



Hillsborough TPO
Transportation
Planning Organization

Hillsborough TPO

Community Transportation Coordinator Evaluation

July 1, 2022 to June 30, 2023

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Hillsborough TPO
Transportation
Planning Organization

Prepared by



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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.

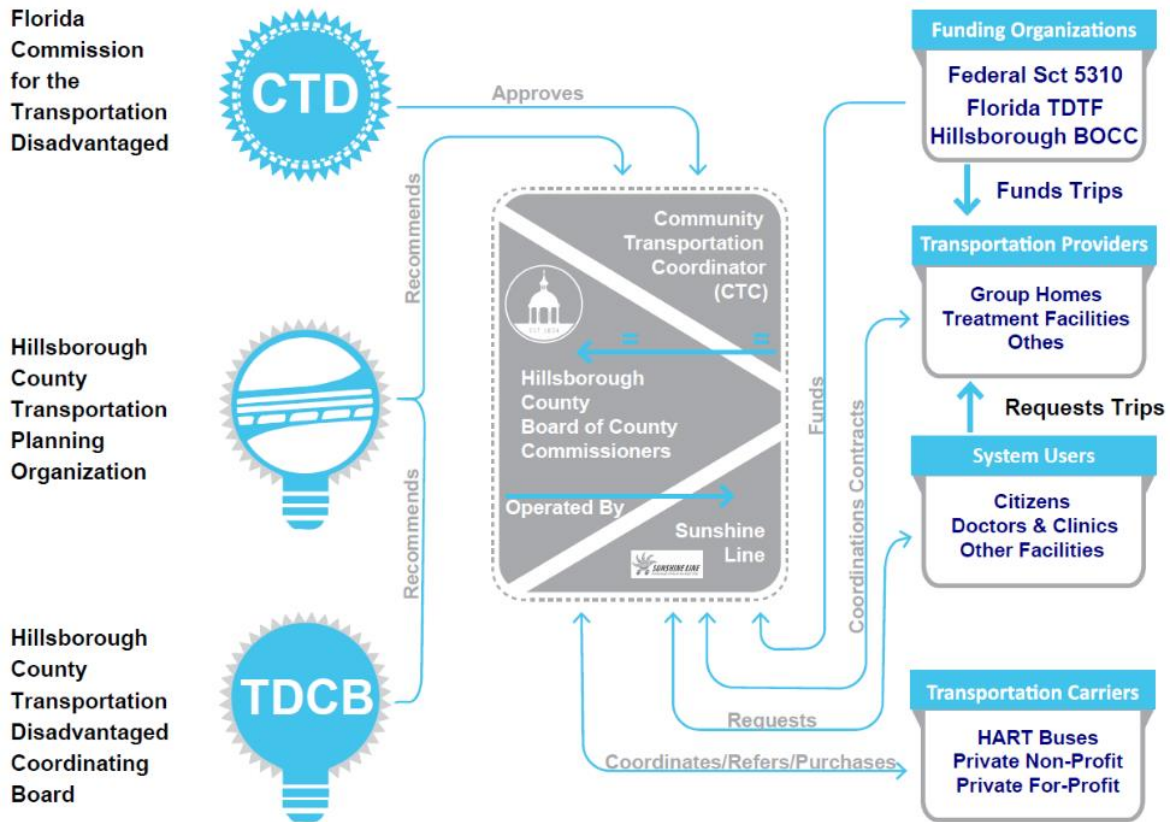
1.2 Local Program

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.

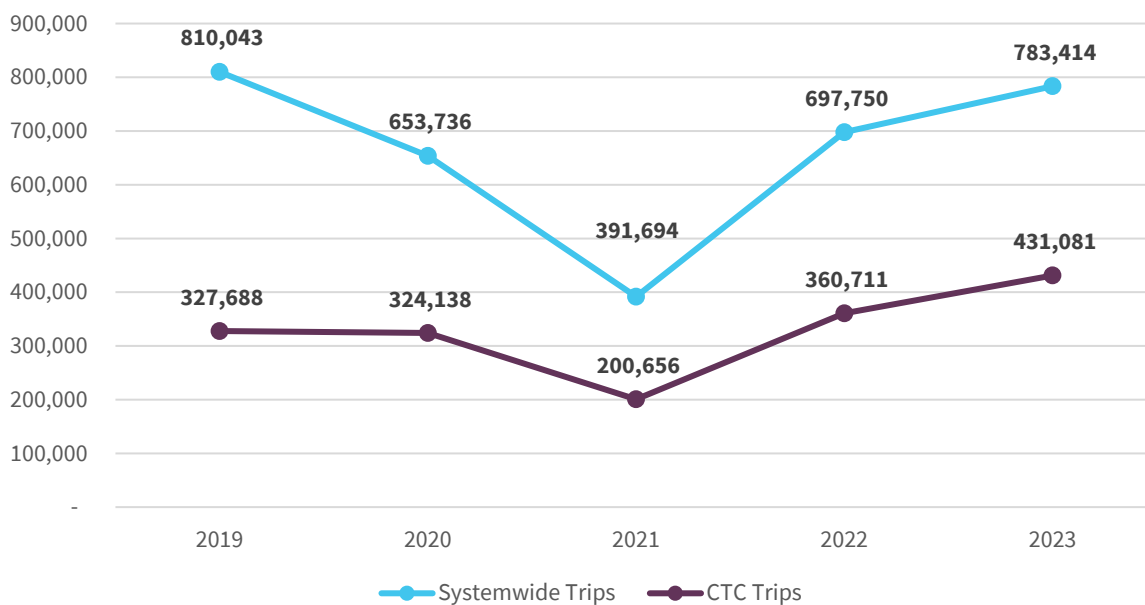
Table 2-1: 2023 Coordination Contractors

| Coordination Contractors | Transportation Services Provided |
|--|---|
| Agency for Community Treatment Services (ACTS) | Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients. |
| Angels Unaware, Inc. | 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. |
| COVE Behavioral Health | Transportation to treatment services and for residential treatment programs. |
| Gracepoint Wellness (Mental Health Care, Inc.) | Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments. |
| HART ADA Complementary Paratransit (Interlocal Agreement) | ADA paratransit to persons within $\frac{3}{4}$ miles of a bus route. |
| Human Development Center | Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips |
| MacDonald Training Center, Inc. | Transportation to/from training centers. |
| Metropolitan Ministries | Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments, and any other necessary service to provide help. |
| McClain, Inc. | Transportation for grocery trips, employment, medical, and educational needs. |
| BayCare Northside Behavioral Health Center | 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. |
| Quest, Inc. | Transportation to/from residential facilities, including trips for employment, employment training, and community outings. |
| Sunrise Community | 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 |
|------------------------------------|--|---------|---------|---------|---------|---------|
| Reliability | | | | | | |
| 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 |
| Service Effectiveness | | | | | | |
| Trips per Capita ¹ | >0.5 trips per capita annually | 0.52 | 0.47 | 0.28 | 0.45 | 0.58 |
| Service Efficiency | | | | | | |
| Cost per Trip ² | <\$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 |
| Service Availability | | | | | | |
| Vehicles Available ¹ | >5 vehicles per 100,000 persons | 18.01 | 19.86 | 22.22 | 21.25 | 21.91 |
| Percentage of Denials ³ | <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 |
| Safety | | | | | | |
| Accidents ⁴ | < 1.2 chargeable accidents per 100,000 vehicles miles traveled | 0.21 | 0.90 | 0.85 | 0.49 | 0.43 |
| User Input | | | | | | |
| Complaints | <2 per 1,000 trips | 0.21 | 0.47 | 0.43 | 0.30 | 0.34 |

¹Includes entire coordinated system

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

³Not an indication of unmet needs

⁴Sunshine 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

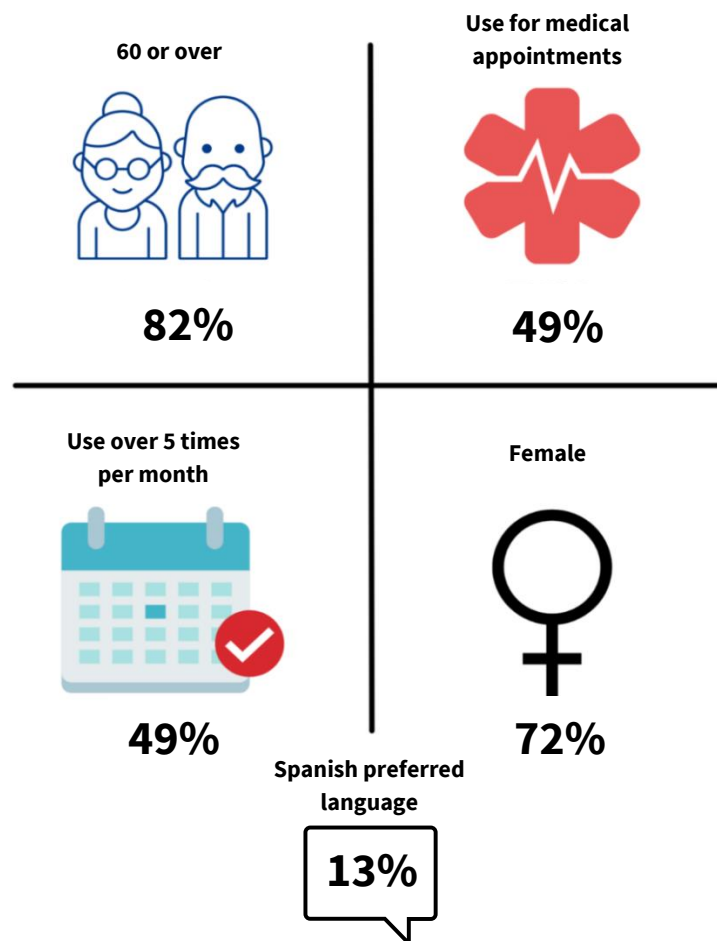
As an additional means to determine whether the TD services in the County are meeting customer needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. The TDCB’s Evaluation Subcommittee develops two customer satisfaction surveys and administers them to existing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

