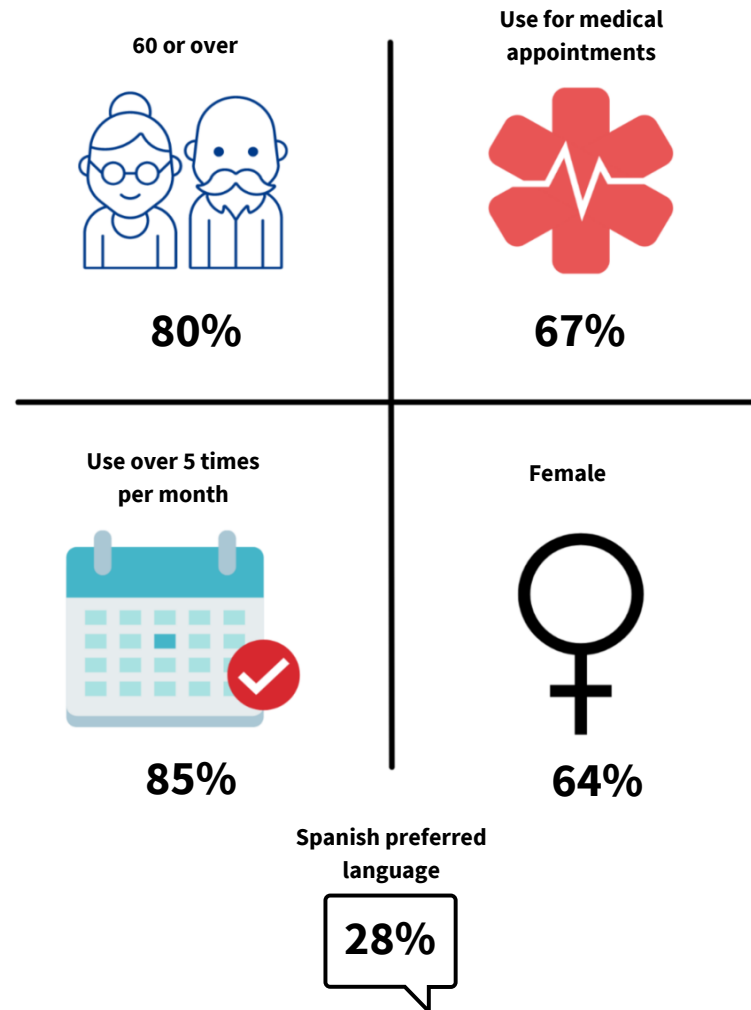
**Table 4-1: 2023 and Historical Sunshine line Door-to-Door Survey Results**

Question	% Change 2022-2023	2023	2022	2021	2020	2019
<b>Vehicles</b>						
Vehicles are clean	-1%	99%	100%	100%	99%	99%
Vehicles are free of litter	-1%	99%	100%	100%	99%	99%
Vehicles are kept in safe condition	-1%	99%	100%	99%	99%	99%
Equipment works well	-1%	98%	99%	100%	98%	98%
<b>Drivers</b>						
Drivers are courteous	-1%	99%	100%	99%	99%	99%
Drivers practice safe driving	+1%	100%	99%	100%	100%	100%
Drivers know how to help people with different disabilities	-1%	98%	99%	99%	98%	99%
Drivers correctly use equipment	-1%	99%	100%	100%	100%	100%
<b>Reservations</b>						
Telephone calls are answered promptly	+2%	98%	96%	97%	98%	90%
Reservationists are courteous	-	98%	98%	99%	99%	98%
Reservationists are helpful	+2%	100%	98%	99%	98%	97%
Trip information is accurately recorded	+1%	98%	97%	98%	98%	95%
The automated system is helpful	-1%	93%	94%	96%	97%	90%
I am satisfied with the reservation process	-3%	95%	98%	97%	97%	94%
<b>Trips</b>						
I am picked up on time	-2%	94%	96%	94%	93%	92%
I am dropped off on time	-1%	96%	97%	97%	96%	95%
I am dropped off at the correct location	-	100%	100%	100%	100%	99%
Length of travel time is reasonable	-3%	96%	99%	100%	98%	97%
<b>Service</b>						
Problems are solved quickly	-1%	96%	97%	96%	94%	95%
Complaints are handled in a satisfactory manner	+1%	93%	92%	93%	95%	93%
Service has improved or stayed the same	-	96%	96%	99%	97%	97%
Overall, I am satisfied with the service	+2%	99%	97%	99%	99%	98%
Service improves my independence	+2%	100%	98%	100%	98%	99%
Service improves my quality of life	+1%	100%	99%	100%	99%	99%

## 4.2 HART Bus Pass Program Customer Survey

In July 2023, 1,124 surveys were mailed out to Bus Pass customers and 452 surveys were completed and returned (40%). Figure 4-2 depicts a profile of the average Bus Pass customer based on the survey results. For comparison, the 2020 Census website estimates that 51.1% of the county is Female, 14.5% are over the age of 65, and 29.6% speak a language other than English at home.

**Figure 4-2: Bus Pass Survey Respondent Profile**



In addition to the results from the current evaluation, Table 4-2 also depicts results from the past four evaluation years to show the historical trend. 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 B.

**Table 4-2: 2023 and Historical Bus Pass User Survey Results**

Question	% Change 2022-2023	2023	2022	2021	2020	2019
<b>Vehicles</b>						
Vehicles are clean	+3%	96%	93%	88%	92%	90%
Vehicles are free of litter	+4%	90%	86%	84%	85%	85%
Vehicles are kept in safe condition	-1%	95%	96%	94%	96%	93%
Equipment works well	-	94%	94%	96%	94%	94%
<b>Drivers</b>						
Drivers are courteous	-	89%	89%	89%	89%	88%
Drivers practice safe driving	+5%	100%	95%	95%	96%	94%
Drivers know how to help people with different disabilities	+1%	94%	93%	94%	92%	91%
Drivers correctly use equipment	-	97%	97%	97%	97%	97%
<b>Service</b>						
Complaints are handled in a satisfactory manner	+2%	87%	85%	84%	88%	85%
Transit services have improved or stayed the same	-2%	84%	86%	-	-	-
I am satisfied with the use of bus passes for transportation	-2%	96%	98%	98%	98%	98%
Service improves my independence	-	98%	98%	99%	98%	98%
Service improves my quality of life	-	98%	98%	97%	97%	97%

## 5.0 Responses to the 2022 CTC Evaluation Recommendations

The following recommendations were made by the TDCB following the 2017 evaluation of the CTC. Steps taken to address each of the recommendations are included below.

1. Continue to work toward restoring service to pre-COVID levels.  
*Response: The trips provided to TD customers have increased significantly since COVID interrupted transit services in 2020 and 2021. The trips provided in 2023 systemwide increased by 100% since 2021 and trips provided by Sunshine Line only have also increased by 115%.*
2. Fulfill customer requests to reinstate Saturday service.  
*Response: Sunshine Line has looked at data regarding weekend trips provided by the service previously and by intercounty trips provided by TD Tampa Bay and found that offering Saturday service may not be cost effective at this time. This recommendation has been revised and carried over to the 2023 recommendations.*

## 6.0 2023 CTC Evaluation Recommendations

The performance evaluation and customer survey results show that Sunshine Line continues to operate at a high level, indicating that there is little to improve upon. The following recommendations have been made based on the FY22-23 CTC Evaluation and discussions with Sunshine Line staff:

1. Explore ways to efficiently offer expanded evening and weekend service.
2. Restore driver capacity to pre-COVID levels and maintain drivers at 95% capacity or greater.
3. Successfully implement new scheduling software and offer customers the option to submit TD applications online.

## Appendix A: 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 programming 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

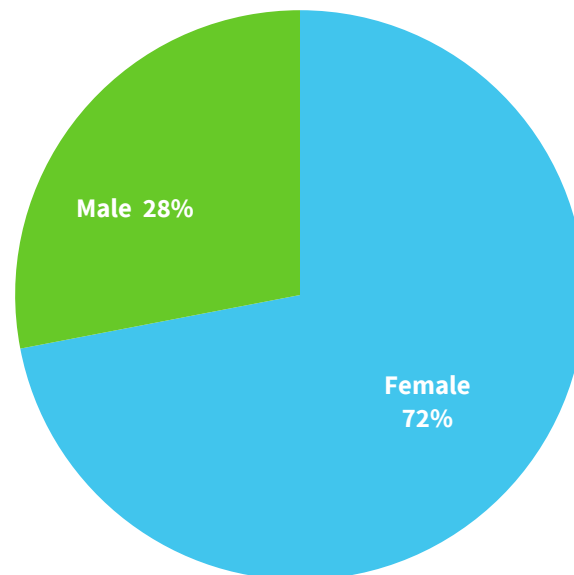
#### 2023 Door-to-Door Customer Survey Results

Surveys were mailed out to Sunshine Line customers in July 2023. The Survey consisted of 11 questions regarding customer demographics and riding habits, in addition to questions asking clients to rate various aspects of the service. The survey also allowed for comments. Out of the 615 surveys distributed, a total of 263 surveys were completed and returned. A summary of the responses is presented below.

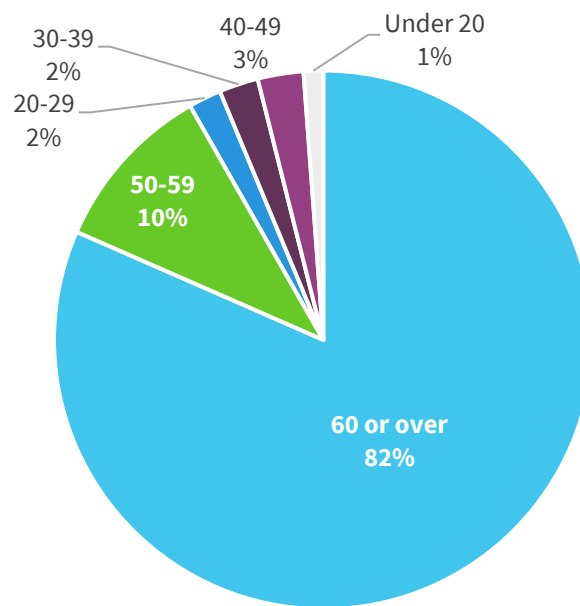
#### DEMOGRAPHICS

The first three survey questions asked for the customers gender, age, and race. Figure B-1 shows that a majority (72%) of respondents are female. Figure B-2 shows that 82 percent of respondents are age 60 or over. Figure B-3 shows that nearly half (45%) of respondents are white (non-Hispanic), followed by African American (24%) and Hispanic (22%).

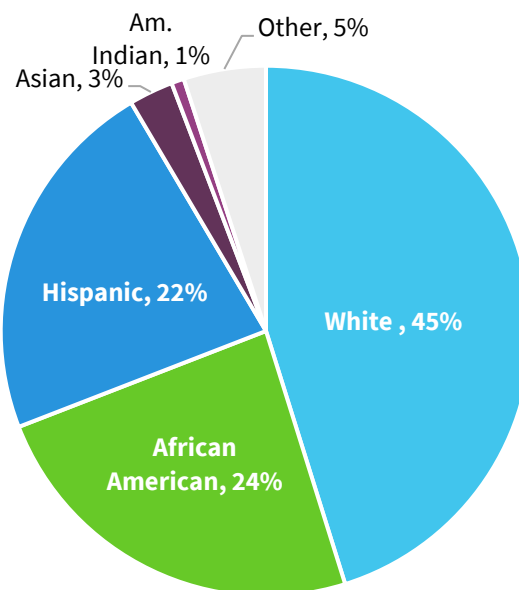
**Figure B-1: My Gender is:**



**Figure B-2: My Age is:**



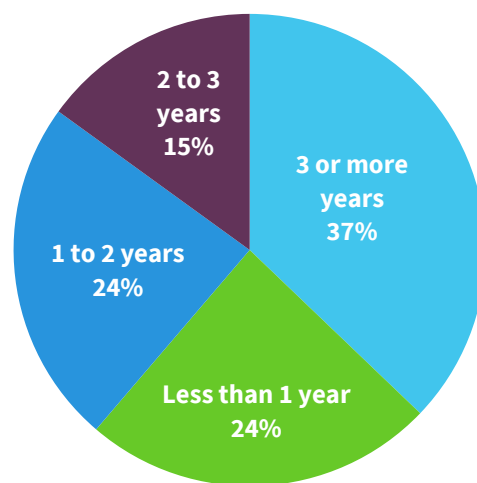
**Figure B-3: My Race is:**



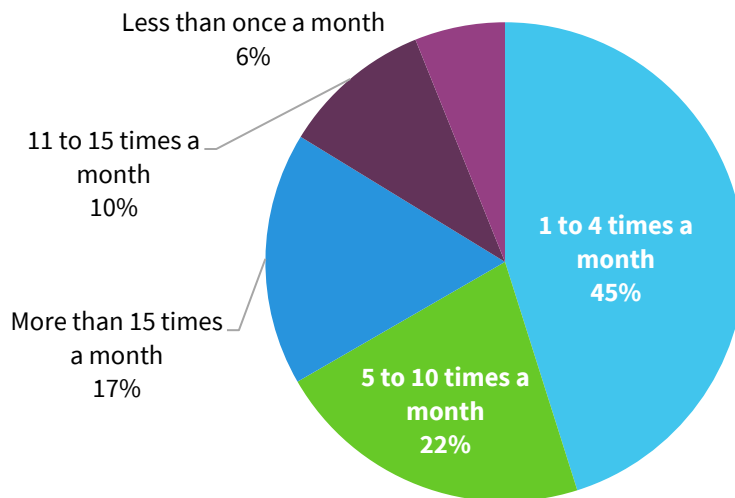
## CUSTOMER TRIP CHARACTERISTICS

The following two questions ask about service use across time. Respondents were asked how many years they have been using Sunshine Line door-to-door service. More than one-third, or 37 percent, of customers who responded said that they have been using the service for 3 or more years, while (24%) of customers responded that they have used the service for less than 1 year. The complete results are shown in Figure B-4. Figure B-5 shows that (45%) of customers use the Sunshine Line one to four times per month, while (22%) use it five to ten times per month.

**Figure B-4: I have used Sunshine Line door-to-door service for:**

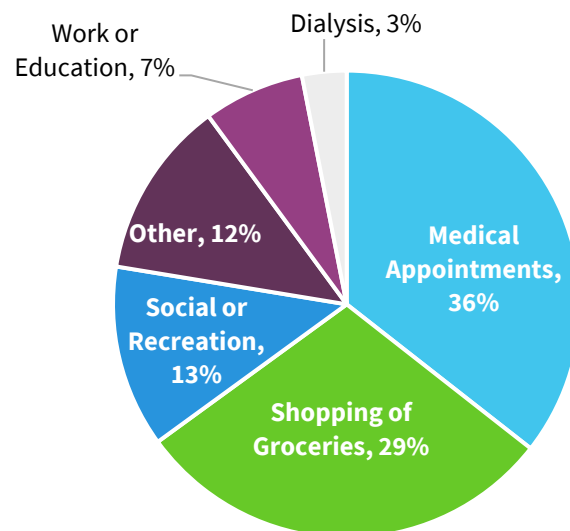


**Figure B-5: I use door to door transportation service:**

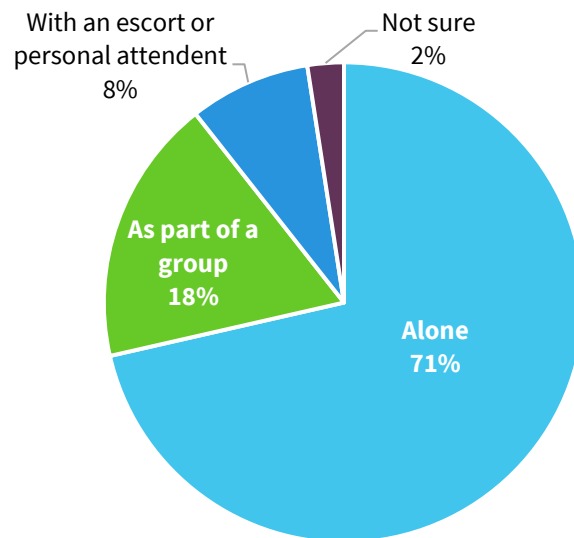


The next three questions asked customers about their trip purpose and accessibility. Figure B-6 shows that 36 percent of customers use the Sunshine Line to get to medical appointments and 30 percent use the service to shop for groceries, while Figure B-7 shows that 71 percent of customers travel alone, and 18 percent travel in a group. Figure B-8 shows that 21% of customers use a lift to get on the vehicle. Detailed responses to these questions are recorded in Figures B-6 through B-8.

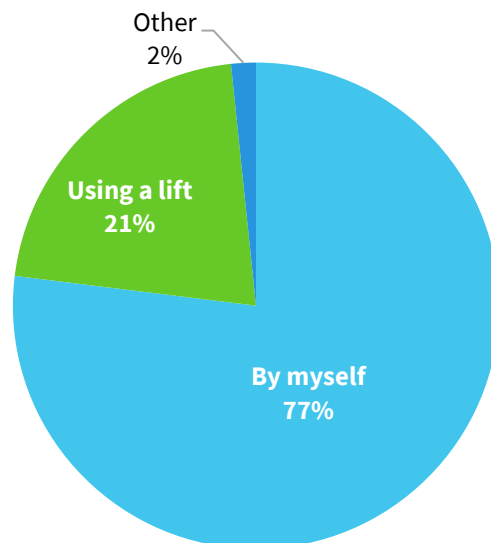
**Figure B-6: I have used door to door service for the following:**



**Figure B-7: Most of the time I travel:**



**Figure B-8: Most of the time I get on the vehicle:**



When asked about how they would prefer to make reservations, most respondents (93%) said that they would rather call by phone, while the remaining respondents said they would prefer to make a reservation through a website or a phone application at 4 percent and 3 percent, respectively. These results are displayed in Figure B-9.