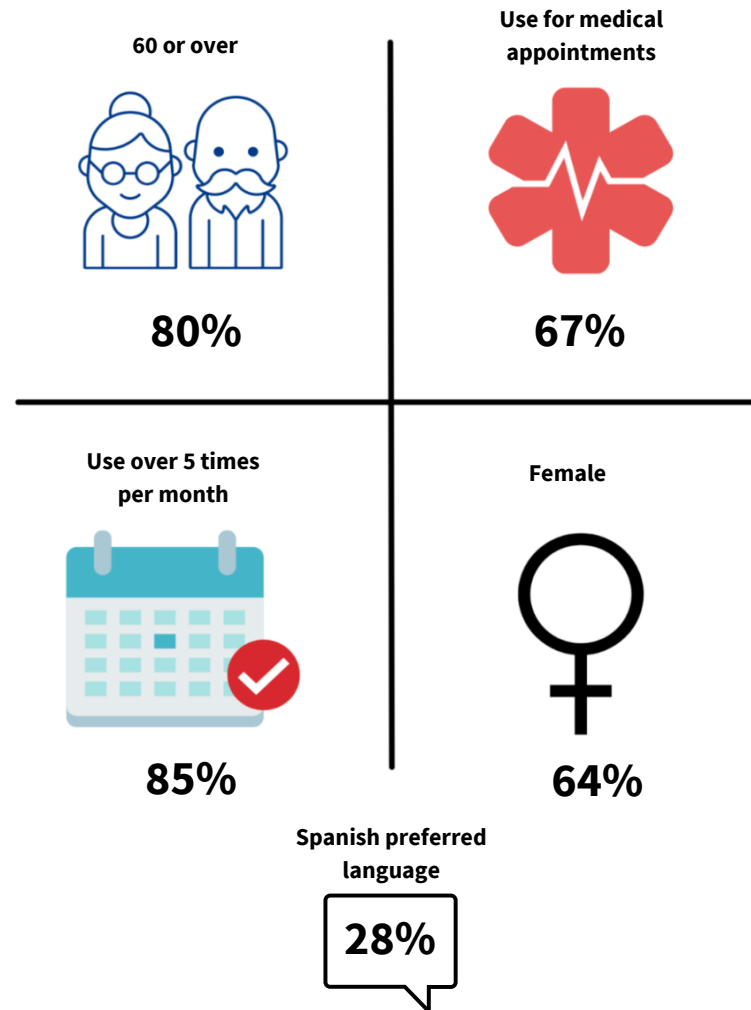
Table 4-1: 2023 and Historical Sunshine line Door-to-Door Survey Results

| Question | % Change 2022-2023 | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|-----------------------|------|------|------|------|------|
| Vehicles | | | | | | |
| 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% |
| Drivers | | | | | | |
| 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% |
| Reservations | | | | | | |
| 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% |
| Trips | | | | | | |
| 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% |
| Service | | | | | | |
| 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 |
|--|-----------------------|------|------|------|------|------|
| Vehicles | | | | | | |
| 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% |
| Drivers | | | | | | |
| 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% |
| Service | | | | | | |
| 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:

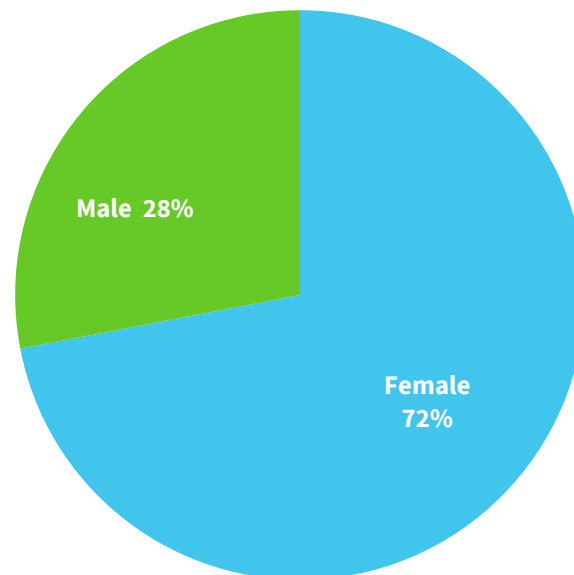


Figure B-2: My Age is:

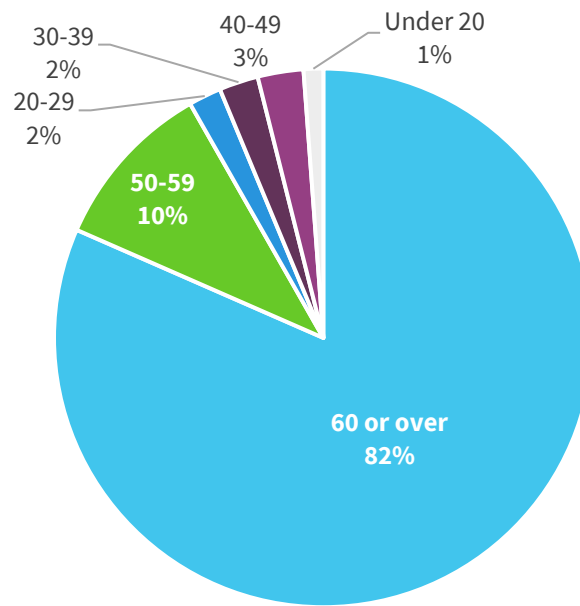
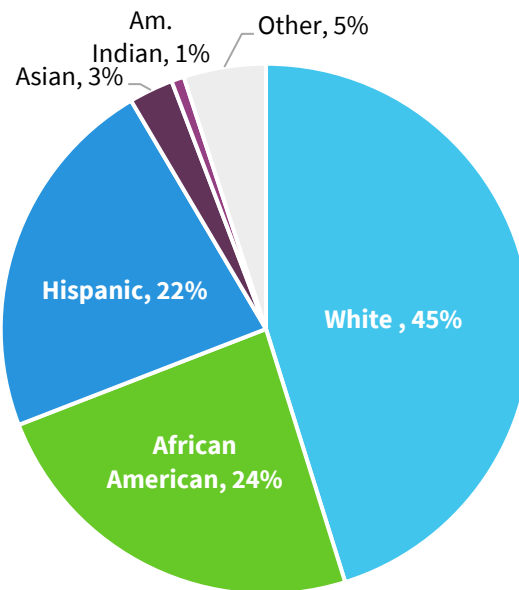


Figure B-3: My Race is:



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:

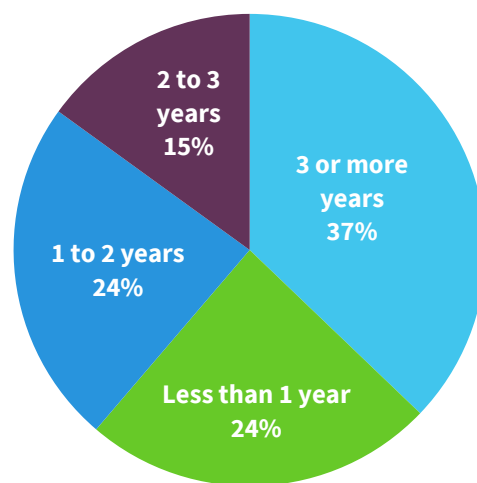
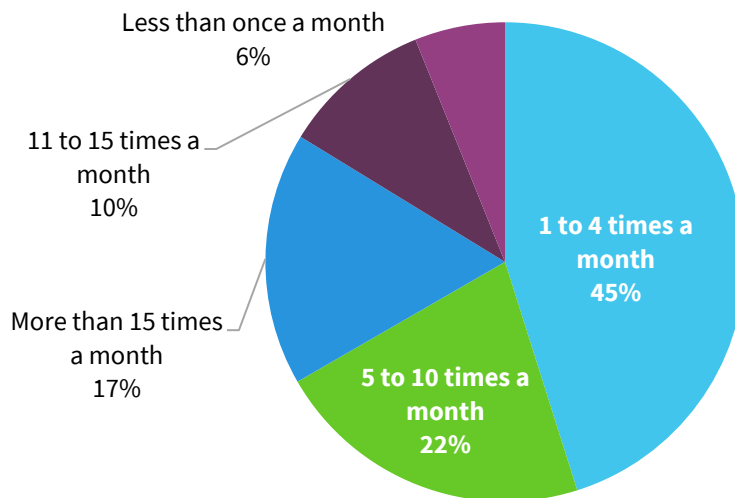