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

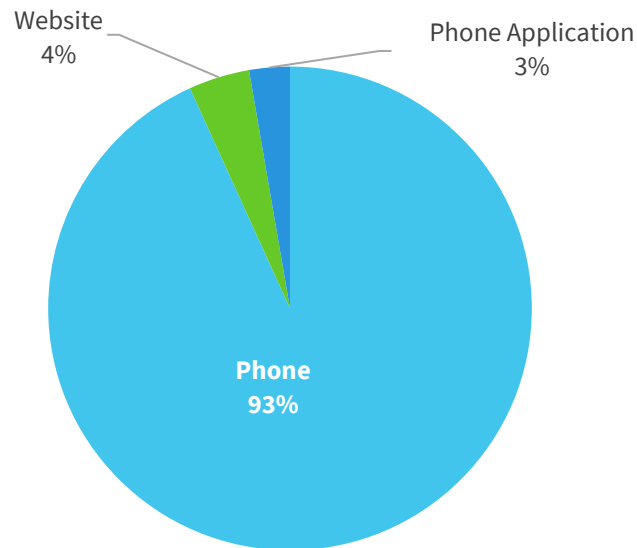


Figure B-10 shows that 90 percent of respondents feel that when they need transportation, it is readily available for them.

**Figure B-10: When I need transportation to go somewhere, it is available.**

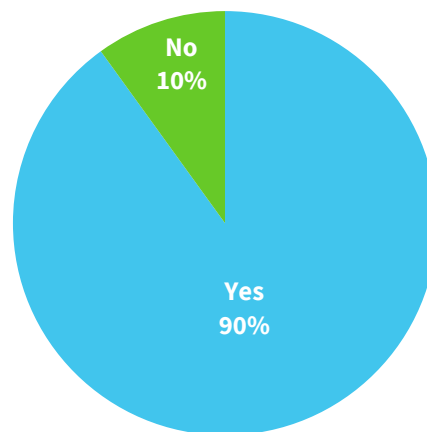
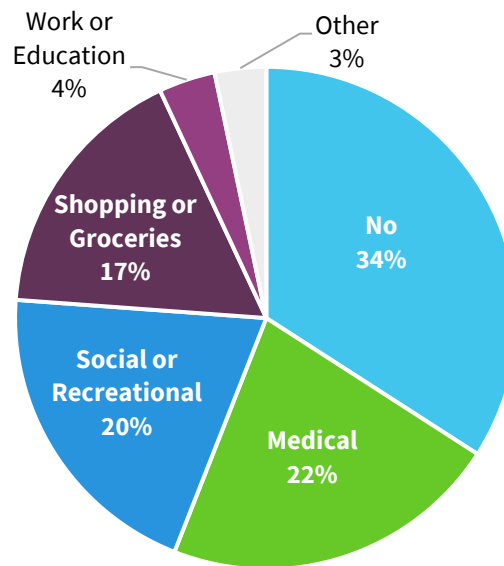


Figure B-11 shows that if provided transportation to other counties, approximately a third would not travel to Pasco or Pinellas, while the rest would most likely go for medical (22%), social (20%), or shopping purposes (17%).

**Figure B-11: Would you or your family go to Pasco and Pinellas County if you had transportation for:**



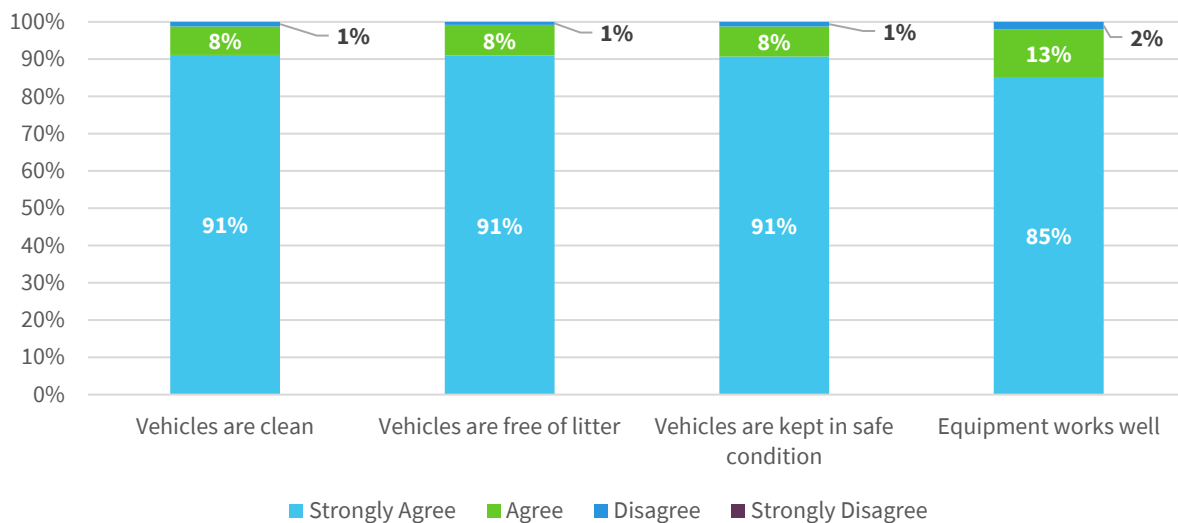
## SERVICE RATING

The remainder 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 B-12 through B-18.

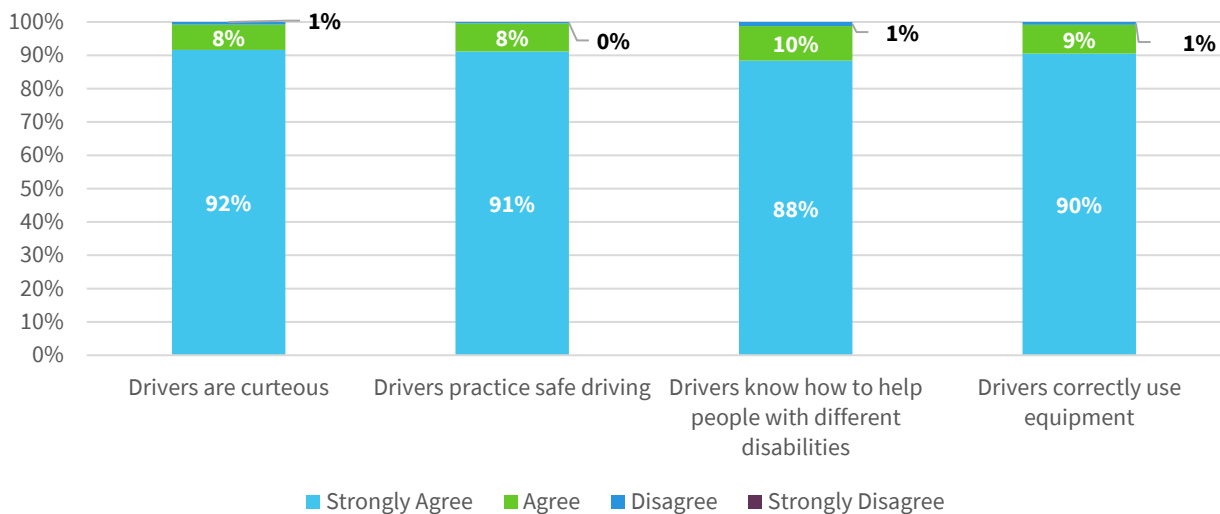
Figure B-12 shows that almost all respondents agree the vehicles are clean, free of litter, in safe condition, and that the equipment works well. Additionally, Figure B-13 shows respondents agree that drivers are courteous, they practice safe driving, they know how to help people with different disabilities, and they correctly use equipment.



**Figure B-12: Vehicles**

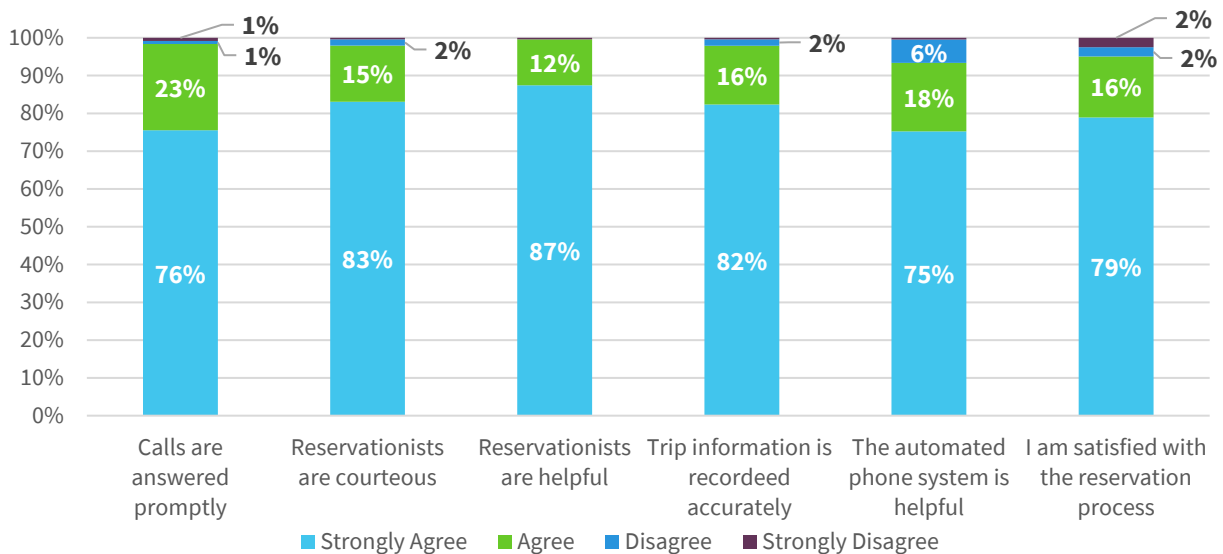


**Figure B-13: Drivers**



Regarding Sunshine Line reservations, Figure B-14 shows that overall, only 4 percent of respondents are dissatisfied with the reservations process. One area that received the most negative feedback was that some respondents disagreed on whether the automated phone system is helpful (6% of respondents were dissatisfied).

**Figure B-14: Reservations**



As shown in Figure B-15, five percent of customers think pick-up times could be improved, and four percent of customers think drop off times could be improved. The vast majority (97%) of customers agree that the length of their travel times is reasonable.

**Figure B-15: Trips**

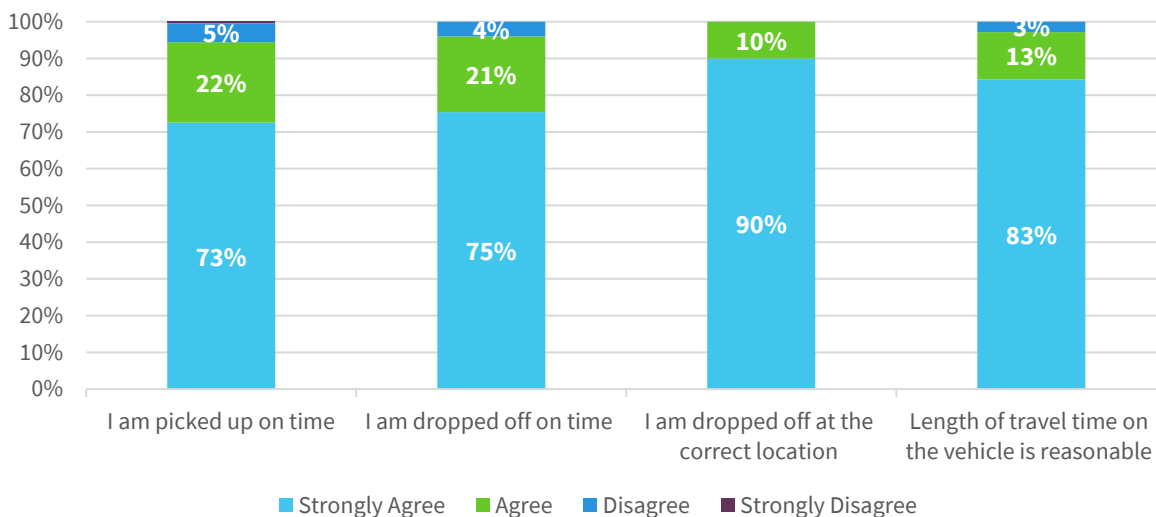


Figure B-16 shows that only three percent of respondents disagree that problems are resolved quickly and only 6 percent disagree that complaints are handled in a satisfactory manner.

**Figure B-16: Service**

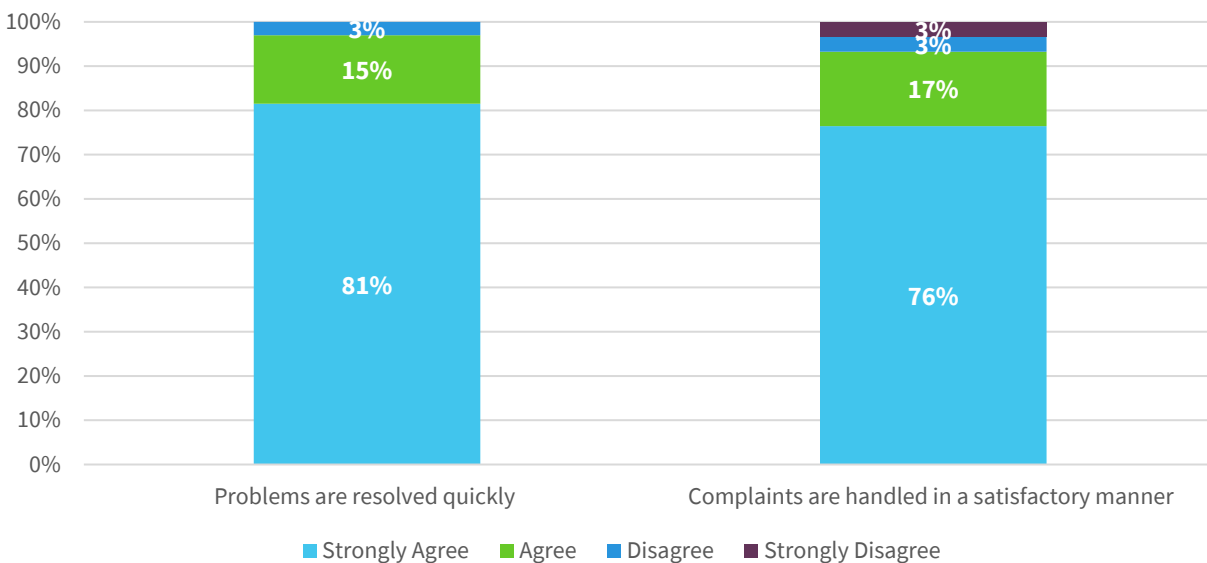
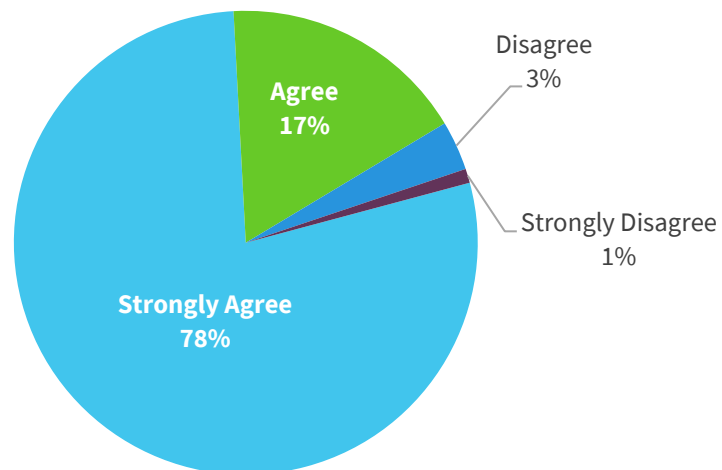


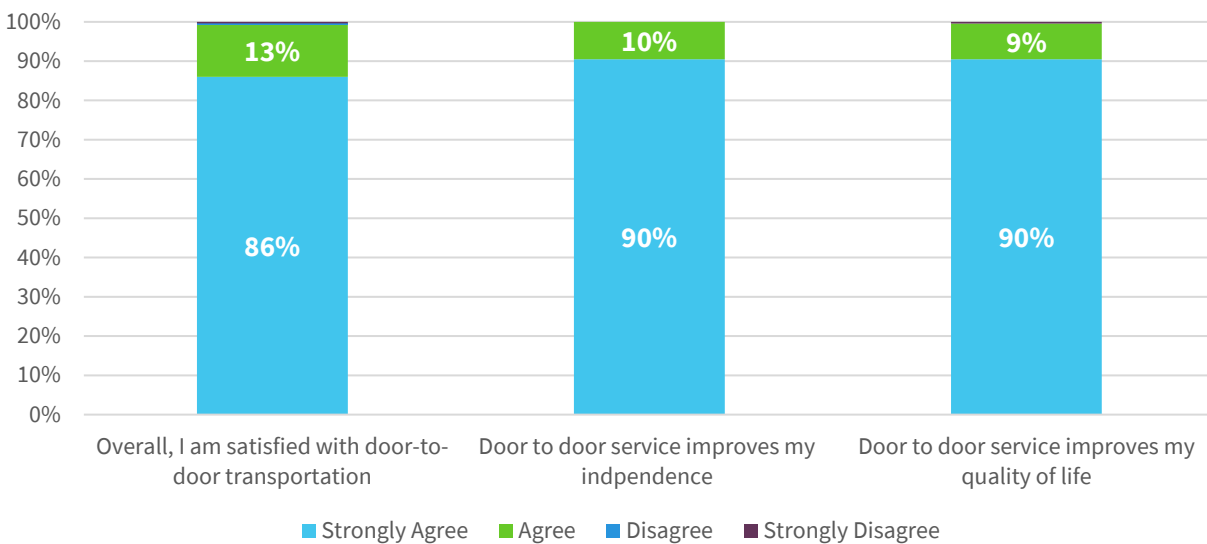
Figure B-17 shows that 95 percent of customers agree that their door-to-door transportation service experience has stayed the same or improved.

**Figure B-17: Over the past year, door to door transportation services have stayed the same or improved.**



Overall, Figure B-18 shows that 99% of respondents have been satisfied with the door-to-door transportation service. A similarly significant proportion of respondents also agreed that the service improves their independence and quality of life.

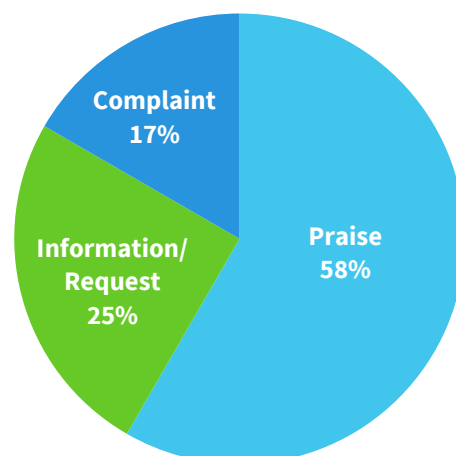
**Figure B-18: Overall Rating**



**COMMENTS**

Of the 263 surveys completed, 84 comments were received. Each comment was categorized as either Praise, Complaint, or Information/Request. Figure B-19 shows that 17 percent of the comments collected were complaints, which is proportional to survey results from previous years. Further distribution of the comment categories is shown below. 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 B-19: Summary of Comments**



Based on the three categories of praise, complaint, and information/request, a summary of recurring themes and counts of comments related to each are provided below. All respondent comments can be found in Table B-1.

### **Praise:**

1. **Service Appreciation:** Passengers overwhelmingly express gratitude and satisfaction for the Sunshine Line service, often praising drivers and staff for their kindness and effectiveness.
2. **Driver Compliments:** Several passengers specifically commend individual drivers for exceptional service, while others highlight the program's significance in their lives.
3. **Program Effectiveness:** Passengers highlight the program's positive impact on their lives.

### **Complaint:**

1. **Service Quality:** Passengers express concerns about service quality, including punctuality issues.
2. **Pickup Time:** Passengers raise frustrations about lengthy pickup wait times.
  - Long pickup wait times (e.g., "90 minutes is too long to be waiting.")
3. **Driver Behavior:** A minority of passengers mention driver behavior concerns, such as a lack of assistance with heavy bags.
  - Mention of driver behavior issues (e.g., "Step up on the buses can be hard with heavy shopping bags, drivers did not help me with my bags.")
4. **Cleanliness:** A few passengers mention cleanliness issues on buses, although these are relatively minor.

### **Information/Request:**

1. **Scheduling:** Passengers request changes in scheduling procedures, such as reducing the advance notice required for bookings.
  - Request for changes in scheduling (e.g., "Should have 1-day reservation instead of 2-day")
2. **Service Expansion:** Some passengers request the expansion of services, including Saturday service.
  - Request for service expansion (e.g., "Implement Saturday service.")
3. **Specific Trip Requests:** A few passengers make specific trip requests, including requests for trips to particular destinations.
  - Specific trip requests (e.g., "Requesting a 22-mile ride to Tampa for Halal meat and produce.")

4. **Pickup Time:** Some passengers question pickup time requirements, expressing a desire for shorter wait times.
- Questioning pickup time requirements (e.g., "Why do I have to stay for at least 90 minutes if the location is close.")

**Table B-1: Door to Door Survey Comments**

Survey ID	Comments	Comment Type
3	I am thankful for rides and kind drivers.	Praise
4	Very great service.	Praise
6	Service could be better for blind.	Complaint
11	I have no problems and am very grateful when able to use the services.	Praise
12	All is well.	Praise
15	When I am picked up early there is not adjustment to return time.	Complaint
16	It would be good to be able to call in for next day appointments.	Information/Request
19	Thank you for the service, for me it is a life saver.	Praise
20	Keep up the great job, this service has been great for me working in various clinics.	Praise
22	I would like to go for lunch sometimes.	Information/Request
24	Great service, great year. Would love to see automated scheduling.	Praise
25	Service is excellent.	Praise
27	I give the service a 10 in all depts, thank you so much.	Praise
30	Step up on the buses can be hard with heavy shopping bags, drivers did not help me with my bags and did not put the lift down at the Jewish Center Towers door.	Complaint
32	Eddie the driver is the best.	Praise
37	We are grateful for this service.	Praise
38	Can you reserve trips monthly? Online instead of phone.	Information/Request
47	Satisfied.	Praise
49	Would like the 1 and 1/2 hour requirement prior to pick up to be shorter.	Information/Request
52	Grateful for this service which helps me get around.	Praise
56	Would use more if I did not have a car.	Information/Request
57	Implement Saturday service.	Information/Request
59	Greatly appreciated - needed service.	Praise
60	Transportation was often late.	Complaint
61	Happy with the service.	Praise
62	Thankful for service.	Praise
65	I would like to not have to schedule rides so far in advance- same day would be good.	Information/Request
66	Holiday and weekend schedule should be expanded.	Information/Request

69	Use of service for recreation.	Information/Request
77	Need a senior center in our area.	Information/Request
86	Pick up time has become too early.	Complaint
88	Praise to all staff and drivers - especially Maggie.	Praise
89	You are the best.	Praise
91	All of my drivers are awesome, kind and courteous.	Praise
98	If we go to stores for shopping for food should be at least every 3 weeks.	Information/Request
104	A blessing to be independent.	Praise
105	Need more drivers and buses - stop accepting people when you cannot service current group.	Complaint
108	Requesting a 22-mile ride to Tampa for Halal meat and produce.	Information/Request
112	Would like to use 3-4 times per week.	Information/Request
113	Life saver of a service.	Praise
116	University area driver is great.	Praise
124	Why do I have to stay for at least 90 minutes if the location is close?	Information/Request
126	So grateful, thank you.	Praise
130	A phone app to show arrival time would be helpful.	Information/Request
149	Nothing ever gets better from this annual survey.	Complaint
158	Would like to take trips on Friday.	Information/Request
161	Satisfied and thankful for the service.	Praise
163	Excellent Professional work overall.	Praise
164	Excellent work.	Praise
165	You are wonderful. The evening/weekend with PSTA was a total waste of energy & time.	Complaint
168	Very satisfied with the service.	Praise
171	Excellent Service.	Praise
172	All your personnel are well educated and very courteous; so far all the drivers are incredible and very nice.	Praise
178	Happy with service.	Praise
180	I am very grateful to be able to get sunshine to pick me up.	Praise
181	Some of the drivers need to clean the buses. Very dirty but others are. I enjoy my ride, thanks for the service.	Complaint
188	I feel 1 1/2 hours for pick up is too long, 1 hour is better.	Complaint
189	Excellent service for the elderly.	Praise
190	Juanito, Efrai, Joseph, and Gerald are the best.	Praise
196	Every driver is very nice.	Praise
201	I would like to have more information about the service.	Information/Request
202	Great job all around.	Praise
205	I am very happy with Sunshine Line.	Praise
206	Your drivers are excellent - friendly, courteous, and very happy.	Praise
207	I am very happy with Sunshine Line.	Praise
208	Return Saturday schedule.	Information/Request

209	Should only have 1 day reservation instead of 2 day.	Information/Request
219	Drivers are always there to help me.	Praise
220	I suggest to be picked up at 30 minutes instead of an hour and a half, takes too long to go shopping and get home.	Complaint
222	I feel safe, comfortable and the drivers do an amazing job at customer service.	Praise
224	Rides to shooting should be allowed.	Information/Request
225	To Brandon Center; too many different drivers!!	Complaint
226	Sometimes I must cancel a ride and everyone is very understanding.	Praise
231	My husband and I appreciate your services.	Praise
232	Thank you for your good customer service and safety.	Praise
234	Thank you.	Praise
239	I might use rides to other county; I might use Weekend/Saturday Rides.	Information/Request
240	I'm very happy with the program, it helps me attend doctors' appointments.	Praise
241	Thank you, a lot, for your help.	Praise
243	I am very satisfied and urge you to continue with the good service.	Praise
244	90 minutes is too long to be waiting.	Complaint
250	All the drivers should get recognized and get raises.	Praise
253	Waiting pick-up time should not be more than 1 hour.	Complaint
257	Very happy with the service!! Everybody gets 5 gold stars.	Praise



## Hillsborough County Bus Pass Program

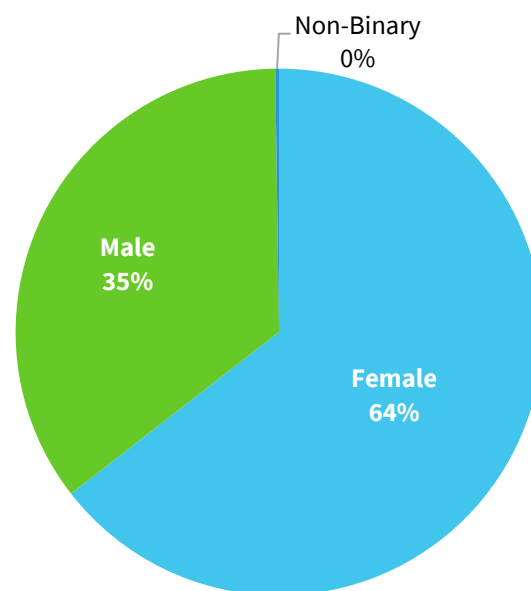
### 2023 Customer Survey Results

A survey of HART Bus Pass customers was conducted in July 2023. The survey consisted of 11 questions regarding customer demographic characteristics and riding habits, and an additional 3 questions asked respondents to rate aspects of the service. The survey also allowed for comments. A total of 452 surveys out of the 1,124 mailed out to customers were completed and returned. A summary of the survey responses is presented below.

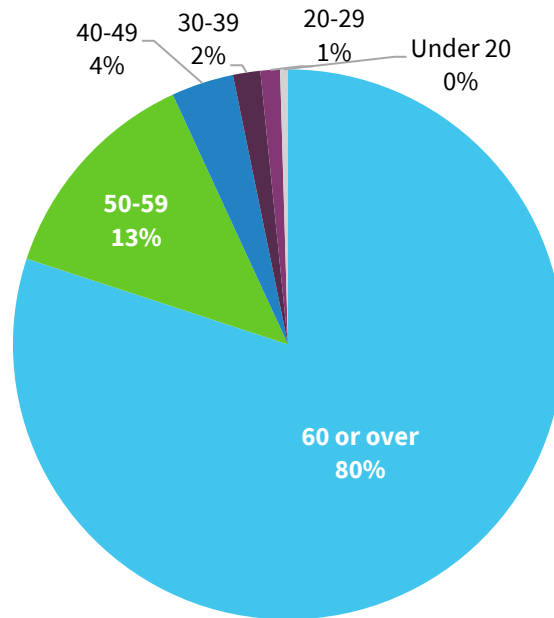
#### DEMOGRAPHICS

The first three survey questions asked for the customers gender, age, and race. Figure B-20 shows that a majority (64%) of respondents are female. Figure B-21 shows that 80 percent of respondents are age 60 or over, and Figure B-22 shows that 38 percent of respondents are African American or black and another 35 percent of respondents are Hispanic or Latino.

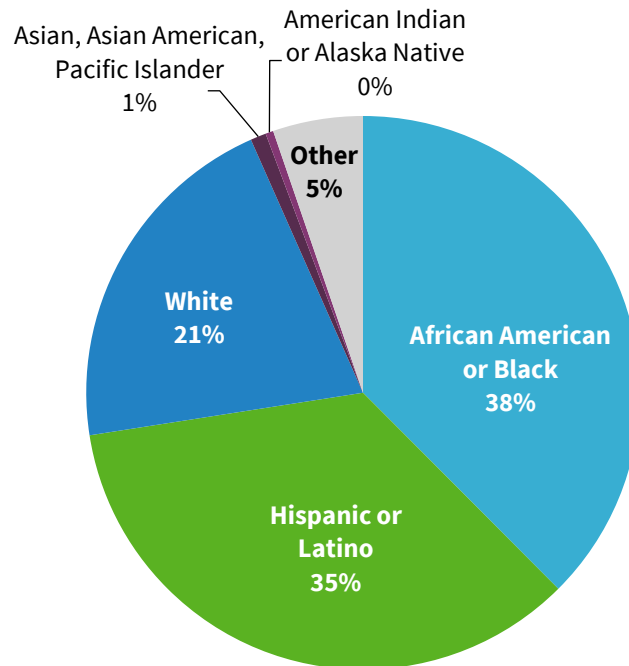
**Figure B-20: My Gender is:**



**Figure B-21: My Age is:**



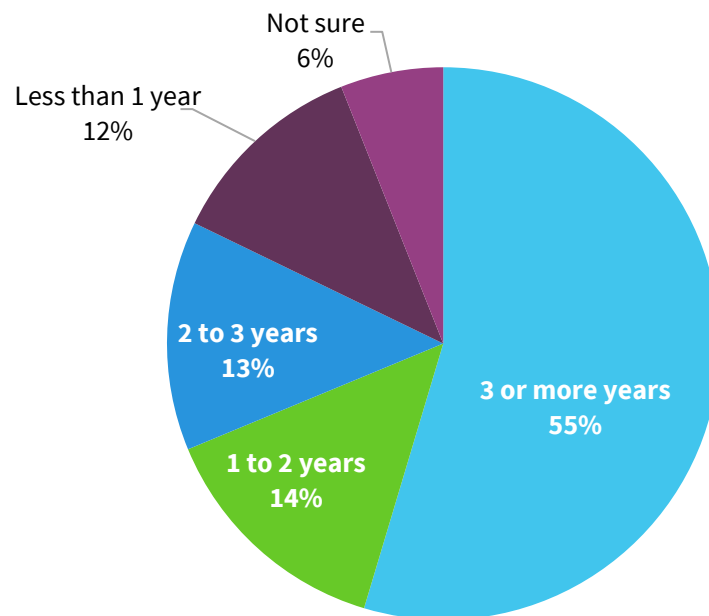
**Figure B-22: My Race is:**



## CUSTOMER TRIP CHARACTERISTICS

Figures B-23 through B-30 show results for questions pertaining to how customers typically use their bus pass. Respondents were asked how many years they have used a bus pass. Figure B-23 shows that 55 percent of all the respondents have used a bus pass for more than 3 years.

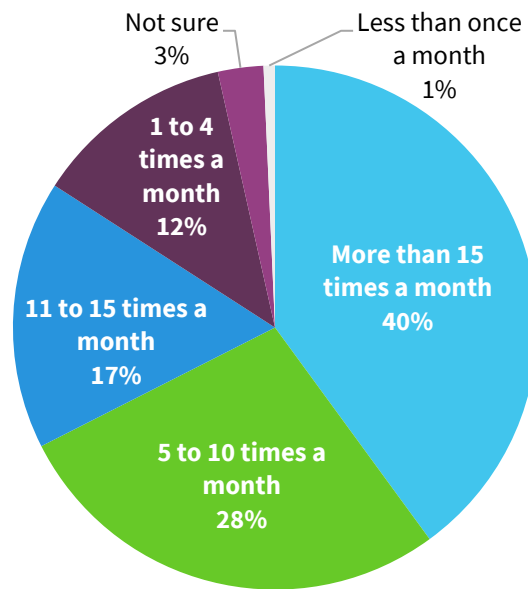
**Figure B-20: I have used Hillsborough County’s Bus Pass Program for utilizing HART busses:**



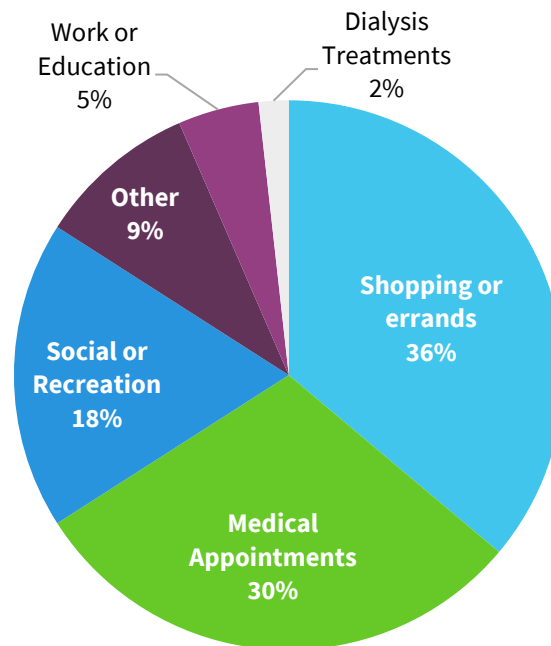
The next three questions asked customers how often they use the bus pass, what trip purpose they used the bus pass, or which service they used the bus pass for. Regarding the frequency of their bus pass use, 40 percent of the respondents reported using the bus pass service more than 15 times per month; these results are summarized in Figure B-24.