Figure B-5: I use door to door transportation service:



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:

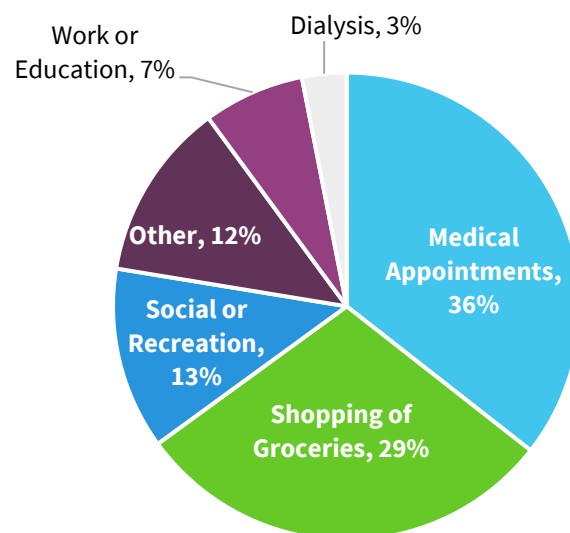


Figure B-7: Most of the time I travel:

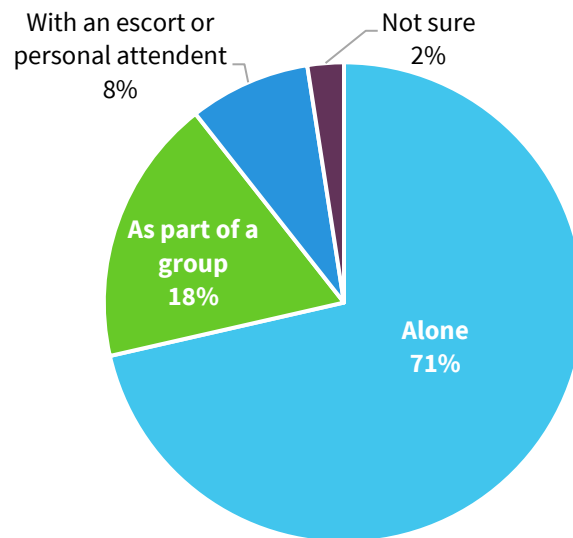
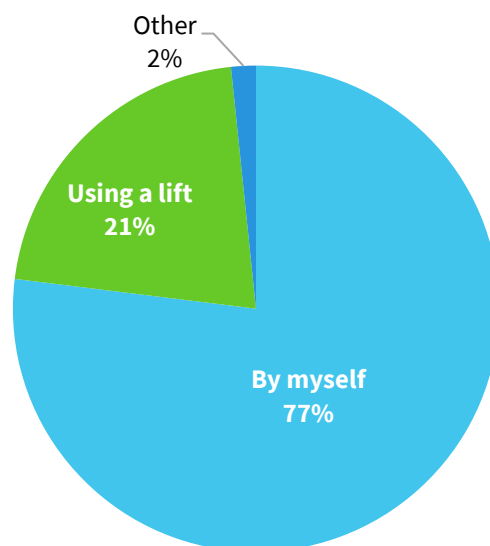


Figure B-8: Most of the time I get on the vehicle:



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:

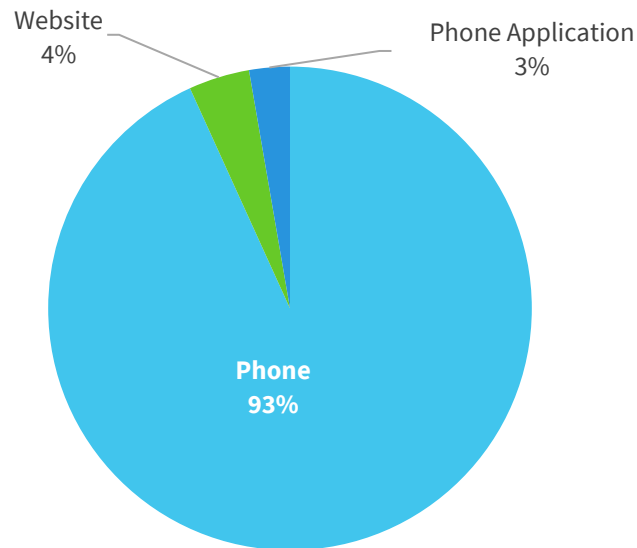


Figure B-10 shows that 90 percent of respondents feel that when they need transportation, it is readily available for them.

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

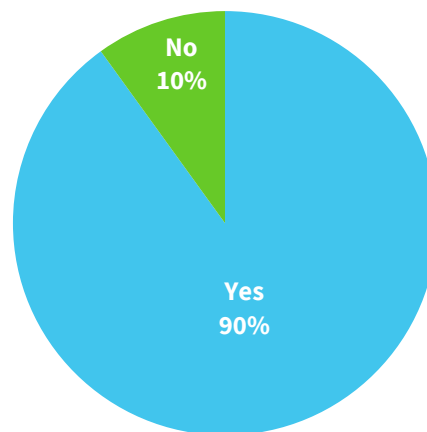
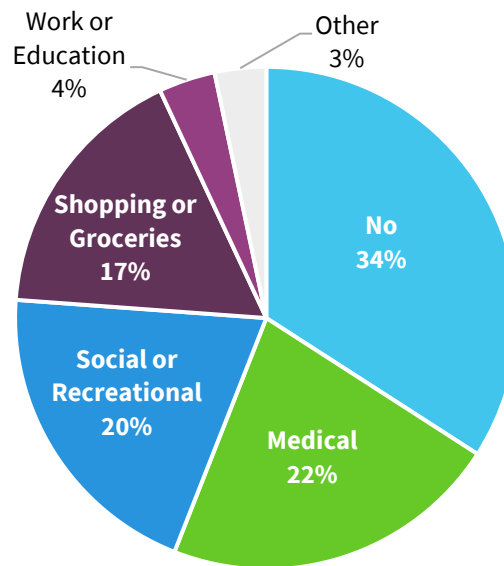


Figure B-11 shows that if provided transportation to other counties, approximately a third would not travel to Pasco or Pinellas, while the rest would most likely go for medical (22%), social (20%), or shopping purposes (17%).

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

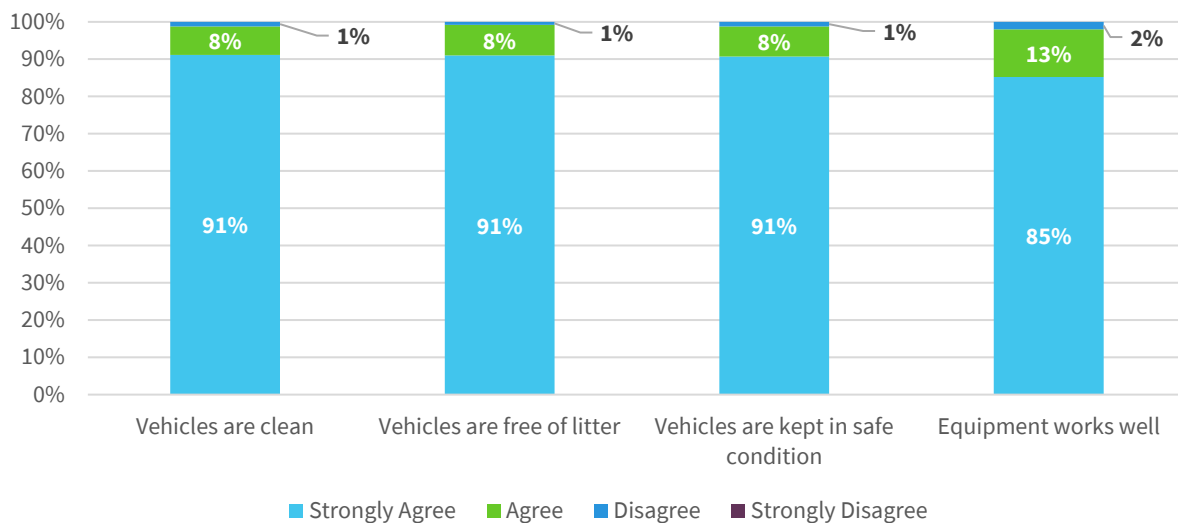
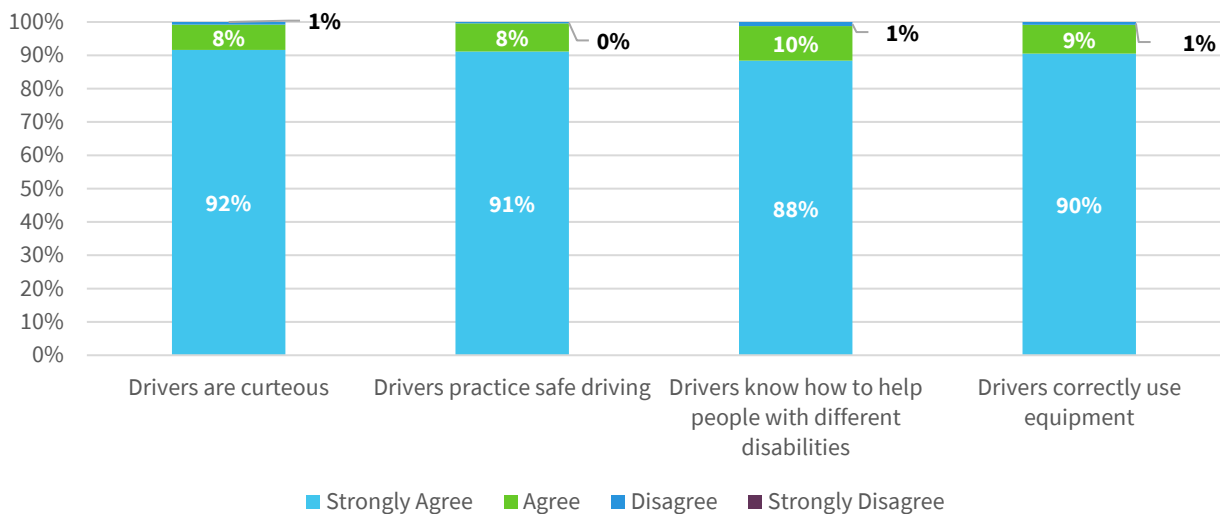
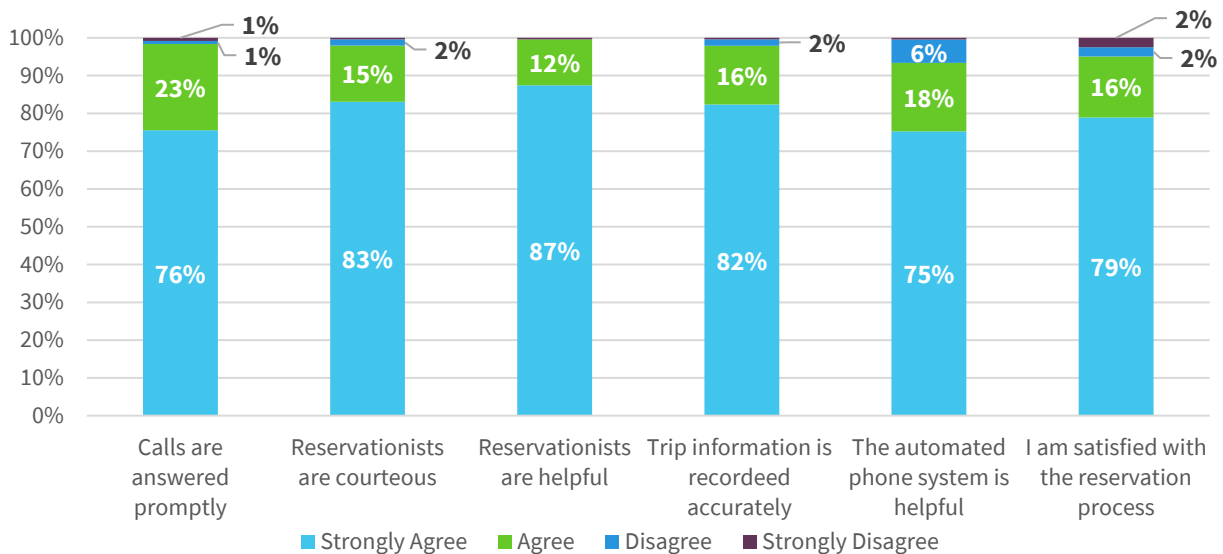


Figure B-13: Drivers



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

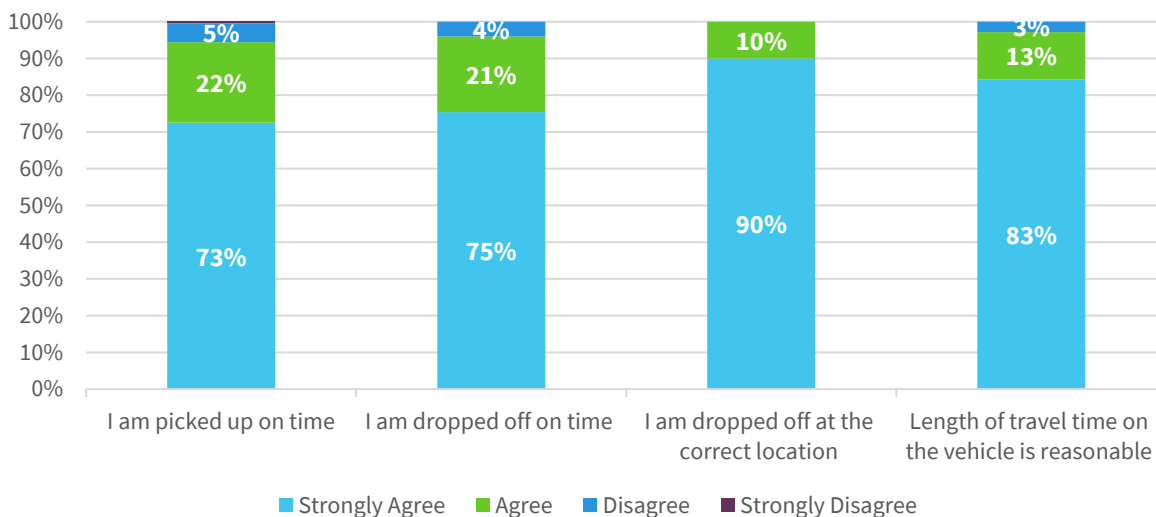


Figure B-16 shows that only three percent of respondents disagree that problems are resolved quickly and only 6 percent disagree that complaints are handled in a satisfactory manner.

Figure B-16: Service

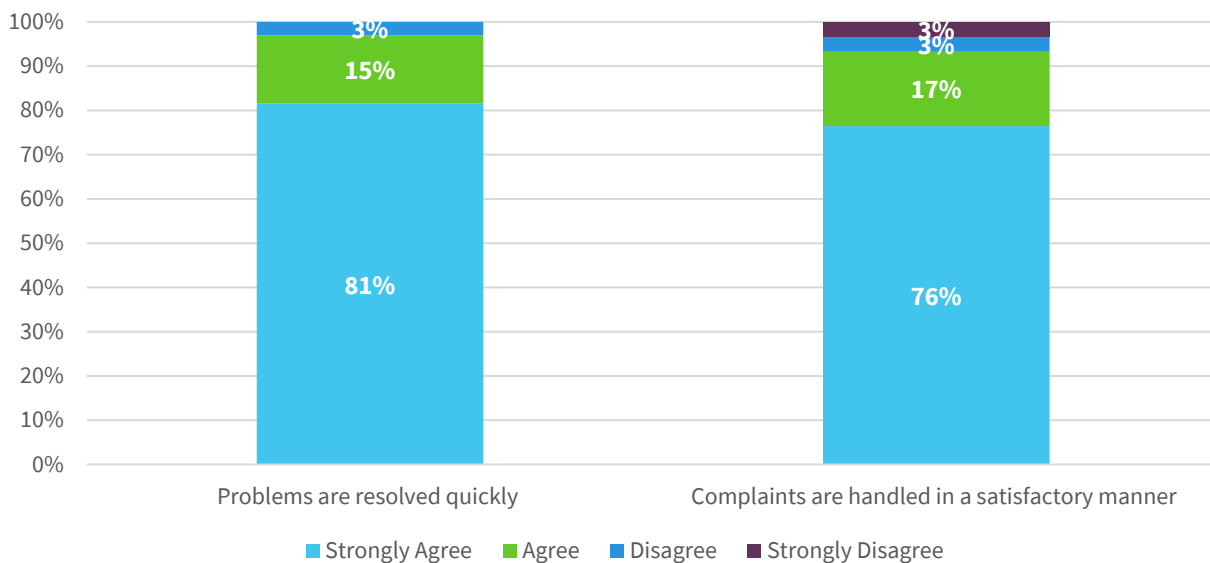
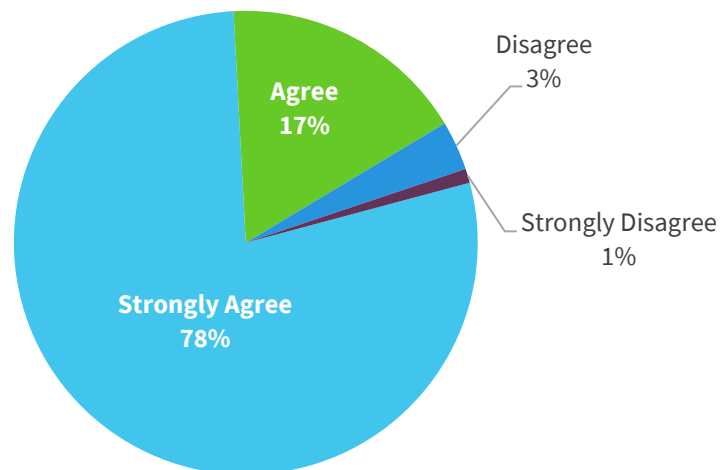