Figure B-25 shows that the majority of respondents said that they have used the passes for shopping or recreation (36%) and medical appointments (30%). Figure B-26 shows that 62 percent of customers use their bus passes on HART Local Service.

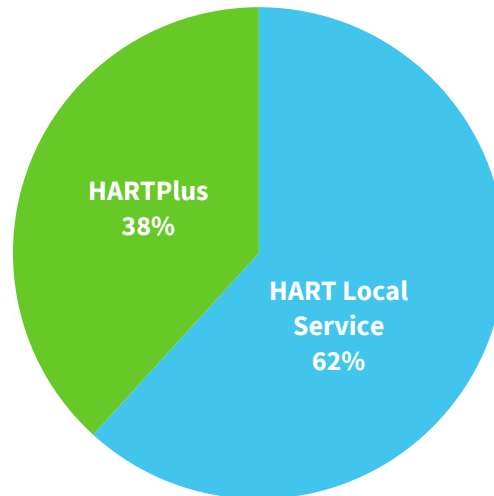
**Figure B-21: I use my bus pass:**



**Figure B-22: I have used bus pass transportation for the following:**



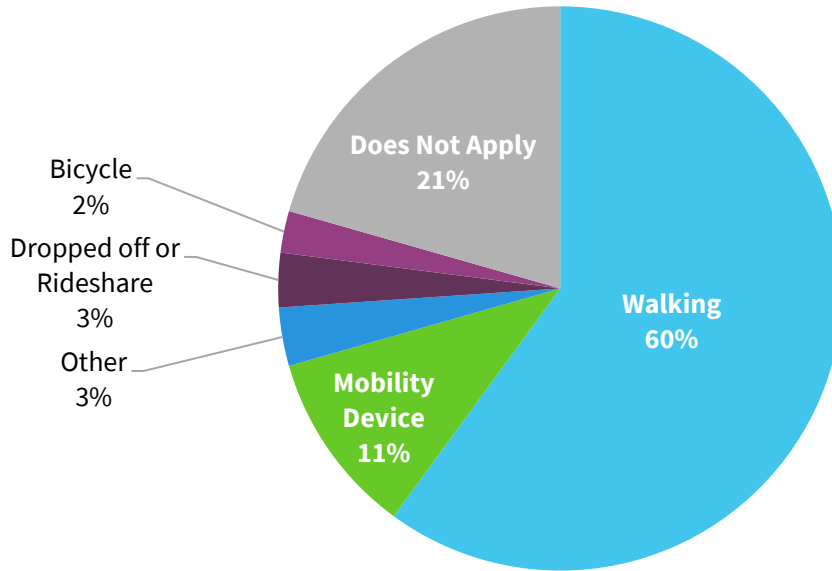
**Figure B-23: Most of the time my bus passes are used on:**



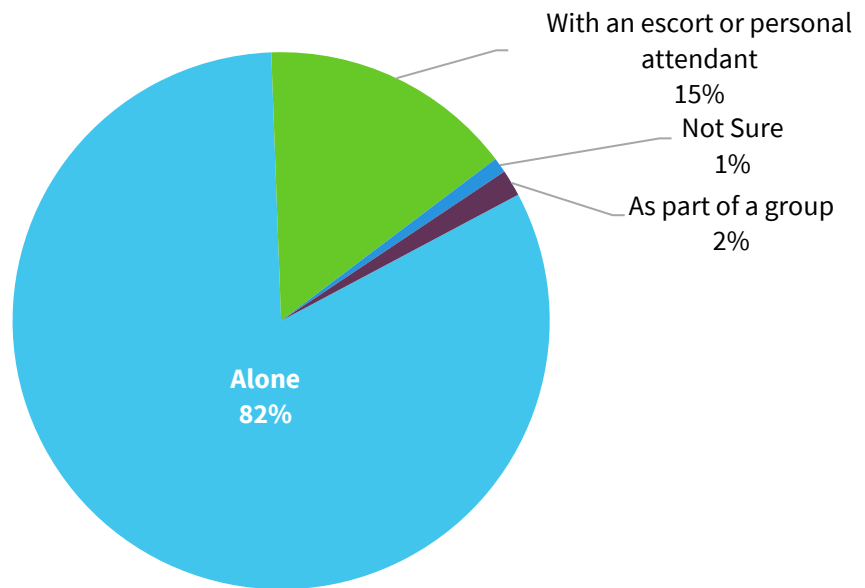
The next three questions measure the individual customers' access to services, by asking how they get to the bus stops, with whom they travel with, and what kind of additional assistance they require to access services.

Figure B-27 shows that 60 percent of customers get to the bus stops by walking, and Figure B-28 shows that 82 percent of customers travel alone. Figure B-29 indicates that while most customers are able to access services by their own means, about a quarter of customers still require a lift to get on the vehicle.

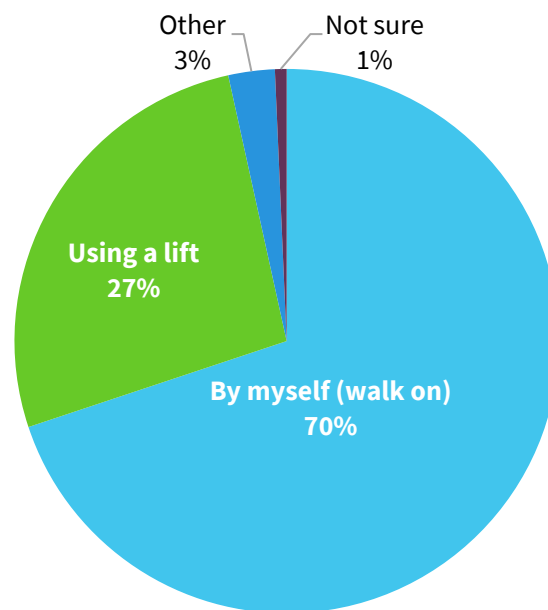
**Figure B-24: Most of the time I get to the bus stop by:**



**Figure B-25: Most of the time I travel:**

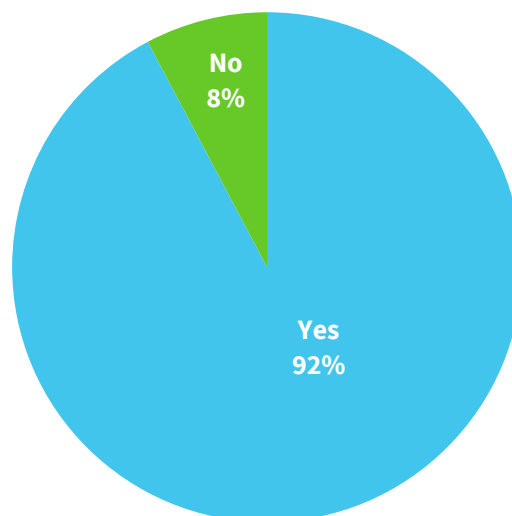


**Figure B-26: Most of the time when I get on the vehicle:**



The majority of respondents reported that most of the time when customers need transportation to go somewhere, it is readily available. The responses are summarized in Figure B-30.

**Figure B-27: When I need transportation to go somewhere, it is available.**

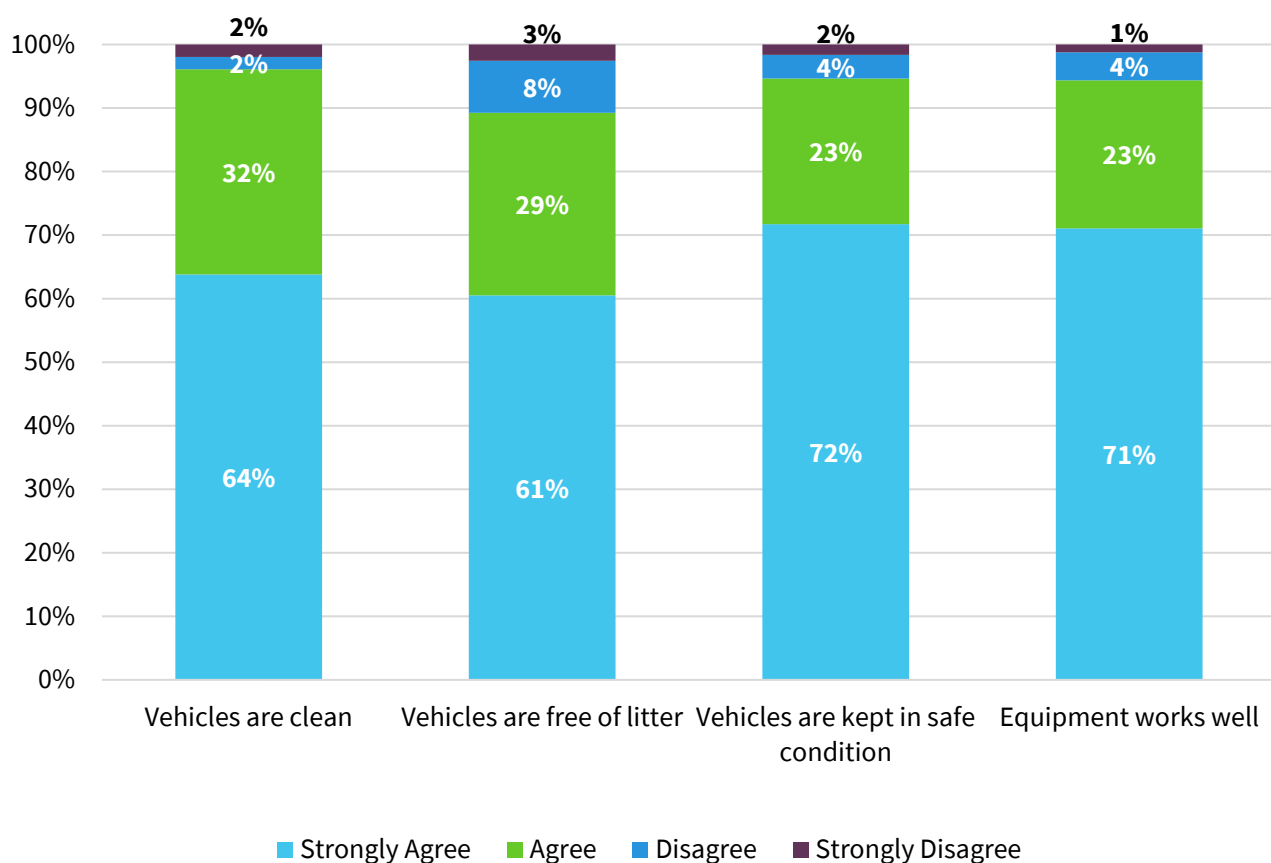


## SERVICE RATING

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 B-31 through B-33.

Figure B-31 shows that 10 percent of respondents disagree to some extent that HART vehicles are free of litter, and only 4 percent do not agree that the vehicles are clean. Three-fourths of respondents (72%) agree that they feel safe riding HART vehicles and 72 percent agree that the equipment onboard HART vehicles function well.

**Figure B-28: Vehicles**



Regarding HART drivers, Figure B-32 shows that 11 percent of respondents do not think that they are courteous, 6 percent think the drivers need to be more knowledgeable about how to help people with different disabilities, and 13 percent do not agree that complaints are handled in a satisfactory manner.



**Figure B-29: Drivers**

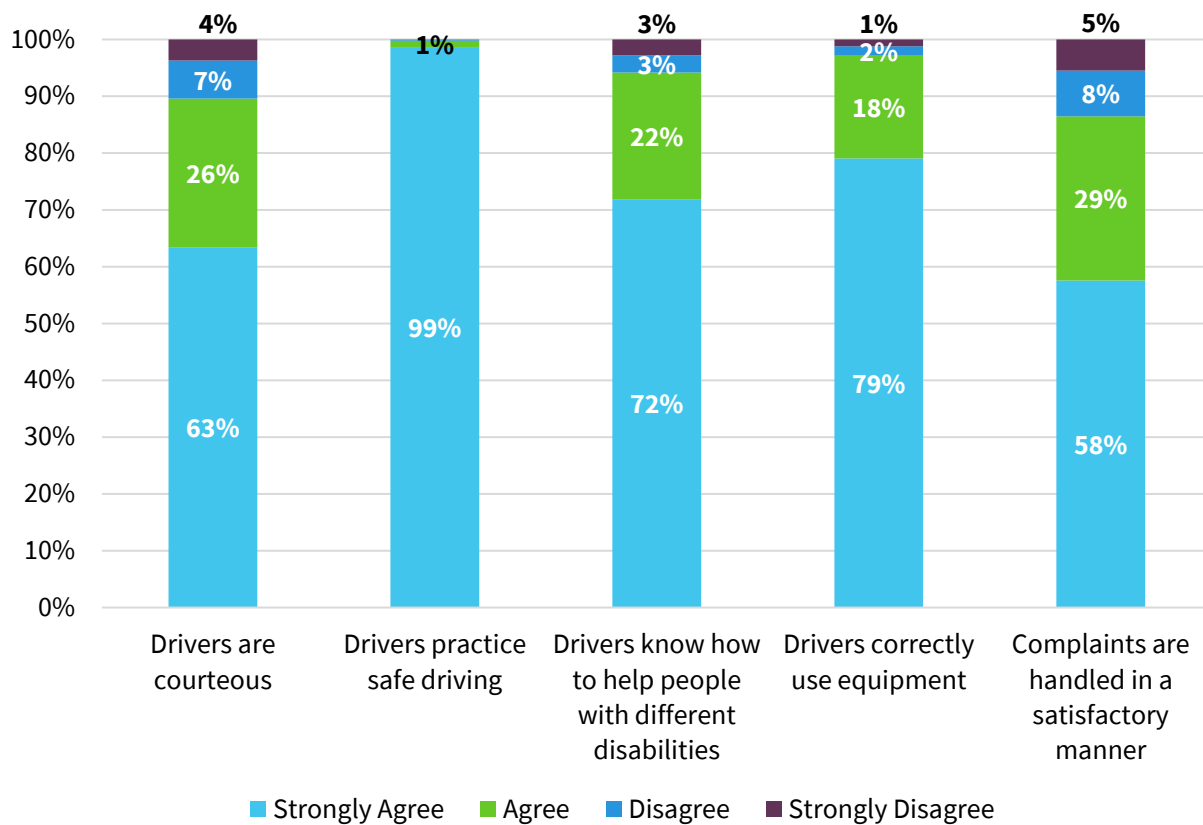
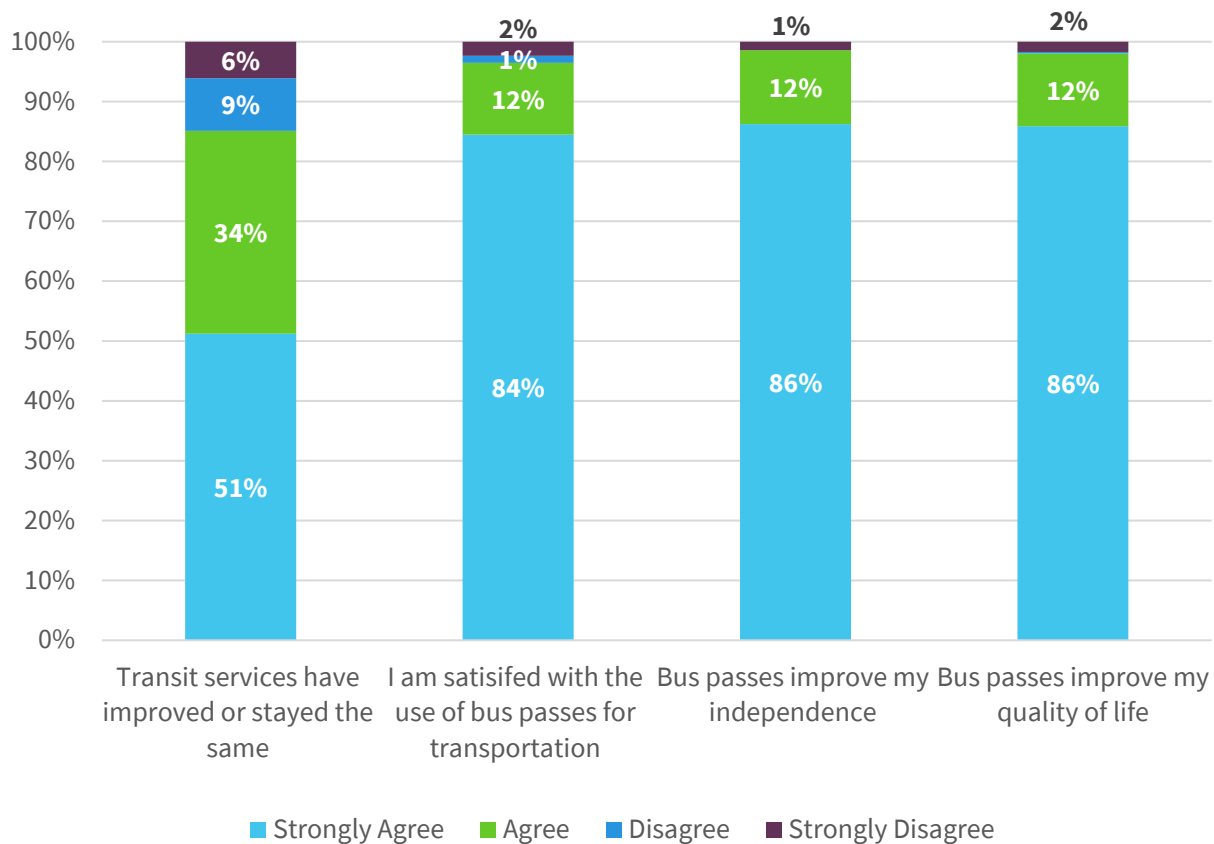


Figure B-33 shows that 15 percent of respondents do not agree that transit services have improved or stayed the same, however, 96 percent of respondents said they are satisfied with the bus pass program. A significant portion of respondents also agree that the program improves their independence and quality of life. These results are directly comparable to results collected in 2022 and previous years.