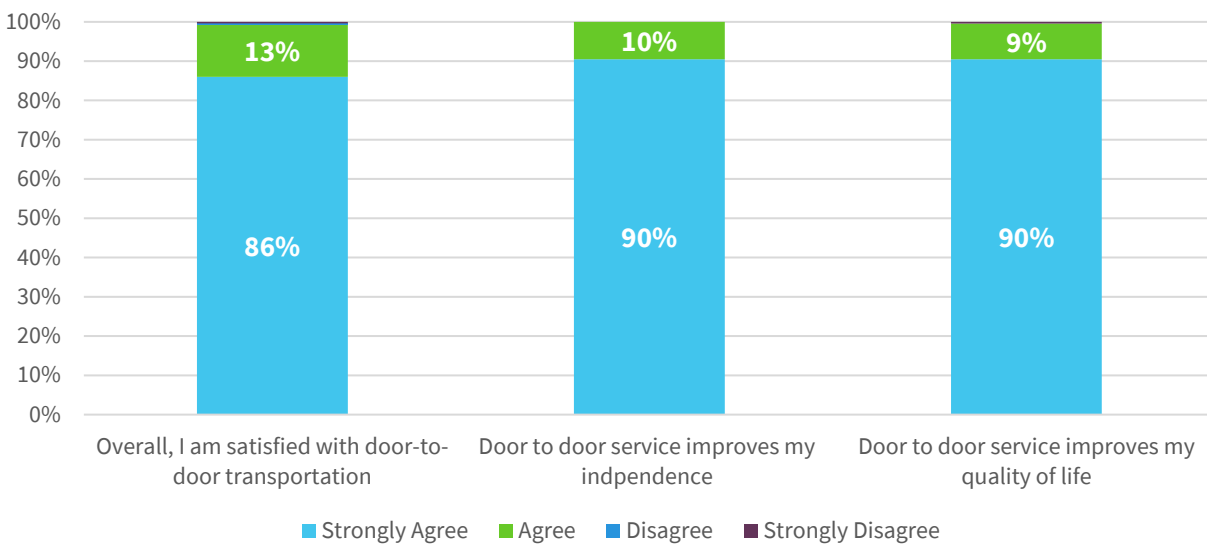
Figure B-17 shows that 95 percent of customers agree that their door-to-door transportation service experience has stayed the same or improved.

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.

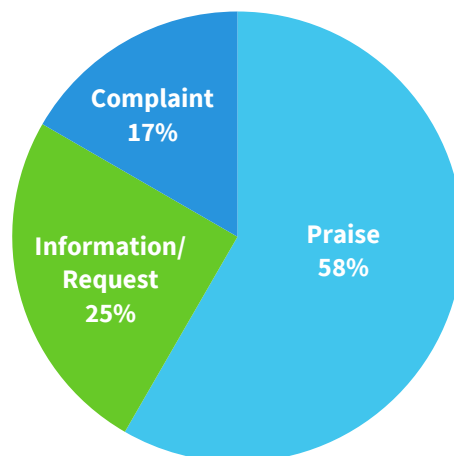
Figure B-18: Overall Rating



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:

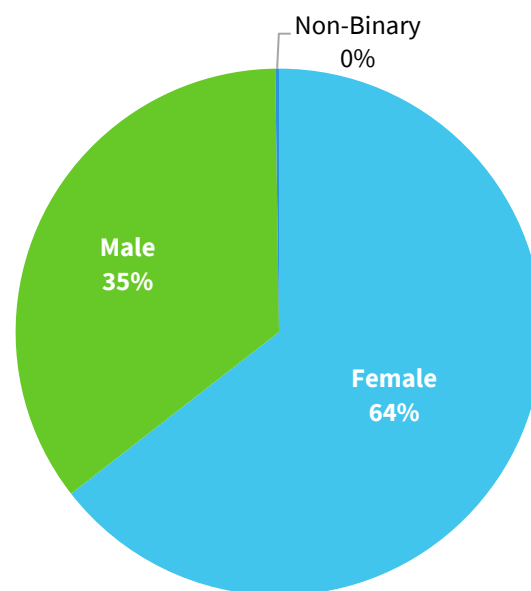


Figure B-21: My Age is:

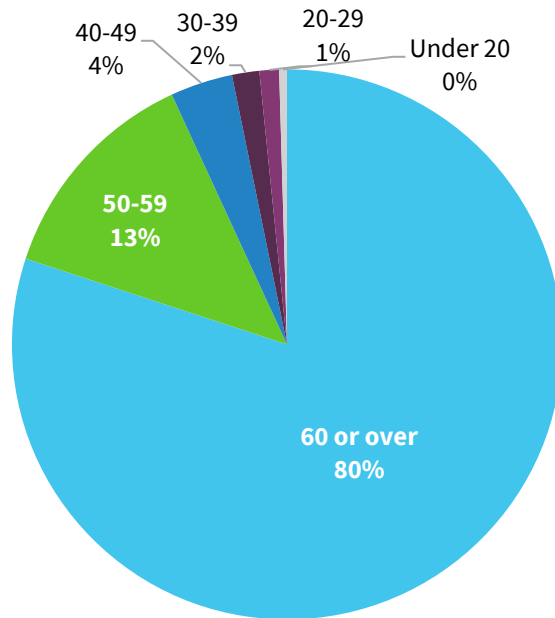
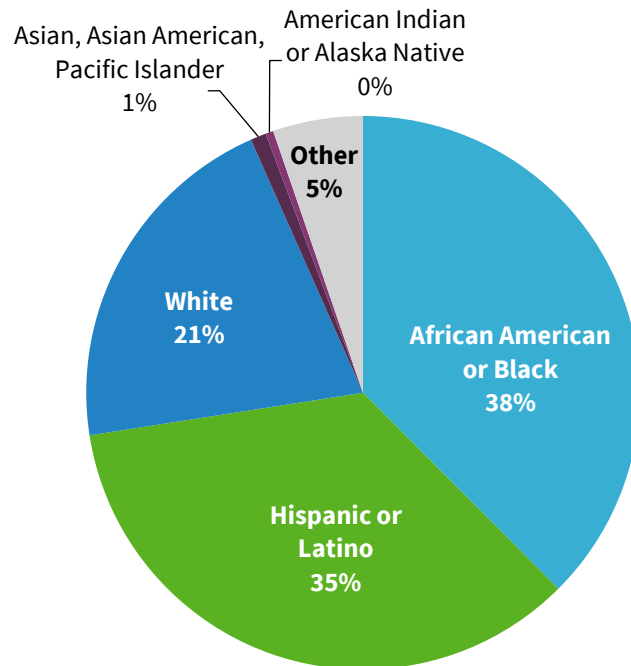


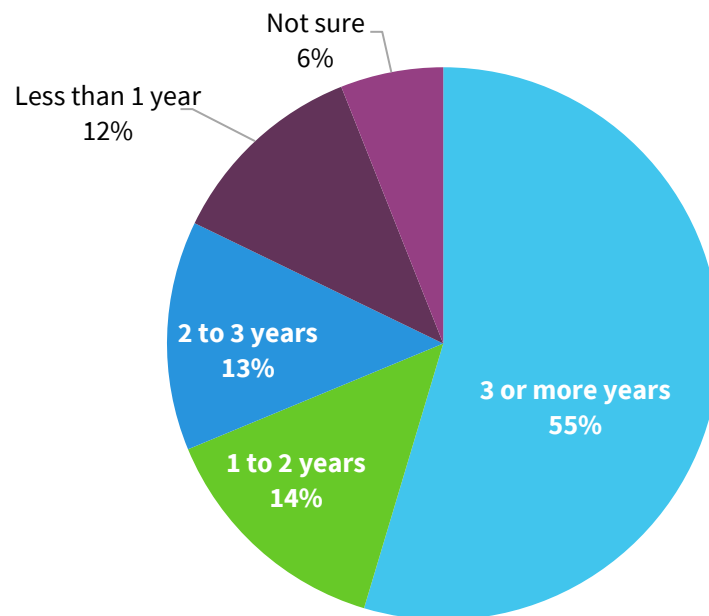
Figure B-22: My Race is:



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:

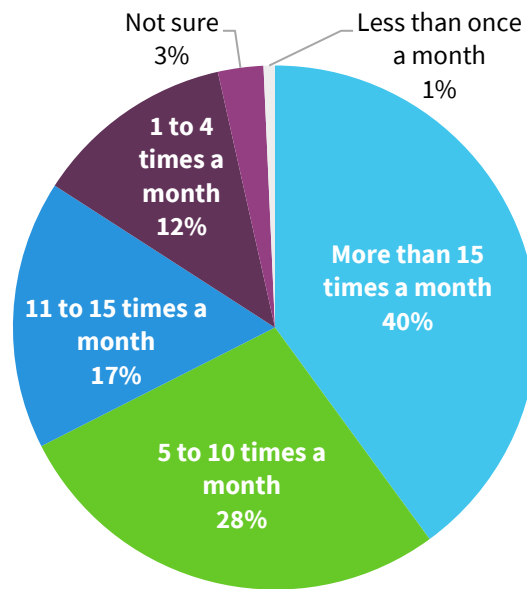


Figure B-22: I have used bus pass transportation for the following:

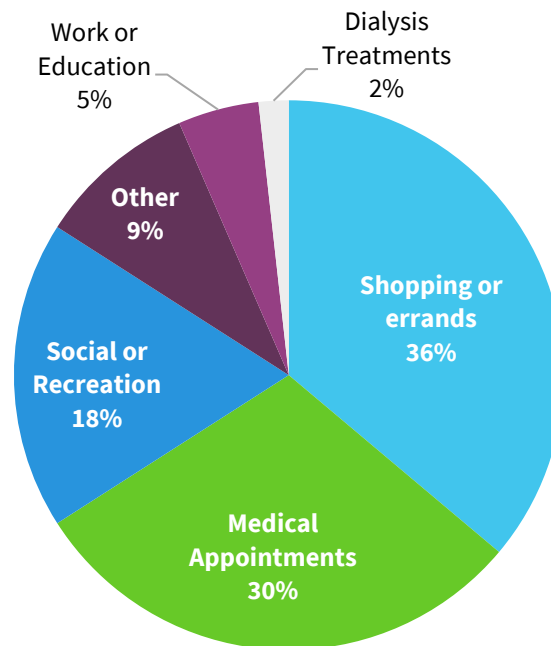
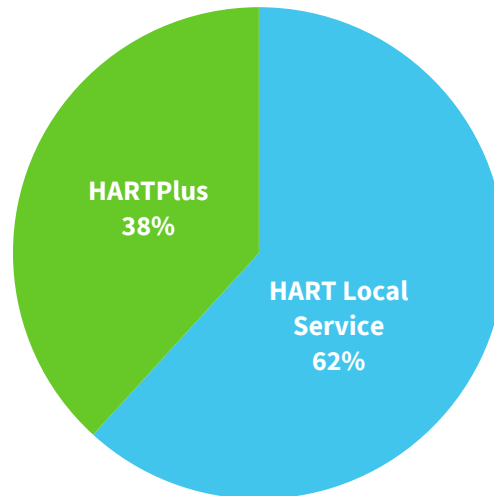


Figure B-23: Most of the time my bus passes are used on:



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:

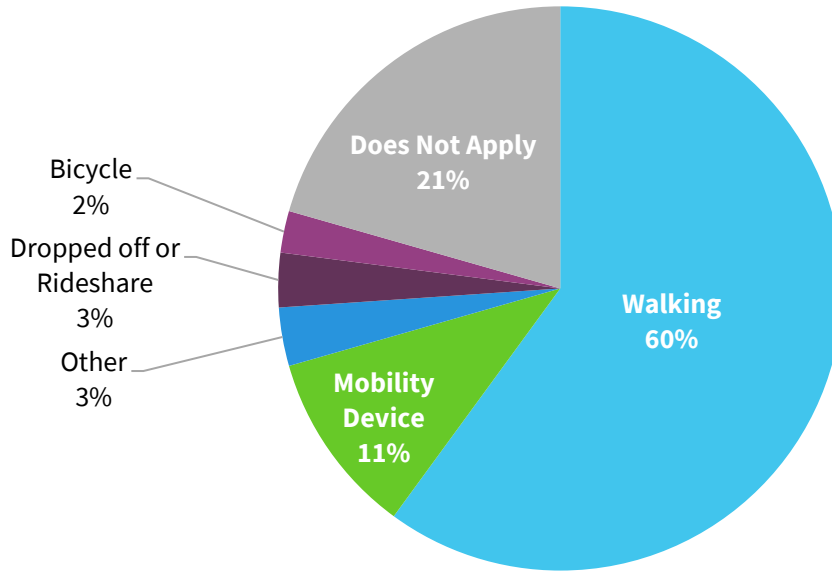


Figure B-25: Most of the time I travel:

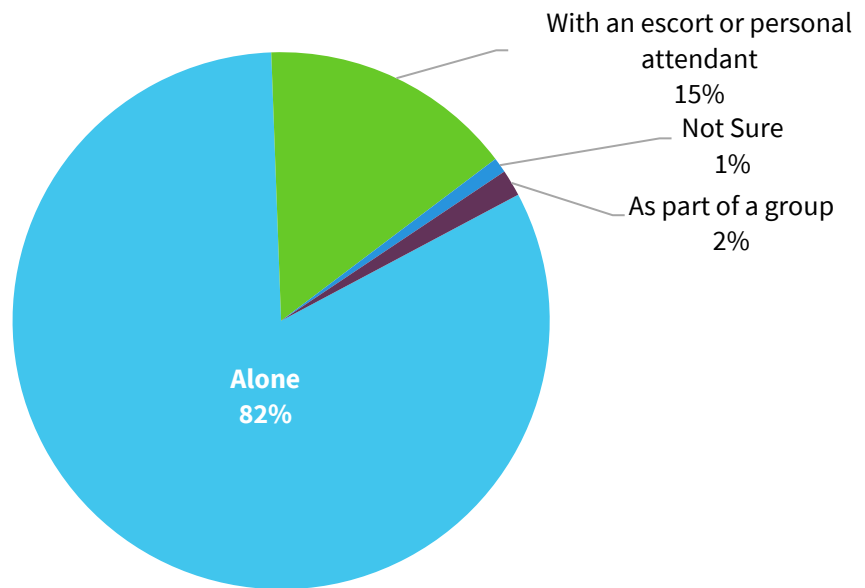
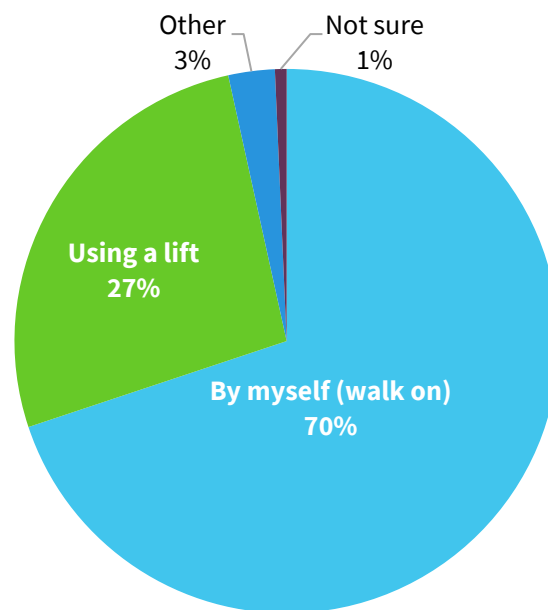
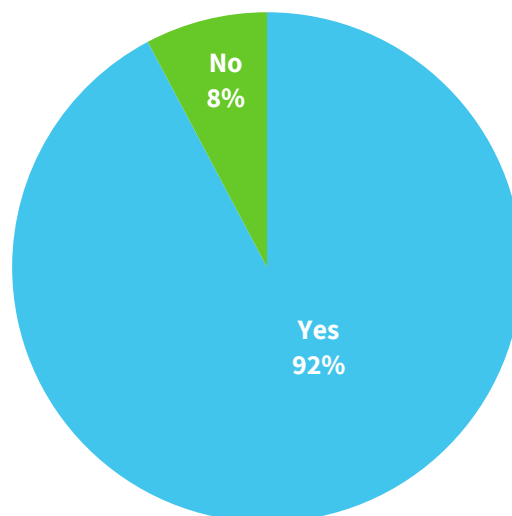


Figure B-26: Most of the time when I get on the vehicle:



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.