**Figure B-30: Overall Rating**

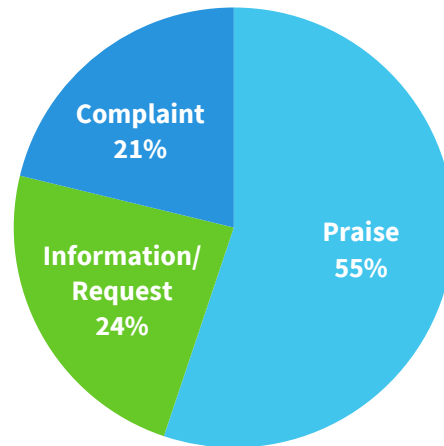


### CUSTOMER COMMENTS AND INFORMATION

Of the 452 surveys completed, 174 comments were received. Each comment was categorized as either Praise, Complaint, or Information/Request. Figure B-34 shows the distribution of the comment categories.

Based on the three categories of praise, complaint, and information/request, a summary of recurring themes and counts of comments related to each are below. All respondent comments can be found in Table B-2.

**Figure B-31: Summary of Comments**



### Praise

1. **Appreciation for Service:** Many respondents expressed their gratitude for the bus pass program, emphasizing its importance in their lives.
2. **Positive Feedback on Drivers:** Several comments praised the bus drivers for their professionalism, courtesy, and helpfulness.
3. **Benefits of the Program:** Respondents highlighted how the bus pass program provides them with independence and allows them to attend appointments and travel when they otherwise couldn't.
4. **Safety and Cleanliness:** Some comments mentioned feeling safe while using the service and appreciated the cleanliness of the buses.
5. **Efficiency and Timeliness:** Positive feedback was given regarding the ability to arrive on time for appointments and the general efficiency of the service.

### Complaint

1. **Reliability Issues:** Some respondents complained about the reliability of the service, citing long wait times, unreliable schedules, and instances of buses leaving before passengers can board at Britton Plaza in particular. This was particularly true about the following routes:
  - a. HART Plus: comments suggest sometimes HART Plus can be unreliable.
  - b. Route 10: a comment suggests this route is late at 9:15 pm.
2. **Bus Stops and Shelters:** Complaints related to bus stops included the need for shelters to protect from the sun and rain, issues with bus stop maintenance, and the absence of benches.
3. **Driver Behavior:** A few comments mentioned drivers being rude or not providing instructions, and some passengers expressed concerns about driver safety behaviors.
4. **Cleanliness:** Some respondents complained about dirty buses and passengers who do not maintain cleanliness.

5. **Communication and Customer Service:** Complaints were made about communication issues, such as rescheduled appointments and problems with the app "One Bus Away," where submitted complaints seem to not be followed-up.
6. **General Complaints:** Some complaints were generic and personal and offered no directly attributable content or themes.

#### **Information/Request:**

1. **Additional Routes and Frequency:** Several respondents requested more bus routes and improved bus frequency on existing routes.
  - a. Route 12: This route is mentioned as taking a long time and having a lot of people, including school children.
  - b. Route 41: a comment suggests bringing back Route 41.
2. **Security:** Some passengers requested increased security on buses to address disrespectful passengers. Former Route 17 (the 12-passenger FLEX van) was cited as being frequently crowded and unpleasant.
3. **Booking Issues:** A few respondents mentioned difficulties in booking rides and the need for improvements in the booking process.
4. **Accessibility:** Some passengers requested better accessibility features, such as ramps and equipment tie-downs. Route 17 was highlighted in a comment suggesting that it is difficult to climb onto the bus.
5. **Maintenance:** Requests were made for better maintenance of bus stops, roads, and infrastructure.
6. **Annual Pass Renewal:** A few comments suggested switching from monthly to annual pass renewals.
7. **Communication with Drivers:** Some passengers mentioned the importance of drivers providing instructions and being more courteous.

**Table B-2: Bus Pass Survey Comments**

Survey ID	Comments	Comment Type
2	I have problems with the flamingo card	Complaint
5	Thank God for the bus pass and the drivers	Praise
6	I use the schedule of 1 and 3pm for bus route 12, it takes a long time and there are a lot of people including school children	Complaint
12	I am pleased with the service because I can arrive on time for my appointments	Praise
14	I am very appreciative of my monthly pass. Many of the drivers are wonderful and courteous.	Praise
16	Sometimes Hart plus can be unreliable, but most of the time it is excellent. Also because of other passengers you can be on the bus for 2 hours.	Praise
19	The program is excellent and supports the seniors	Praise
22	Thank you, Sunshine Line - Hart Services	Praise
25	Connections at Briton Plaza to downtown need to be worked on, the buses for downtown are gone when you get there	Complaint
30	Watch for big potholes	Complaint
32	I can't walk a block because of my back legs and feet. If I didn't have Hart plus I would not be able to leave my home.	Praise
38	It is necessary the bus stops have room to avoid the sun and rain, especially for elderly people stops	Information/Request
39	Without Hart transportation I would be lost	Praise
40	Thank you so much for the Hart Plus bus passes! I really appreciate them!	Praise
41	I am very grateful for this service	Praise
44	I could not afford Hart plus without my free passes. My only complaint is sometimes I am on the bus for over 2 hours. This is due to poor planning of rides. This is bad!	Complaint
46	The bathrooms are closed, the cleanliness is maintained on the buses	Complaint
48	Excellent, much appreciated	Praise
49	I have no negative comments about the service	Praise
55	Hart plus is hit or miss. Harder to book rides and at times you pick. Shocks on buses are very bad. Your reservation person Barbara is fantastic	Information/Request
60	Most drivers very polite and professional, some with no people skills (personality wise)	Praise

<b>64</b>	They must put more security in side the buses, there are people that disrespect the drivers	Information/Request
<b>65</b>	Excellent job I don't have any comments	Praise
<b>66</b>	I love that I get free bus passes when I need them, thank you!	Praise
<b>68</b>	Need more buses drivers, cabs are not dependable	Information/Request
<b>72</b>	Need more routes!!! The buses need to be cleaner; as a commuter, we shouldn't have to get on a filthy un-sanitized bus. Soda bottles, paper, soda spilled on the floor, just nasty!	Complaint
<b>74</b>	Only problem is that I have to call monthly or re-up my account, should be done yearly	Information/Request
<b>75</b>	Bus 17 on Manhattan ave s difficult to climb with knee surgery.	Information/Request
<b>76</b>	I live on Former Rte. 17, now a 12 passenger FLEX van. Frequently crowded. Unpleasant! Your lift takes away independence.	Complaint
<b>77</b>	Sometimes my appointments are rescheduled when trying to do my bus passes for the upcoming month. I am starting to hear they say you have no appointments	Complaint
<b>78</b>	I am very grateful; the drivers are very helpful and polite. Thank you for this service	Praise
<b>79</b>	You don't know how grateful I am for this service, its heaven sent, thank you god	Praise
<b>81</b>	I am very grateful for having the bus pass	Praise
<b>89</b>	I am happy with the service and the people that serve us	Praise
<b>91</b>	I have no negative comments and I am thankful for this program	Praise
<b>94</b>	The buses are clean	Praise
<b>97</b>	Some drivers need to learn how to drive without jerking, it is uncomfortable. The air can be too high, there are elders and kids on bus, learn to be a bit more courteous. Bus stops need shelters and maintenance.	Complaint
<b>102</b>	Thanks for the passes I could not without them	Praise
<b>104</b>	We need a bus on N 46th St and 42nd St Tampa, 33613-4087, like it was before. We need bus on N 15th St Tampa 33613 like it was before. It is very hard to walk to the bus for miles for a 78 year old woman	Information/Request
<b>108</b>	I appreciate the HART Plus program; using the coupon booklet for the van	Praise
<b>111</b>	I am glad Rte. 5 are 1/2 hour frequency, makes transfers easy	Praise
<b>117</b>	I wish I could use HART door-to-door transportation for medical appointments and purchases	Information/Request

<b>118</b>	As long as I have been using the bus transportation, everyone has been so nice, I am so very happy	Praise
<b>120</b>	HART drivers are nice! But if you don't have a bus pass, they will let you ride, that's no fair!	Praise
<b>124</b>	I just want to thank sunshine line for providing me with an essential part of my life	Praise
<b>126</b>	Thank you for your service, I have a better quality of life	Praise
<b>127</b>	Still have some nasty drivers, won't speak, and don't have info on other buses	Complaint
<b>128</b>	Thank you for what they do, good job.	Praise
<b>131</b>	Flamingo cards excellent	Praise
<b>133</b>	Thank you so much for this program offered	Praise
<b>136</b>	Thankful there is a system of buses here	Praise
<b>138</b>	Need more buses	Information/Request
<b>143</b>	I appreciate this service	Praise
<b>144</b>	Drivers (most) are rude! Not all of them.	Complaint
<b>145</b>	All is good	Praise
<b>153</b>	Good service from the Driver and the Flamingo card for the elderly	Praise
<b>154</b>	Good service from the Driver and the Flamingo card	Praise
<b>155</b>	Excellent	Praise
<b>159</b>	A lot of people stand at the front of the bus and don't allow boarding passengers to pass through. The Driver could hit the brakes at any moment and those people could hit the glass	Complaint
<b>160</b>	I speak very little English and I had an incident where the driver yelled at me, I am 70 years old and got off at the wrong stop, and I was not helped and the camera was off for several stops. I feel the driver discriminated against me because I do not speak English	Complaint
<b>161</b>	I am grateful to have the bus pass. I could not afford it without it	Praise
<b>166</b>	Hartline really need to improve on the bus frequency on a lot of their bus lines	Information/Request
<b>167</b>	I am thankful to be able to get a monthly bus pass otherwise I wouldn't be able to get out as much because I could not afford it after paying bills.	Praise
<b>169</b>	I like how transportation is achieved and handled in the City of Tampa	Praise
<b>174</b>	I am grateful for the bus services and the courtesy of drivers	Praise
<b>179</b>	As new drivers enter, they do not give instructions	Complaint

<b>180</b>	Thanks, the bus pass is a god send. I am a disabled vet.	Praise
<b>181</b>	They shouldn't allow people to get on with garbage on the bus, it gives off a nasty smell. Please improve	Information/Request
<b>184</b>	I suggest some drivers are more courteous with the passengers	Information/Request
<b>186</b>	The buses sometimes are dirty, and some drivers do not treat patrons right. Also, when people complain in the app "one bus away", they do not solve the issues	Complaint
<b>187</b>	It helps to get back and forth	Praise
<b>188</b>	Put some more routes	Information/Request
<b>191</b>	Thankful for the help, it is very important to me	Praise
<b>193</b>	#14 bus should run every 1/2 hour, 10 bus is showing late 9:15 pm. Then he waits 20 mins, I get home too late	Information/Request
<b>198</b>	All service for me is excellent and friendly	Praise
<b>200</b>	It's got to be difficult for the drivers to maintain a clean bus with so much litter being thrown around. It is not their fault, many of the riders are pigs.	Information/Request
<b>207</b>	I only get 7 bus cards; once I use them, I walk to where I have to go if it is not too far	Information/Request
<b>211</b>	Hartline is taking down benches and huts for shade because of the homeless, but leaves seniors in the open	Complaint
<b>214</b>	Thanks Sunshine Line for all you do for providing passes. As a senior, it is very convenient as I can't walk or stand for a long time.	Praise
<b>216</b>	Thank you	Praise
<b>218</b>	On two occasions the drivers were either too distracted or in a hurry, and that on the first occasion he was getting off his bicycle and they kept going, and on the second occasion he was at the stop and the bus driver did not stop	Complaint
<b>221</b>	It is a good thing	Praise
<b>223</b>	Thank you for flamingo cards, it really helps give me independence	Praise
<b>226</b>	Thanks, all transportation Workers very much!	Praise
<b>228</b>	Thank you for the bus pass, it helps me a lot	Praise
<b>230</b>	Thank you for the bus passes. That is my only transportation	Praise
<b>233</b>	Improve the frequencies of some routes	Information/Request
<b>234</b>	My rehab is off of Habana Ave, if they only had a bus going up and down that street, I could catch a bus instead of a van everyday	Information/Request
<b>235</b>	Thank you for this service.	Praise



<b>236</b>	For public transportation it's the best. Sometimes you have to wait, but well worth the wait, the drivers are all very nice.	Praise
<b>237</b>	Some drivers are decent, some are not	Information/Request
<b>243</b>	I love this service	Praise
<b>246</b>	Bus passes should also be used on Hart Plus, not pay cash.	Information/Request
<b>247</b>	Thanks to everyone for your time & hard work through these difficult times	Praise
<b>248</b>	Thank you for the service	Praise
<b>249</b>	I use mostly the bus 12 to go to the daily mass in the morning at 8 am. When I come to the bus at 6:57-6:58 the driver is gone even when she saw me coming. Many times I miss the bus even if I come on time.	Complaint
<b>250</b>	Thank you.	Praise
<b>253</b>	Some drivers stop very far from the sidewalks so it is very difficult for people to get off or get on the buses. Thank you	Complaint
<b>255</b>	Need benches at all stops. No hourly bus, all 30 mins or less	Information/Request
<b>258</b>	Thank you for your transportation service	Praise
<b>260</b>	I love Hartline!	Praise
<b>262</b>	Very safe drivers, they obey all the rules of the road. (Makes me feel safe)	Praise
<b>263</b>	The service in general is very good and the customer service is excellent	Praise
<b>271</b>	Need a cleaning crew at Marion station for all buses, and at the other hub location while buses are waiting for departure. Drivers have a very hard job, however some need sensitivity training. Some should be fired including supervisor at the Marion Station. Synchronize bus arrivals more closely with departures. Avoid long waits. Drivers need protection.	Information/Request
<b>274</b>	Hart is great! It helps me a lot	Praise
<b>276</b>	I am satisfied	Praise
<b>279</b>	I have called in several complaints, always told a supervisor will get back. NEVER HAPPENS. The calls need to be monitored.	Complaint
<b>280</b>	Hart plus has been a huge blessing in my life	Praise
<b>282</b>	Some of the drivers insist on hooking tie downs on your equipment instead of using yellow tie down straps that HART supplies to us free of charge	Information/Request
<b>285</b>	Put benches back, I am old and it is hard standing waiting on bus	Information/Request
<b>286</b>	I am very thankful for the extra bus passes	Praise
<b>287</b>	To drive slower over pot holes and bumps	Information/Request
<b>288</b>	Some drivers need to not speed over railroad tracks or on rough roads. People on wheelchairs could suffer more injuries	Complaint

<b>291</b>	I am blessed to have hart plus passes. Sometimes I use the yellow cab . Mr. Riviera always takes time with me to help me get in and out of the cab.	Praise
<b>294</b>	I am deeply grateful to Sunshine Line/for the bus passes	Praise
<b>295</b>	Buses should run every 20 minutes or every half hour.	Information/Request
<b>297</b>	I appreciate this kind of free transportation	Praise
<b>298</b>	I am satisfied with the service they provide	Praise
<b>300</b>	I am blessed to have this transportation	Praise
<b>302</b>	Bus scheduling needs improvement	Complaint
<b>308</b>	I always travel with my husband; we are very satisfied with the service	Praise
<b>314</b>	I am very happy with riding HART-Plus	Praise
<b>316</b>	Some stops take a long time for the buses to arrive. For example, I wait 40 minutes, but some buses come every 15 minutes, that is not fair.	Complaint
<b>319</b>	I am very grateful; this is a big privilege to have this. The drivers are very nice and courteous with the customers. I don't have any complaints from Hart.	Praise
<b>322</b>	Some buses are better than others	Information/Request
<b>323</b>	Some bus routes need improvements, for example route 15 and route 32	Information/Request
<b>324</b>	Most do not greet when boarding the bus and do not answer, they seem angry with the passenger	Complaint
<b>327</b>	Good job	Praise
<b>329</b>	All trips are fine I arrive on time at the destination	Praise
<b>332</b>	Nothing is perfect and although there are some inconveniences, I depend on this transportation, I don't handle it and I am disabled	Praise
<b>334</b>	The service is wonderful! And the drivers are very helpful	Praise
<b>338</b>	Whomever does the scheduling does a terrible job. Many times, late and excess. Additional stops before destination.	Complaint
<b>347</b>	I have been on Hartline buses for 12 years and I am pretty happy with HART overall.	Praise
<b>348</b>	Small buses do not have ramps for passengers	Complaint
<b>349</b>	To those who are already receiving the hart plus passes, they should send them by automatic mail, there are people who forgot to call and lose the passes, especially the elderly.	Information/Request

<b>350</b>	To the people who are already receiving the hart plus passes, they should send them by automatic mail, there are people who forgot to call	Information/Request
<b>352</b>	We are being kept late a lot on our appointments and we ended being late all the time!!!	Complaint
<b>355</b>	The drivers try to clean the buses but there are all types of riders (ex. With disabilities) which makes it hard to do a good job	Information/Request
<b>358</b>	Thank you for this service.	Praise
<b>359</b>	The buses are late most of the time resulting in me having to reschedule appointments. I have also been late for work because the bus is late.	Complaint
<b>364</b>	The drivers are very helpful	Praise
<b>371</b>	Thank you very much	Praise
<b>379</b>	Route 8 that travels to Brandon mall has very hard seats and the trip takes an hour	Complaint
<b>385</b>	The waiting time is a little too much. Besides that, everything is good.	Information/Request
<b>388</b>	I am grateful, I am disabled and can't drive	Praise
<b>391</b>	I use hart plus most; the ridership has increased greatly which causes inconveniences	Information/Request
<b>392</b>	Excellent, thank you	Praise
<b>394</b>	Most of the drivers have little people skills. Others look straight ahead and won't stop when they see you running, limping, or waving. They have improved over since the past years.	Complaint
<b>399</b>	Cell phones on bus are too loud. Some people talk too loud. Also, litter is on buses	Complaint
<b>400</b>	Now, with limited vans and drivers, yellow cab/ridewise don't always make me with my voucher w/o extra money; Please have routes for HART Plus coincide with where they are going. Need more vans and drivers.	Information/Request
<b>402</b>	I love HART plus, the drivers are always courteous and friendly.	Praise
<b>403</b>	I have some issues with clean seats in the van, generally the van is dirty	Complaint
<b>405</b>	Very satisfied with the door-to-door service. It is the best thing that ever happened to me. Thank you	Praise
<b>407</b>	30 min. frequencies and service in more areas	Information/Request
<b>411</b>	Drivers are courteous and professional	Praise
<b>412</b>	Arm rests on outside middle seats. Uniforms on some are pressed and look smart	Information/Request
<b>414</b>	Yellow Cabs need to be back in Brandon and Palm River Area	Information/Request

<b>415</b>	Some drivers are friendly, some are not. Some vehicles are not always in best working order. Some vans brakes make noise or have to be pushed down very hard. This system needs work	Information/Request
<b>419</b>	Thank you!	Praise
<b>420</b>	I am thankful for the bus and Flamingo pass	Praise
<b>422</b>	I am thankful for HART Plus and I loke the drivers that pick me up	Praise
<b>423</b>	Bring back route 41 because it helps me see family and attend church	Information/Request
<b>426</b>	I have forgotten to get change to pay and been embarrassed in front of other people	Complaint
<b>428</b>	Hartline drivers have gotten so much better, they are more understanding and willing to listen	Praise
<b>430</b>	Bus 12 drivers are rude and they don't help people with disabilities. Also they drive past or don't stop at the mall. Needs to improve	Complaint
<b>433</b>	Everything is Great!	Praise
<b>434</b>	We need shelter at Rome + Mainstreet and more stops on main street @ Chestnut. New shelter at Frisco Plaza.	Information/Request
<b>435</b>	We need shelter @ Rome and Main; more stops on Main St; Can a stop be put at the Renaissance for the elderly	Information/Request
<b>436</b>	I am grateful for this service.	Praise
<b>437</b>	Somethings need to be changed, but that is everywhere you go; HARTline is doing the best they can, it will get better soon.	Praise
<b>438</b>	Bus passes are great, they give me independence.	Praise
<b>445</b>	The drivers are working very hard, the yellow cab asks for tips from the passengers.	Information/Request
<b>448</b>	There needs to be a procedure that pro-actively deals with social disruptions so that other passengers can ride in peace. Most of the disruptions never acted upon.	Complaint
<b>452</b>	Most of the drivers are very nice and helpful.	Praise

## Appendix C: CTC Evaluation Workbook

***CTC***  
***EVALUATION WORKBOOK***

Florida Commission for the



**Transportation  
Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>3</b>
<b>EVALUATION INFORMATION _____</b>	<b>5</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>6</b>
<b>GENERAL QUESTIONS _____</b>	<b>9</b>
<b>CHAPTER 427, F.S. _____</b>	<b>13</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>22</b>
<b>COMMISSION STANDARDS _____</b>	<b>32</b>
<b>LOCAL STANDARDS _____</b>	<b>33</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>36</b>
<b>FY GRANT QUESTIONS _____</b>	<b>42</b>
<b>STATUS REPORT _____</b>	<b>43</b>
<b>ON-SITE OBSERVATION _____</b>	<b>45</b>
<b>SURVEYS _____</b>	<b>47</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>52</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>53</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>55</b>

# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: \_\_\_\_\_)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

## **ITEMS TO REVIEW ON-SITE:**

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents



**ITEMS TO REQUEST:**

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

**INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- Measuring Tape       Stop Watch

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

# ENTRANCE INTERVIEW QUESTIONS

## INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

## USING THE APR, COMPILER THIS INFORMATION:

### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

### 2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM?  Yes  No  
(Make a copy and include in folder)

Is the process being used?  Yes  No

3. DOES THE CTC HAVE A COMPLAINT FORM?  Yes  No  
(Make a copy and include in folder)

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

Yes  No

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

Yes  No

**Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

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

Yes  No

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

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

Yes  No

If no, what is done with the complaint?

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

Yes  No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes  No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes  No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

<b>TD Eligibility Verification</b>			
<b>Name of Client</b>	<b>Address of client</b>	<b>Date of Ride</b>	<b>Application on File?</b>

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
  
  
  
  
  
  
  
  
  
  
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
  
  
  
  
  
  
  
  
  
  
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
  
  
  
  
  
  
  
  
  
  
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?



## GENERAL QUESTIONS

Findings:

Recommendations:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC contracts for compliance with 427.0155(1), F.S.**  
*“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”*

ARE YOUR CONTRACTS UNIFORM?  Yes  No

IS THE CTD’S STANDARD CONTRACT UTILIZED?  Yes  No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?  
 Yes  No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)  
 Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

<b>Operator Name</b>	<b>Exp. Date</b>	<b>SSPP</b>	<b>AOR Reporting</b>	<b>Insurance</b>

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC last AOR submittal for compliance with 427. 0155(2)  
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report  Yes  No

Any issues that need clarification?  Yes  No

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

List:

b. Memorandum of Agreement  Yes  No

c. Transportation Disadvantaged Service Plan  Yes  No

d. Grant Applications to TD Trust Fund  Yes  No

e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

***“Review all transportation operator contracts annually.”***

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

Is a written report issued to the operator?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

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

Is a written report issued?  Yes  No

If **NO**, how are the contractors notified of the results of the monitoring?

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

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

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

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

N/A

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

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

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

Yes     No

If Yes, describe the application review process.

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).  
“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”**

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

Review the Operational section of the TDSP

1. Hours of Service:
  
2. Hours of Intake:
  
3. Provisions for After Hours Reservations/Cancellations?
  
4. What is the minimum required notice for reservations?
  
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?      Yes      No

Comments:



**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

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

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

## CHAPTER 427

Findings:

Recommendations:

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

**Compliance with 41-2.006(1), Minimum Insurance Compliance**  
*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

<b>Operator</b>	<b>Insurance Cost</b>

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

Yes     No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:

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

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

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

*Date of last SSPP Compliance Review \_\_\_\_\_, Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers’ records. If the CTC has not monitored the operators, check drivers’ files at the operator’s site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes  No

**DRIVER REQUIREMENT CHART**

<b>Driver Last Name</b>	<b>Driver License</b>	<b>Last Physical</b>	<b>CPR/1st Aid</b>	<b>Def. Driving</b>	<b>ADA Training</b>	<b>Other-</b>

**Sample Size:** 1-20 Drivers – 50-100%    21-100 Drivers – 20-50%    100+ Drivers – 5-10%

<b>Driver Last Name</b>	<b>Driver License</b>	<b>Last Physical</b>	<b>CPR/1st Aid</b>	<b>Def. Driving</b>	<b>ADA Training</b>	<b>Other-</b>

Sample Size: 1-20 Drivers – 50-100%    21-100 Drivers – 20-50%    100+ Drivers – 5-10%

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

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

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

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

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

**REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.**

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	<b>CTC</b>	<b>CC #1</b>	<b>CC #2</b>	<b>CC #3</b>	<b>CC #4</b>
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

Coordination Contractors - 2023 Cost per Trip

<b>Coordination Contractor</b>	<b>AOR Trips</b>	<b>AOR Expenses</b>	<b>Avg. Cost per Trip</b>
COVE Behavioral Health	1,344	\$106,846	\$79.50
HART ADA Paratransit	180,924	\$10,698,950	\$59.14
Human Development Center	9,748	\$224,133	\$22.99
MacDonald Training Center	89,150	\$204,449	\$2.29
McClain, Inc.	19,366	\$58,750	\$3.03
Gracepoint Wellness	16,709	\$600,138	\$35.92
Metropolitan Ministries	1,426	\$36,182	\$25.37
BayCare	2,299	\$77,855	\$33.86
Quest, Inc.	7,810	\$566,724	\$72.56
Sunrise Community	12,559	\$435,190	\$34.65
ACTS	2,593	\$473,245	\$182.51
Angels Unaware, Inc.	8,405	\$50,696	\$6.03



2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	<b>CTC</b>	<b>Alt. #1</b>	<b>Alt. #2</b>	<b>Alt. #3</b>	<b>Alt. #4</b>
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

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

**Compliance with Commission Standards**  
*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

<b>Commission Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

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

### Compliance with Local Standards

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

Review the TDSP for the Local standards.

<b>Local Standards</b>	<b>Comments</b>
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC 90%	CTC 90.99%	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC <1.2 per 1,000	CTC 0.21	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC <7 per 100k VMT	CTC 0.75	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC <2 per 1,000	CTC 0.21	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC <4 min	CTC 0:26	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	



## LOCAL STANDARDS

Findings:

Recommendations:

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.**

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE  
AVAILABLE UPON REQUEST?  Yes  No

ARE ACCESSIBLE FORMATS ON THE SHELF?  Yes  No

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

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?  
 Yes  No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH  
THE OFFICE PHONE NUMBER?  Yes  No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT  
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS  
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED?                       Yes     No

ARE THE BATHROOMS ACCESSIBLE?     Yes     No

# COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes     No

## ADA COMPLIANCE

Findings:

Recommendations:

**FY \_\_\_\_ / \_\_\_\_ GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY \_  
/ \_\_\_\_\_ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

Yes  No

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

DATE OF LAST REVIEW: \_\_\_\_\_

STATUS REPORT DATED: \_\_\_\_\_

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:



## ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No - How many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  Yes:  Uniform  Name Tag  
 ID Badge  No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?  
 Yes  No

Does the vehicle have working heat and air conditioning?  Yes  No

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No

Was there safe and appropriate seating for all passengers?  Yes  No

Did the driver properly use the lift and secure the passenger?  Yes  No

If No, please explain:

CTC: \_\_\_\_\_ County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

<b>Funding Source</b>	<b>No. of Trips</b>	<b>No. of Riders/Beneficiaries</b>	<b>No. of Calls to Make</b>	<b>No. of Calls Made</b>
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

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

**Note: Attach the manifest**



**Driver Manifest - FL\_Hillsborough**

**For Time Period: 8/22/2023**

Printed: 8/22/2023 11:36:01AM

Vehicle: 101(12) COVID19 Is Driver Name: 55 Shermaine . Jones [ 8:35AM - 11:14AM]  
 Run: Jewish Towers going to Westshore Mall [ 8:35AM - 11:14AM] Driver Signature: \_\_\_\_\_ Date: \_\_\_\_\_

	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
Time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Odometer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Employee ID \_\_\_\_\_

Vehicle PCN \_\_\_\_\_

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
9:13AM	[REDACTED]	[REDACTED]	1731830	9:45AM D	Stop Time	<input type="text" value="9:13AM"/>	Cancellation <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	<input type="text" value="96720"/>	No Show <input type="checkbox"/>
Customer Pay. \$0.00							Complete <input checked="" type="checkbox"/>

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: HHC

Fare Type : Assorted BPA BPD BPR **None** TKD TKR

9:45AM	[REDACTED]	Dental Walk in Clinic of Tampa Bay	1731830	9:45AM D	Stop Time	<input type="text" value="9:45AM"/>	
Drop Off	[REDACTED]	4240 W Kennedy Blvd Tampa, FL 33609			Odometer	<input type="text" value="96733"/>	

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: HHC

**Vehicle:** 101(12)      **Run:** Jewish Towers going to Westshore Mall [ 8:35AM - 11:14AM]      **Driver Name:** 55 Shermaine . Jones [ 8:35AM - 11:14AM]      **For:** 8/22/2023  
**COVID19 Is**

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information		
10:02AM	[REDACTED]	Underwood Healthcare 2901 W Saint Isabel St Ste A-2 Tampa, FL 33607	1732701	10:00AM P	Stop Time	10:02AM	Cancellation <input type="checkbox"/>
Pick Up	[REDACTED]				Odometer	96737	No Show <input type="checkbox"/>
<b>Customer Pay:</b> <b>\$0.00</b>							Complete <input checked="" type="checkbox"/>

Attendants: 0    Guests: 0    Mobility: Ambulatory-Cane or crutches    Assistance Need:    Funding Source: HHC

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:15AM	[REDACTED]	[REDACTED]	1732701	10:00AM P	Stop Time	10:15AM
Drop Off	[REDACTED]				Odometer	96741

Attendants: 0    Guests: 0    Mobility: Ambulatory-Cane or crutches    Assistance Need:    Funding Source: HHC

**Total Customer Pay: \$0.00**



# Driver Manifest - FL\_Hillsborough

For Time Period: 8/22/2023

Printed: 8/22/2023 11:36:01AM

Vehicle: 101(12) COVID19 Is

Driver Name: 55 Shermaine . Jones [10:52AM - 11:14AM]

Run: Aqua going to Walmart [10:52AM - 11:14AM]

Driver Signature: \_\_\_\_\_

Date: \_\_\_\_\_

	Run Start	First Pickup	Last Dropoff	Run End	Break1 Start	Break1 End	Break2 Start	Break2 End
Time	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Odometer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Employee ID \_\_\_\_\_

Vehicle PCN \_\_\_\_\_

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
-----------	---------------	--------------	---------	--------------	------------------------

10:58AM	[REDACTED]	[REDACTED]	1732562	11:00AM P	Stop Time <input type="text" value="10:58AM"/> Cancellation <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer <input type="text" value="96747"/> No Show <input type="checkbox"/>
Customer Pay:					Complete <input checked="" type="checkbox"/>
\$0.00					

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

Fare Type :    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:58AM	[REDACTED]	[REDACTED]	1732641	11:00AM P	Stop Time <input type="text" value="10:58AM"/> Cancellation <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer <input type="text" value="96747"/> No Show <input type="checkbox"/>
Customer Pay:					Complete <input checked="" type="checkbox"/>
\$0.00					

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

Fare Type :    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
10:58AM	[REDACTED]	[REDACTED]	1732566	11:00AM P	Stop Time	10:58AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:58AM	[REDACTED]	[REDACTED]	1732573	11:00AM P	Stop Time	10:58AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:58AM	[REDACTED]	[REDACTED]	1732683	11:00AM P	Stop Time	10:58AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:58AM	[REDACTED]	[REDACTED]	1732644	11:00AM P	Stop Time	10:58AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information	
10:58AM	[REDACTED]	[REDACTED]	1732647	11:00AM P	Stop Time	10:58AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:59AM	[REDACTED]	[REDACTED]	1732685	11:00AM P	Stop Time	10:59AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:59AM	[REDACTED]	[REDACTED]	1732688	11:00AM P	Stop Time	10:59AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

10:59AM	[REDACTED]	[REDACTED]	1733465	11:00AM P	Stop Time	10:59AM <input type="checkbox"/>
Pick Up	[REDACTED]	[REDACTED]			Odometer	96747 <input type="checkbox"/>
<b>Customer Pay:</b>						Complete <input checked="" type="checkbox"/>
<b>\$0.00</b>						

Attendants: 0    Guests: 0    Mobility: Ambulatory-Walker-No Lift    Assistance Need:    Funding Source: TDGRP

**Fare Type :**    Assorted   BPA   BPD   BPR   **None**   TKD   TKR

Vehicle: 101(12) Run: Aqua going to Walmart [10:52AM - 11:14AM] Driver Name: 55 Shermaine . Jones [10:52AM - 11:14AM] For: 8/22/2023  
 COVID19 Is

Stop Time	Customer Name	Stop Address	Conf. #	Request Time	Validation Information
11:13AM	[REDACTED]	Walmart	1732573	11:00AM P	Stop Time 11:13AM
Drop Off	[REDACTED]	1505 N Dale Mabry Hwy Tampa, FL 33607			Odometer 96751

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TDGRP

11:13AM	[REDACTED]	Walmart	1732647	11:00AM P	Stop Time 11:13AM
Drop Off	[REDACTED]	1505 N Dale Mabry Hwy Tampa, FL 33607			Odometer 96751

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TDGRP

11:13AM	[REDACTED]	Walmart	1732688	11:00AM P	Stop Time 11:13AM
Drop Off	[REDACTED]	1505 N Dale Mabry Hwy Tampa, FL 33607			Odometer 96751

Attendants: 0 Guests: 0 Mobility: Ambulatory Assistance Need: Funding Source: TDGRP

11:13AM	[REDACTED]	Walmart	1733465	11:00AM P	Stop Time 11:13AM
Drop Off	[REDACTED]	1505 N Dale Mabry Hwy Tampa, FL 33607			Odometer 96751

Attendants: 0 Guests: 0 Mobility: Ambulatory-Walker-No Lift Assistance Need: Funding Source: TDGRP

Total Customer Pay: \$0.00



## See Appendix B for Survey Results

### RIDER/BENEFICIARY SURVEY

Staff making call: \_\_\_\_\_

County: \_\_\_\_\_

Date of Call: / /

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No

2) Where you charged an amount in addition to the co-payment?  Yes or  No

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None  3-5 Times

1-2 Times  6-10 Times

If none, skip to question # 4.