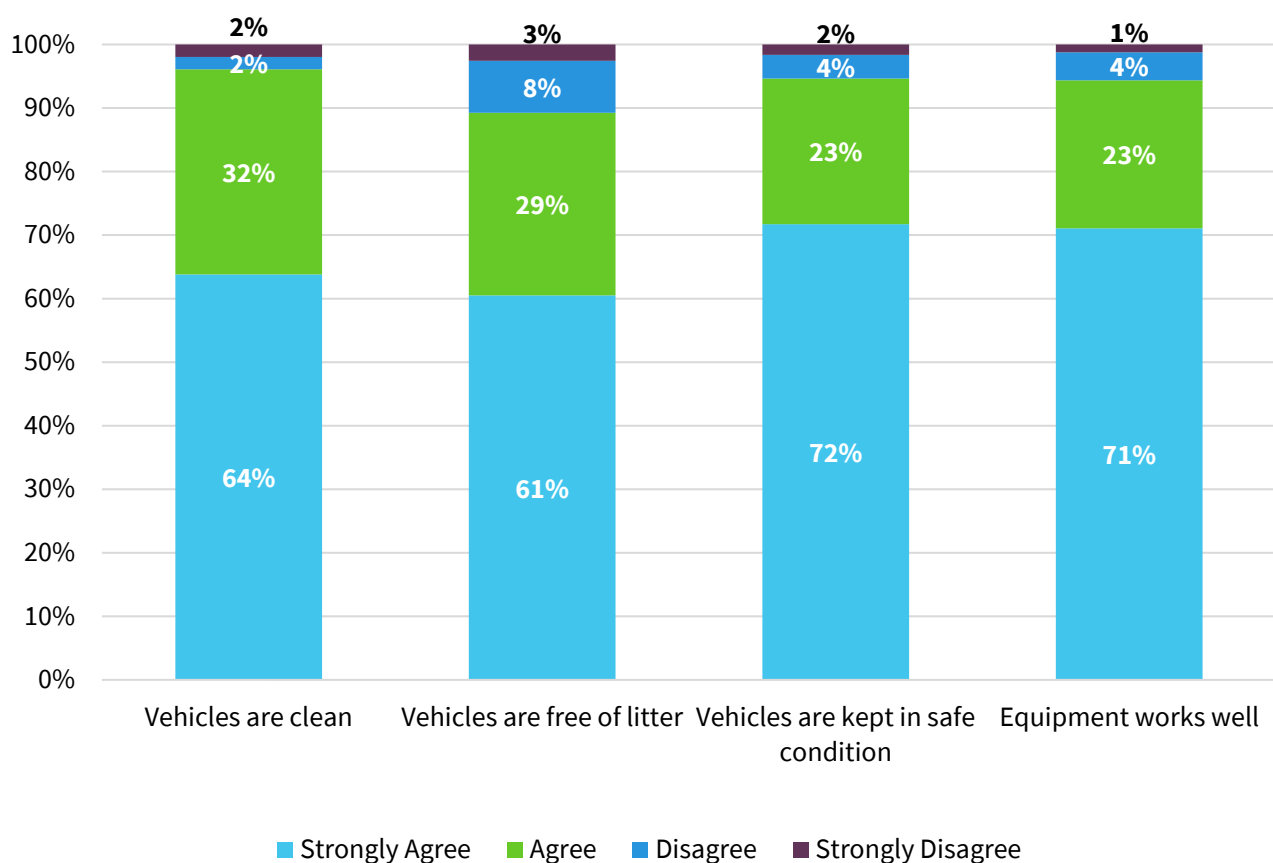


SERVICE RATING

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

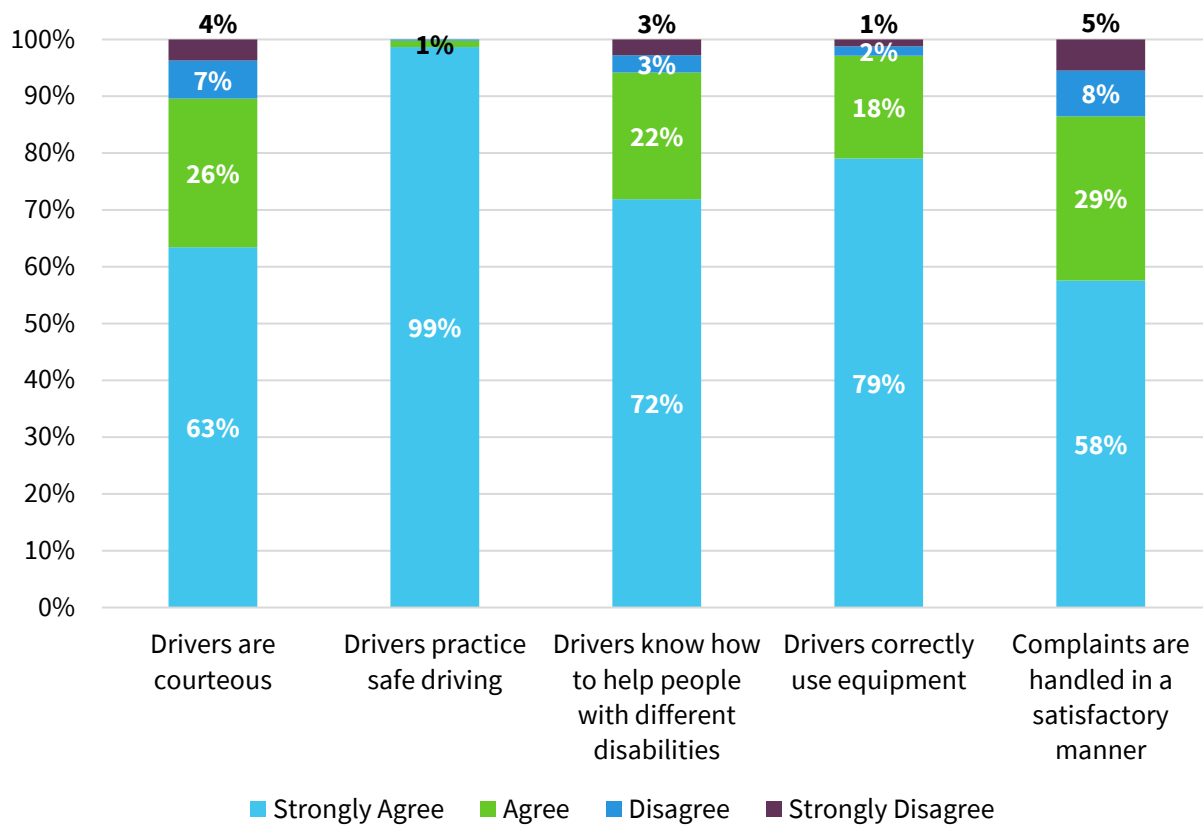
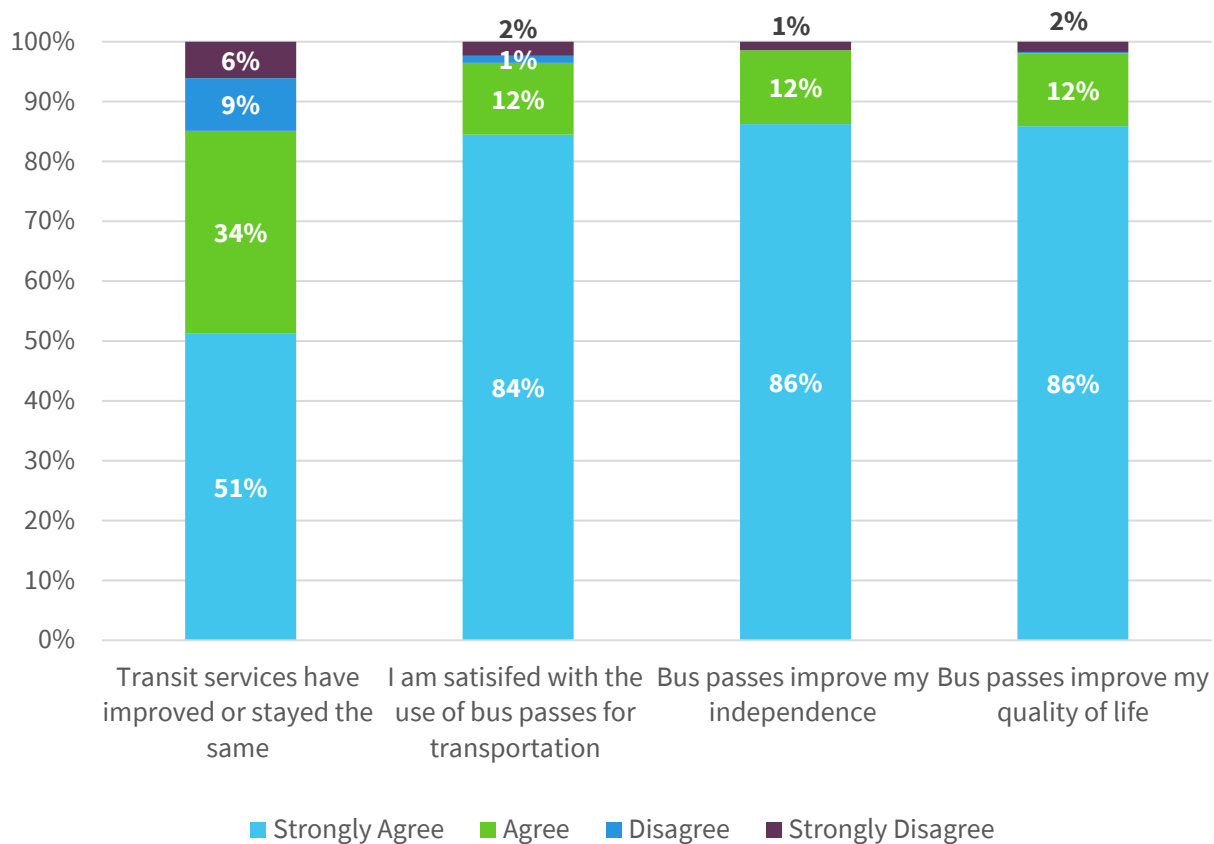