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

Ineligible  Space not available

Lack of funds  Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical  Education/Training/Day Care

Employment  Life-Sustaining/Other

Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice  Cost

Pick up times not convenient  Late pick up-specify time of wait

Assistance  Accessibility

Service Area Limits  Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

\_\_\_\_\_

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

**Additional Comments:**

---

---

---

---

# Contractor Survey

## \_\_\_\_\_ County

---

**Contractor name** (optional)

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

Yes     No

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

Yes     No

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

Yes     No

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

Yes     No

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

Yes     No

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

Yes     No

6. Have you experienced any problems with the CTC?

Yes     No

If yes, what type of problems?

**Comments:**

# PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

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

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

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

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

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

- Yes
- No If no, skip to question 7

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

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] \_\_\_\_\_

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

- Yes
- No If no, why? \_\_\_\_\_

**Level of Cost  
Worksheet 1**

**Insert Cost page from the AOR.**



# CTC Expense Sources

County: Hillsborough

CTC Status: Submitted

CTC Organization: Hillsborough County Board of County Commissioners

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 3,397,883	\$ 7,666,192	\$ 11,064,075	\$ 3,132,771	\$ 6,695,497	\$ 9,828,268
Fringe Benefits	\$ 1,531,218	\$ 2,220,100	\$ 3,751,318	\$ 1,396,753	\$ 2,095,195	\$ 3,491,948
Services	\$ 680,681	\$ 813,667	\$ 1,494,348	\$ 507,445	\$ 854,328	\$ 1,361,773
Materials & Supplies Consumed	\$ 533,857	\$ 1,509,456	\$ 2,043,313	\$ 520,286	\$ 1,486,214	\$ 2,006,500
Utilities	\$ 93,699	\$ 123,341	\$ 217,040	\$ 79,017	\$ 128,167	\$ 207,184
Casualty & Liability	\$ 215,954	\$ 948,295	\$ 1,164,249	\$ 112,962	\$ 896,263	\$ 1,009,225
Taxes	\$ 0	\$ 3,298	\$ 3,298	\$ 0	\$ 3,687	\$ 3,687
Miscellaneous	\$ 18,291	\$ 37,231	\$ 55,522	\$ 17,551	\$ 36,514	\$ 54,065
Interest	\$ 0	\$ 1,502	\$ 1,502	\$ 0	\$ 1,604	\$ 1,604
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 953,505	\$ 149,886	\$ 1,103,391	\$ 996,713	\$ 133,413	\$ 1,130,126
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 51,201	\$ 59,800	\$ 111,001	\$ 52,279	\$ 53,078	\$ 105,357
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 182,128	N/A	\$ 182,128	\$ 133,718	N/A	\$ 133,718
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 14,744	N/A	\$ 14,744
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
<b>Total - Expense Sources</b>	<b>\$ 7,658,417</b>	<b>\$ 13,532,768</b>	<b>\$ 21,191,185</b>	<b>\$ 6,964,239</b>	<b>\$ 12,383,960</b>	<b>\$ 19,348,199</b>

## Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_

Does the CTC have the ability to expand? \_\_\_\_\_

4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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



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

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

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

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? \_\_\_\_\_

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

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

**Level of Availability (Coordination)**  
**Worksheet 3**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

Election of Officer-Member at Large

### **Presenter:**

Wally Gallart, TPO Staff

### **Summary:**

Due to the election of Gil Schisler as the new-Vice Chair of the TDCB. The Board is seeking nominations to fill his former position of member at large.

### **Recommended Action:**

Appoint new member at large.

### **Prepared By:**

Wally Gallart, TPO Staff

### **Attachments:**

None



**Plan Hillsborough**  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

2024 Draft Meeting Calendar

### **Presenter:**

Wally Gallart, TPO Staff

### **Summary:**

The presentation will focus on the 2024 Meeting Calendar for the TDCB. The calendar will be presented and discussed to agree on the future dates of the upcoming bi-monthly 2024 TDCB meetings.

### **Recommended Action:**

Approve the 2024 TDCB Meeting Calendar

### **Prepared By:**

Wally Gallart, TPO Staff

### **Attachments:**

2024 Draft Meeting Calendar



**Plan Hillsborough**  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602





## 2024 SCHEDULE OF MONTHLY MEETINGS

	TAC 1:30 PM	CAC 6:00 PM	Policy 8:30 AM	TPO 10:00 AM	LRC 9:00 AM	BPAC 5:30 PM	ITS 1:30 PM	TDCB 9:30 AM	TMA 9:30 AM	SCPTA 10:30 AM	MPO DIRECTORS 1:30 PM
JANUARY	8	3	10	10	17	24	4				5
FEBRUARY	5	7	14	14	21	28		23			2
MARCH	4	6	13	13	27	27			22 Pasco to host		1
APRIL	1	3	10	10	17	24	4	26			5
MAY	6	1	8	8	15	22					3
JUNE	3	5		12 (a) @ 6PM Public Hearing	19	26		28	21 Hernando to host	21 Hernando to host	7
JULY	Recess	Recess	Recess	Recess	Recess	24 Workshop	4				Recess
AUGUST	5	7	14	14	21	28		23			2
SEPTEMBER	9	4	11	11	18	25			20 Hillsb. to host		6
OCTOBER	7	2	9	9	16	23	3	25			4
NOVEMBER	4	6	13	13	20	27					1
DECEMBER	Joint Mtg. 4 @ 12 PM TBD – Offsite Meeting		11	11	18	Recess		20	6 Polk to host	6 Polk to host	Recess
Meeting Location	(b)	(b)	(c)	(c)	(b)	(b)	(b)	(b)			

**Acronyms**

TAC Technical Advisory Committee of the TPO Board  
CAC Citizens Advisory Committee of the TPO Board  
Policy Policy Committee of the TPO Board  
TPO Transportation Planning Organization Board  
LRC Livable Roadways Committee of the TPO Board  
BPAC Bicycle-Pedestrian Advisory Committee of the TPO Board  
ITS Intelligent Transportation Systems Committee of the TPO Board  
TDCB Transportation Disadvantaged Coordinating Board  
TMA Tampa Bay Transportation Management Area Leadership Group  
SCTPA Sun Coast Transportation Planning Alliance

**Meeting Locations**

- (a) BOCC Chambers, County Center, 601 East Kennedy Blvd., 2<sup>nd</sup> Floor
- (b) Plan Hillsborough Committee Room, County Center, 601 East Kennedy Blvd, 18<sup>th</sup> Floor
- (c) 26<sup>th</sup> Floor, Rooms A&B, County Center, 601 East Kennedy Blvd
- (d) Planning Commission Boardroom, County Center, 601 East Kennedy Blvd, 18<sup>th</sup> Floor

**HILLSBOROUGH TRANSPORTATION PLANNING ORGANIZATION BOARD  
HYBRID MEETING SEPTEMBER 13, 2023  
DRAFT MINUTES**

**I. Call to Order, Pledge of Allegiance** *(Timestamp 0:05:07)*

Chair Myers called the meeting to order at 08:31 AM and led the pledge of allegiance. The meeting was held in person and virtually via WebEx.

**II. Roll Call** *(Gail Reese, TPO Staff) (Timestamp 0:09:23)*

The following members were present: Commissioner Gwenn Myers, Mayor Andrew Ross, Commissioner Michael Owen, Commissioner Joshua Wostal, Commissioner Harry Cohen, Commissioner Pat Kemp, Councilmember Alan Clendenin, Councilmember Lynn Hurtak, Councilmember Guido Maniscalco, Mayor Nate Kilton, School Board Member Jessica Vaughn, Charles Klug, Gina Dew, Greg Slater, Scott Drainville, Planning Commissioner Hemant Saria

The following members were absent/excused: None

A quorum was met in person.

**III. Approval of Minutes** *(Timestamp 0:10:52) – August 9, 2023.*

**Chair Myers sought a vote to approve the August 9, 2023 minutes. The voice vote passed unanimously.**

**IV. Public Comment On Agenda Items** *(Timestamp 0:06:07) (up to 3 minutes per speaker) Additional comments made via [Social Media](#) and [Email](#) can be found at the end of these minutes.*

**Rick Fernandez** – TPO CAC Chair Pointed out that the CAC conducted a straw poll to determine the committee's TPO Executive Director Candidate preference. Dr. Johnny Wong emerged as the number one candidate among the candidate pool being considered by the TPO Board. Personally, he believes that the recommendation should carry great weight. It was noted that the unique and valuable role of the CAC is captured in your backup materials for agenda item 5A. Quote read from this item. It was expressed that the CAC and TAC are required committees. The CAC plays a valuable role in the TPO ecosystem. The CAC membership has been appointed by the TPO Board to represent them or their agency and each member of the CAC must be approved by the Board. The CAC is the direct line to the community and Dr. Wong is the liaison to the committee. Mr. Fernandez has come to know Dr. Wong over the course of five years. Although they may have disagreements, he knows his business, is excellent in his public-facing roles, and has earned Mr. Fernandez's trust. It is his opinion that Dr. Wong has earned this career advancement and that the TPO and the public will benefit greatly from his leadership.

**V. Consent Agenda** *(Timestamp 0:10:04)*

**A. Committee Appointments**

- CAC – Christine Acosta by Councilmember Maniscalco

- ITS – Tim Garrett, as an alternate by THEA

**Motion to approve the Consent Agenda made by Councilmember Maniscalco, seconded by Commissioner Cohen; the voice vote passed unanimously.**

**Greg Slater asked to remove Tim Garrett from the Consent Agenda as he is in a new role. Commissioner Owen so moved, seconded Councilmember Maniscalco. The voice vote passed unanimously.**

## **VI. Action Items**

### **A. Local Government Comments regarding MOU on Creating a Tampa Bay MPO (Beth Alden, TPO Executive Director) (Timestamp 0:11:34)**

- TMA Leadership Group meeting September 22, 2023. Will be discussing the merger of the three MPOs.
- Reviewed the history of the MOU and input from the three counties.
- Went over the feedback from the four local governments after going over the MOU with them.
- Edits to the MOU are in the agenda packet and would like approval to bring them back.
- Went over the edits
  - Striking language about FDOT committing funds to support the MPOs financially after a merger as it is no longer necessary. The three base funding amounts will be kept until the formula is revisited in 10 years, after the new census.
  - Add that the regional MPO will continue to serve local needs
  - Add that some cities and towns that are too small to have a seat on the regional board, a mechanism will be put into place to ensure that they have a vote in the decisions
  - Added language to allow the largest cities in the three counties to take formal action prior to moving forward with regionalization
  - Add a new clause regarding public engagement and access to the new board.

**Recommended Action: Approve the proposed edits to the draft MOU for the purpose of discussion at the TMA Leadership Group Meeting.**

### **Discussion:**

Under the assumption that all three MPOs agree to the MOU, it was asked what happens after that. All three MPOs will have to do a study. It is recommended that the legislature be asked for funding for the study. It is also recommended that a third-party facilitator/ organizational consultant be hired to facilitate the study. This will start a three-year process for a merger. It was noted that Hillsborough County needs to lean into this more so that the other counties do not drive the decisions. It cannot wait until everything is perfect. Mayor Ross suggested a special committee be appointed to work on this with the other counties. It was brought up that operating in the face of fear is not a good idea. It was noted that more bureaucracy and a bigger government can result in much larger challenges. When you try to do too much with too little, you don't do anything well. Councilmember Clendenin agreed that additional due diligence needs to be done on this. It was offered as a point of information that the City of Tampa's approval will be required

to approve the consolidated MPO as the county's largest city, per federal statute. The language extends this to the largest cities in Pinellas and Pasco. There was discussion around recognizing the bigger picture in the regional area. Additional information was asked about the federal statute and how the merger is ratified. It was asked if the City of Tampa could choose to not certify. This MOU is not a decision to merge, it is a study of concepts of a merger. If the MOU is approved, it will be studied over the next three years. At the end of that time, the City of Tampa will have to be a party to the designation. If they do not approve it at that time, the designation will remain the same. It was reiterated that members of this board need to be designated to engage in the study. But directions from the board must be provided. The TPO Board needs to get ready to engage and discuss the overall direction. It was noted that if the studies ended up in something that the City of Tampa can't support, then it isn't a good merger proposal anyway.

**Mayor Ross moved to approve the proposed edits to the draft MOU for the purpose of discussion at the TMA Leadership Group Meeting, seconded by Commission Kemp. The voice vote passed with one Nay from Councilmember Maniscalco.**

**B. TIP Roll Forward and Water Works Park Sidewalk Gap Amendments** (Connor Trejos-MacDonald, TPO Staff) *(Timestamp 0:35:02)*

- Went over the TIP and Work Program Timeline
- Review of what a "Roll Forward" Amendment is
- FDOT requested Roll Forward Amendment 2023 to roll 3 projects into FY2024: Kennedy Blvd Resurfacing and the I-4 Eastbound and Westbound Weigh Station Truck Parking
- Went over the Water Works Park Sidewalk Gaps Amendment including project area, anticipated start of construction in late 2024, costs, and public outreach

**Recommended Action:** Approve the Roll Forward and Water Works Park Sidewalk Gap Amendments to the FY23/24 TIP.

**Presentation:** [TIP Roll Forward and Water Works Park Sidewalk Gap Amendments](#)

**Discussion:**

It was asked where the funding for the sidewalk was coming from. It is one of the new federal grant programs, Carbon Reduction.

**Councilmember Clendenin moved to approve the Roll Forward and Water Works Park Sidewalk Gap Amendments to the FY23/24 TIP, seconded by Councilmember Maniscalco. The roll call vote passed 15 – 0.**

**VII. TPO Executive Director Recruitment Finalist Interviews – Part 2** *(Timestamp 0:41:38)*

- A. Three facilitated interviews** (Methan Betourney, TPO Staff)  
Six questions were pre-prepared and asked of each candidate  
([Questions and blank scoring sheet located at the end of the minutes](#))

- **Johnny Wong** (*Timestamp 0:42:19*)

**Questions from the TPO Board were asked by**

- Councilmember Maniscalco
- Commissioner Wostal
- Commissioner Cohen
- Councilmember Clendenin
- Charles Klug
- Commissioner Kemp
- Commissioner Owen
- Councilmember Hurtak

- **Vinod Sandanasamy** (*Timestamp 1:33:27*)

**Questions from the TPO Board were asked by**

- Commissioner Owen
- Councilmember Hurtak
- School Board Member Vaughn
- Charles Klug

- **Stephen Benson** (*Timestamp 2:20:35*)

**Questions from the TPO Board were asked by**

- Councilmember Maniscalco
- Commissioner Cohen
- Councilmember Hurtak
- Councilmember Clendenin
- Commissioner Owen
- Commissioner Wostal
- Charles Klug

**VIII. Return to Regular Business During Score Tabulation**

**A. EXECUTIVE DIRECTOR'S REPORT** (*Timestamp 2:59:35*)

- In the Board folder received on 9/12/2023, there are the updated committee reports from the past month; the quarterly invoice report on planning grants; and there is a concept to apply for a federal grant (Smart XX Grant), proposal in submitting with Hillsborough County to address Lithia Pinecrest.
- Tri-county TMA Leadership Meeting is Friday 9/22 at FDOT District 7
- Cleared a number of topics from the agenda today. Suggest that the TPO Board convene at 8:30 AM in October to begin the 2050 Plan groundwork. Kicks off the discussion of the Board's priorities for the LRTP.

**B. OLD & NEW BUSINESS** (*Timestamp 3:03:26*)

- Mayor Ross thanked people for supporting the Executive Director selection process: Beth Alden, Meghan Betourney, Melissa Zornitta, Gail Reese, and Cheryl Wilkening. Commissioner Owen thanked Mayor Ross
- Commissioner Kemp – asked if Ms. Alden has a retirement party plan. Ms. Alden will share it with the TPO Board.
- Commissioner Owen – asked staff to include a new interchange in south county north of the Manatee line in the 2050 Plan update.
- FDOT – US 301 PD&E Study (Brian Hunter, FDOT District 7): provided an update on the study. Re-evaluated the plan for US 301, held a second public hearing; incorporated a lot of changes suggested by the TPO Board. Reviewed those changes.

**Discussion:**

It was asked what needs to happen in order for this project to be re-prioritized. The TPO Board asked FDOT to focus on safety. They have done that as quicker fixes. For the long term, this would need to be considered on the LRTP. It was noted that the additional homes being built at the top end of US 301 were approved many years ago, but the developer chose not to build them at that time

C. The next meeting is October 11, 2023, at 8:30 AM on the 26<sup>th</sup> Floor of County Center.

**IX. The final candidate decision** (*Timestamp 3:28:42*): rankings have Johnny Wong with the highest 477, Stephen Benson second 432.5, and Vinod Sandanasamy third 343.5. Mayor Ross went over the possible outcomes: the Board could pick none of the candidates; the Board could pick only one candidate; the Board could choose their ranked picks and negotiate with them in that order until an agreement is reached. Mayor Ross asked the TPO Board to pick a number one and number two candidate and authorize staff to negotiate with number two without coming back to the Board if necessary.

**Councilmember Maniscalco moved to select Dr. Wong as the first choice and Mr. Benson as the second choice should the first choice not materialize, seconded by Mayor Kilton. The motion passed 14 – 2**

**Discussion:**

Councilmember Maniscalco spoke about the qualifications of each of the candidates. Noted that Mr. Benson is a great asset to the City of Tampa and the city would hate to lose him. Dr. Wong is his first choice and Mr. Benson is his second. Councilmember Clendenin advocated for Mr. Benson as the first choice and noted that Dr. Wong would be a good second choice. Councilmember Hurtak advocated for Mr. Benson as the first choice. Noted that Dr. Wong had the most limited breadth of knowledge. Commissioner Owen advocated for Dr. Wong and that he stood out as the candidate ready to hit the ground running. Commissioner Wostal noted that you don't want to hire someone fully qualified but someone who can grow into the role. He advocated for Dr. Wong. Commissioner Kemp appreciated all three candidates and their experience. Is comfortable supporting the point system. Commissioner Cohen noted that he wishes to consent to the will of the TPO Board. There is clarity in the rankings. School Board Member Vaughn noted that this is a

hard decision. Appreciates rank choice voting and supports the methodology. Planning Commissioner Saria asked for clarification on how the vote is going to go on this motion. Mayor Ross thanked the Board for their discussion. Noted these are three candidates that could easily fill this position. Noted that Dr. Wong spoke strongly in all three interviews about the development of the staff. Councilmember Clendenin noted that someone could have scored very low and he is not comfortable accepting the numbers from the top to the bottom without analysis of the breakdown. Expressed concerns regarding decisions being made on numerical value alone. Ms. Betourney noted that this tabulation was done with straight adding and tabulating. The numbers help start the discussion and it is never a fully objective process.

**Councilmember Clendenin offered a substitute motion to include for rank choice voting the 1,2,3 versus the numerical scores, seconded by School Member Vaughn. The motion failed 12 – 4**

**Discussion:**

There was a discussion on the ranking and how the Board should vote.

X. **ADJOURNMENT** – The meeting adjourned at 12:19 PM

The recording of this meeting may be viewed on YouTube: [Meeting Recording](#)

## INTERVIEW QUESTIONS

Use the following scale to rate each question. Circle the rating that you feel best describes the candidate's ability to address the question. You may write any additional comments under each rating scale. Add each question score to get a total score for the candidate and write on last page where indicated.

Rating	Rating standard
<b>1</b> <b>Low</b>	<p><i>Candidate's response contained <b>very few</b> of the desired behaviors. Either the behaviors they discussed were <b>not at, or even close to,</b> the level indicated in desired behaviors, <b>or</b> the person <b>did not give you enough information</b> for you to have confidence that they have that competency at the level needed for success.</i></p>
<b>2</b> <b>Low-Moderate</b>	
<b>3</b> <b>Moderate</b>	<p><i>Candidate's response covered <b>some</b> of the desired behaviors, but not quite at the level that would be ideal for that competency. Still, the quality of the person's answers leads you to believe that they <b>would be successful with some additional exposure and/or training.</b></i></p>
<b>4</b> <b>High-Moderate</b>	
<b>5</b> <b>High</b>	<p><i>Candidate's response contained <b>many, if not all,</b> of the desired behaviors. Their responses indicate <b>well-developed skills and aptitude</b> for that competency, which would most likely lead to job success. The person's responses are of <b>superior quality</b> for this job.</i></p>



1. The TPO Board is comprised of members of various organizations who often have different priorities. How would you balance these priorities and synthesize them into a unified strategy? How will you listen to the voices of all stakeholders while preventing a vocal minority from taking over?

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

2. Today's employment market is extremely competitive; please share with us the strategies you intend to use to attract and retain top talent.

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

3. Most, but not all, of the funds that support this TPO are federal and state grants dedicated to planning. Please share with us how you intend to prioritize the funding needs of the organization while still meeting the needs of the community.

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

4. Please share with us your plans for establishing diversity amongst the leadership team.

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

5. Share with us your thoughts on the proposed merger. What challenges do you anticipate and how will you address them?

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

6. How well do you know the mission and vision of the TPO? Give an example of a project you will consider that meets the mission and vision of the TPO.

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

7. The strength of response to additional Board questions.

1	2	3	4	5
Low	Low-Moderate	Moderate	High-Moderate	High

**Total Points** \_\_\_\_\_



## **Committee Reports**

### **Livable Roadways Committee (LRC) Meeting on August 16**

The LRC heard status reports on:

- 2050 Needs Assessment for Equity
- Hillsborough County Transportation Design Manual Update
- 2050 Plan Needs Assessment for Major Projects and Brainstorming

### **Bicycle Pedestrian Advisory Committee (BPAC) Meeting August 23**

The BPAC approved action items:

- ✓ Memorandum of Understanding on Creating a Tampa Bay MPO
  - This item led to discussion not just about the MOU directly, but also about the relative merits of an MPO merger.
  - Members expressed a desire for committees to stay local to maximize community input and accommodate BPAC members who rely on bicycles and transit.
- ✓ BPAC Top Ten Project Finalization
  - There was a discussion on how to break ties for locations that received the same average rating. Staff will bring crash numbers and Level of Service data to assist with this.

The BPAC meeting heard status reports on:

- 2050 Plan Needs Assessment for Equity
- Parking Policy Ideas from “Shoupista” perspective
- Hillsborough County Transportation Design Manual Update

### **Transportation Disadvantaged Coordinating Board Meeting August 25**

The TDCB approved action items:

- ✓ Memorandum of Understanding on Creating a Tampa Bay MPO roll call vote 12-0 in favor.
- ✓ Election of Officer – Councilmember Gil Schisler appointed Vice Chair; Member at Large Position is now vacant.

The TDCB heard status reports on:

- Hurricane Season Briefing from Emergency Management
- Section 5310 Grant Program Update
- 2050 Plan Needs Assessment for Equity
- 2050 Plan Needs Assessment for Real Choices When Not Driving
- Ride Guide Update
- Sunshine Line Update
- HART Update

New Business:

- New TDCB TPO Staff Liaison, Wally Gallart was introduced.
- Upcoming TDCB meeting changed from October 27<sup>th</sup> to October 13<sup>th</sup>.

### **Citizens Advisory Committee (CAC) Meeting of September 6**

The CAC had another well-attended meeting on the evening of September 6<sup>th</sup>.

The committee approved the action item:

- TIP Roll Forward and Water Works Part Sidewalk Gap Amendments

Following a concise presentation, there were no questions regarding the routine Roll Forward Amendment and only a few questions pertaining to the Water Works Park Sidewalk Gap Amendment. One member sought general information on the average cost per mile of a sidewalk construction as well as specific information about how many linear feet of sidewalk will be constructed near Water Works Park. Other members raised questions about the extent of project coordination among FDOT, TPO staff, and the City of Tampa regarding the source of funding for project design and coordination with the City's Ashley Drive project. Prior to the action, some members reiterated their desire for affected agencies to attend committee meetings to answer detailed questions.

The CAC voted to table the following action item until October:

- 2050 Plan Revenue Forecast

A lengthy discussion ensued following this presentation and several members offered suggestions for the TPO to explore additional innovative financing instruments including vehicle emissions testing, a range of public-private partnership strategies, and others. A few members expressed interest in using the forecasts to demonstrate underinvestment in the transit system and asked how transit could be satisfactorily addressed in the forthcoming LRTP. Finally, one member asked a number of detailed questions about the data sources informing the revenue estimates and about a difference between the 2045 and 2050 forecasts. TPO staff will coordinate with the member to respond to any questions and return in October for a follow-up.

The committee approved the following action items without much discussion:

- 2050 Plan Needs Assessment for Congestion Management and Crash Mitigation

The committee approved the following action item:

- Hillsborough TPO Electric Vehicle Infrastructure Plan (EVIP)

Following up from a presentation in August, the presenter returned to the CAC to demonstrate how the committee's concerns had been addressed in the Plan. While all of the comments received are documented in the draft plan, a sample of the primary concerns are noted here:

- In the previous month, some members expressed concern that EV parking requirements may increase the number of spaces needed. Staff resolved this by modifying language to recommend a reduction in minimums in exchange for charger-equipped spaces.
- Members inquired whether TECO had participated in plan development. While TECO had participated in stakeholder meetings, TPO staff further documented their involvement and shared plan recommendations with TECO, which did not express any concerns.
- A concern was raised about EV infrastructure increasing the cost of multifamily residential developments and, therefore, impacting housing affordability. TPO staff modified plan language to emphasize that this recommendation is non-binding and needs to be considered by local government staff prior to adoption into Land Development Codes.

The Committee Chair then excused the committee liaison and moderated a brainstorming session for members to discuss their approach to the Executive Director candidate meet and greet on September 12<sup>th</sup>.

### **Technical Advisory Committee (TAC) Meeting of September 11**

The TAC approved the following Action Items:

- TIP Roll Forward and Water Works Park Sidewalk Gap Amendments
  - Members noted that this project had been requested by neighborhoods east of the project to provide better access to the Riverwalk
- 2050 Plan Revenue Forecast
  - Members noted that gas tax proceeds are likely to decline over time and asked how this was accounted for in the plan.
- 2050 Plan Needs Assessment for Congestion Management and Crash Mitigation
  - It was noted that the analysis is largely based on Arterial roadways, which are disproportionately State roads.
- Hillsborough TPO Electric Vehicle Infrastructure Plan (EVIP)
  - The EVIP was brought back to the Committee to respond to questions posed at the previous meeting. Concerns over parking requirements and the availability of utilities to provide adequate power were provided.



### **NICR MPO Congestion Reduction Training**

Good afternoon,

The National Institute for Congestion Reduction (NICR) has announced the arrival of brand-new training program designed especially for MPO Board members!

This FREE training program consists of five self-paced video lessons and an in-depth training manual. Videos can be watched alone or MPO staff can use the video/training manual combo to educate their MPO Board members. The facilitator-led training section includes a variety of suggestions for hosting training sessions both in-person and virtually.

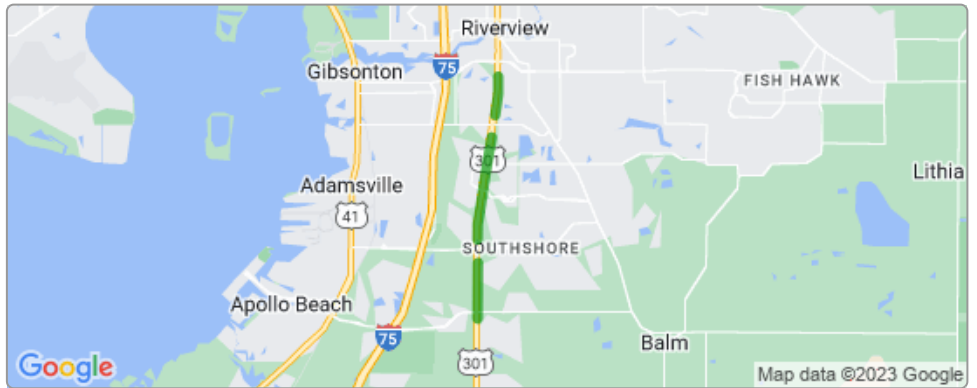
The first three videos provide background necessary to understand the role and responsibility of the MPO. The last two focus on the nature of congestion, techniques for reducing or mitigating congestion, and the MPO role in managing congestion.

This training program was funded through the National Institute for Congestion Reduction (NICR) and created by faculty at the Center for Urban Transportation Research (CUTR) with guidance from staff at the Association of Metropolitan Planning Organizations (AMPO), the National Association of Regional Councils (NARC), and the Florida MPO Advisory Council (MPOAC). The training is specifically designed to enhance the knowledge and skills of MPO Board members.

To access the training program, please visit the [NICR MPO Congestion Reduction Training YouTube Channel](#).

US 301/SR 43 from S. of Balm Rd./Paseo Al Mar Blvd. to S. of Whitt Rd. 445936-1-52-01

Project Details	
<b>Work Type</b>	Resurfacing, Traffic Signals, and Signing/Pavement Markings. Also included are associated drainage, ADA, and safety improvements.
<b>Phase</b>	Design
<b>Limits</b>	From south of Balm Rd./Paseo Al Mar Blvd. to south of Whitt Rd.
<b>Length</b>	4.771 Miles
<b>City</b>	Riverview
<b>County</b>	Hillsborough
<b>Road</b>	US 301
<b>Design Cost</b>	\$1.48M



**About**

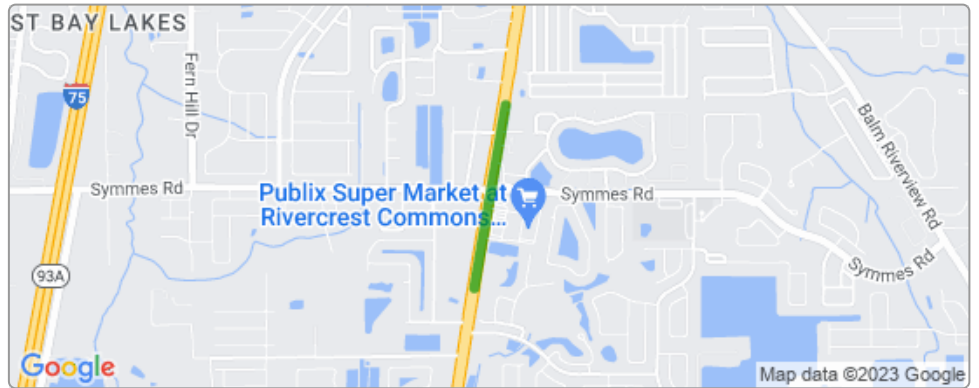
The purpose of this RRR project is to preserve and extend the life of the existing pavement through milling and resurfacing. The work also includes minor drainage improvements, bringing ADA features into conformance with current standards, and perform general safety modification work.

Construction is currently anticipated to begin in Summer 2024.

Contact Information	
<b>Design Manager</b>	Eyra Cash, P.E. (813) 975-6164 Eyra.Cash@dot.state.fl.us
<b>Media Contact</b>	Kris Carson (813) 975-6060 Kristen.Carson@dot.state.fl.us

## US 301/SR 43 Intersection Improvements at Symmes Road 445392-1-52-01

Project Details	
<b>Work Type</b>	Rigid Pavement Reconstruction, Traffic Signals, and Signing/Pavement Markings. Associated drainage, ADA, and safety improvements.
<b>Phase</b>	Design
<b>Limits</b>	Intersection of US 301/Symmes Rd, extending along US 301 from one quarter-mile south of Symmes Rd to one quarter-mile north of Symmes Rd
<b>Length</b>	.530 Miles
<b>City</b>	Riverview
<b>County</b>	Hillsborough
<b>Road</b>	US 301
<b>Design Cost</b>	\$482000



### About

The purpose of this project is to reconstruct the intersection of US301 at Symmes Rd. with rigid pavement to provide a sustainable pavement with a longer service life. The work also includes minor drainage improvements, bringing ADA features into conformance with current standards, and perform general safety modification work.

Construction is currently anticipated to begin in Summer 2024.

### Contact Information

#### Design Manager

Eyra Cash, P.E.  
 (813) 975-6164  
 Eyra.Cash@dot.state.fl.us

#### Media Contact

Kris Carson  
 (813) 975-6060  
 Kristen.Carson@dot.state.fl.us



# Hillsborough TPO Transportation Planning Organization

## Board & Committee Agenda Item

### **Agenda Item:**

Urban Area Boundary and Functional Classification

### **Presenter:**

Wade Reynolds, TPO Staff

### **Summary:**

On a decennial basis (every 10 years) following every Census, FDOT in coordination with FHWA and local partners, are required to update Urban Boundary and Functional Classification for the State of Florida. The Transportation Data and Analytics (TDA) Office acquires the U.S. Census population and urban boundary data for 2020 to develop maps with the appropriate projection and content for distribution. TDA compiles the boundaries into a statewide GIS layer, resolving data conflicts such as overlaps and gaps between District boundaries.

The Districts and local partners use this information for coordination purposes and to adjust the 2020 Urban Area boundaries around current land use conditions. These adjustments are reviewed by Central Office before they are submitted for approval by FHWA.

The Districts also work with local partners to inventory roadways and update existing roadways in the Roadway Characteristics Inventory (RCI) system with proposed functional classifications in relation to the urban area boundaries for FDOT and HPMS data reporting systems. These roadways are reviewed following the urban area boundary adjustment process and are submitted to FHWA for review and approval. The Functional Classification of roadways are critical for Federal-Aid eligibility (roadways, bridges, and transit projects) and are assigned into systems according to the character of service they provide in relation to the total roadway network, e.g., principal arterials, minor collectors, etc.

### **Recommended Action:**

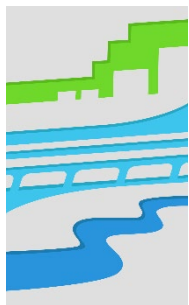
None, for information only

### **Prepared By:**

Wade Reynolds, TPO Staff

### **Attachments:**

None



Plan Hillsborough  
[planhillsborough.org](http://planhillsborough.org)  
[planner@plancom.org](mailto:planner@plancom.org)  
813 - 272 - 5940  
601 E Kennedy Blvd  
18<sup>th</sup> floor  
Tampa, FL, 33602