Figure B-33 shows that 15 percent of respondents do not agree that transit services have improved or stayed the same, however, 96 percent of respondents said they are satisfied with the bus pass program. A significant portion of respondents also agree that the program improves their independence and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

Figure B-30: Overall Rating

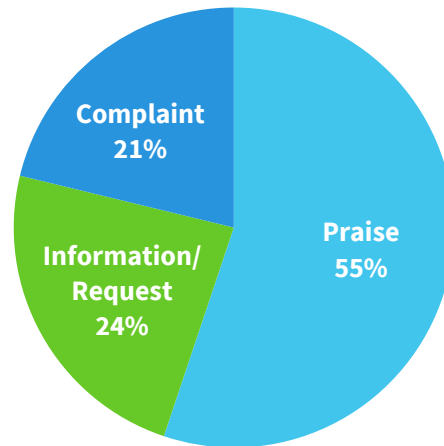


CUSTOMER COMMENTS AND INFORMATION

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 |

| | | |
|------------|---|---------------------|
| 64 | They must put more security in side the buses, there are people that disrespect the drivers | Information/Request |
| 65 | Excellent job I don't have any comments | Praise |
| 66 | I love that I get free bus passes when I need them, thank you! | Praise |
| 68 | Need more buses drivers, cabs are not dependable | Information/Request |
| 72 | 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 |
| 74 | Only problem is that I have to call monthly or re-up my account, should be done yearly | Information/Request |
| 75 | Bus 17 on Manhattan ave s difficult to climb with knee surgery. | Information/Request |
| 76 | I live on Former Rte. 17, now a 12 passenger FLEX van. Frequently crowded. Unpleasant! Your lift takes away independence. | Complaint |
| 77 | 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 |
| 78 | I am very grateful; the drivers are very helpful and polite. Thank you for this service | Praise |
| 79 | You don't know how grateful I am for this service, its heaven sent, thank you god | Praise |
| 81 | I am very grateful for having the bus pass | Praise |
| 89 | I am happy with the service and the people that serve us | Praise |
| 91 | I have no negative comments and I am thankful for this program | Praise |
| 94 | The buses are clean | Praise |
| 97 | 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 |
| 102 | Thanks for the passes I could not without them | Praise |
| 104 | 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 |
| 108 | I appreciate the HART Plus program; using the coupon booklet for the van | Praise |
| 111 | I am glad Rte. 5 are 1/2 hour frequency, makes transfers easy | Praise |
| 117 | I wish I could use HART door-to-door transportation for medical appointments and purchases | Information/Request |

| | | |
|------------|--|---------------------|
| 118 | As long as I have been using the bus transportation, everyone has been so nice, I am so very happy | Praise |
| 120 | HART drivers are nice! But if you don't have a bus pass, they will let you ride, that's no fair! | Praise |
| 124 | I just want to thank sunshine line for providing me with an essential part of my life | Praise |
| 126 | Thank you for your service, I have a better quality of life | Praise |
| 127 | Still have some nasty drivers, won't speak, and don't have info on other buses | Complaint |
| 128 | Thank you for what they do, good job. | Praise |
| 131 | Flamingo cards excellent | Praise |
| 133 | Thank you so much for this program offered | Praise |
| 136 | Thankful there is a system of buses here | Praise |
| 138 | Need more buses | Information/Request |
| 143 | I appreciate this service | Praise |
| 144 | Drivers (most) are rude! Not all of them. | Complaint |
| 145 | All is good | Praise |
| 153 | Good service from the Driver and the Flamingo card for the elderly | Praise |
| 154 | Good service from the Driver and the Flamingo card | Praise |
| 155 | Excellent | Praise |
| 159 | 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 |
| 160 | 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 |
| 161 | I am grateful to have the bus pass. I could not afford it without it | Praise |
| 166 | Hartline really need to improve on the bus frequency on a lot of their bus lines | Information/Request |
| 167 | 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 |
| 169 | I like how transportation is achieved and handled in the City of Tampa | Praise |
| 174 | I am grateful for the bus services and the courtesy of drivers | Praise |
| 179 | As new drivers enter, they do not give instructions | Complaint |

| | | |
|------------|---|---------------------|
| 180 | Thanks, the bus pass is a god send. I am a disabled vet. | Praise |
| 181 | They shouldn't allow people to get on with garbage on the bus, it gives off a nasty smell. Please improve | Information/Request |
| 184 | I suggest some drivers are more courteous with the passengers | Information/Request |
| 186 | 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 |
| 187 | It helps to get back and forth | Praise |
| 188 | Put some more routes | Information/Request |
| 191 | Thankful for the help, it is very important to me | Praise |
| 193 | #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 |
| 198 | All service for me is excellent and friendly | Praise |
| 200 | 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 |
| 207 | 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 |
| 211 | Hartline is taking down benches and huts for shade because of the homeless, but leaves seniors in the open | Complaint |
| 214 | 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 |
| 216 | Thank you | Praise |
| 218 | 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 |
| 221 | It is a good thing | Praise |
| 223 | Thank you for flamingo cards, it really helps give me independence | Praise |
| 226 | Thanks, all transportation Workers very much! | Praise |
| 228 | Thank you for the bus pass, it helps me a lot | Praise |
| 230 | Thank you for the bus passes. That is my only transportation | Praise |
| 233 | Improve the frequencies of some routes | Information/Request |
| 234 | 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 |
| 235 | Thank you for this service. | Praise |

| | | |
|------------|---|---------------------|
| 236 | For public transportation it's the best. Sometimes you have to wait, but well worth the wait, the drivers are all very nice. | Praise |
| 237 | Some drivers are decent, some are not | Information/Request |
| 243 | I love this service | Praise |
| 246 | Bus passes should also be used on Hart Plus, not pay cash. | Information/Request |
| 247 | Thanks to everyone for your time & hard work through these difficult times | Praise |
| 248 | Thank you for the service | Praise |
| 249 | 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 |
| 250 | Thank you. | Praise |
| 253 | 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 |
| 255 | Need benches at all stops. No hourly bus, all 30 mins or less | Information/Request |
| 258 | Thank you for your transportation service | Praise |
| 260 | I love Hartline! | Praise |
| 262 | Very safe drivers, they obey all the rules of the road. (Makes me feel safe) | Praise |
| 263 | The service in general is very good and the customer service is excellent | Praise |
| 271 | 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 |
| 274 | Hart is great! It helps me a lot | Praise |
| 276 | I am satisfied | Praise |
| 279 | I have called in several complaints, always told a supervisor will get back. NEVER HAPPENS. The calls need to be monitored. | Complaint |
| 280 | Hart plus has been a huge blessing in my life | Praise |
| 282 | 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 |
| 285 | Put benches back, I am old and it is hard standing waiting on bus | Information/Request |
| 286 | I am very thankful for the extra bus passes | Praise |
| 287 | To drive slower over pot holes and bumps | Information/Request |
| 288 | Some drivers need to not speed over railroad tracks or on rough roads. People on wheelchairs could suffer more injuries | Complaint |

| | | |
|------------|--|---------------------|
| 291 | 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 |
| 294 | I am deeply grateful to Sunshine Line/for the bus passes | Praise |
| 295 | Buses should run every 20 minutes or every half hour. | Information/Request |
| 297 | I appreciate this kind of free transportation | Praise |
| 298 | I am satisfied with the service they provide | Praise |
| 300 | I am blessed to have this transportation | Praise |
| 302 | Bus scheduling needs improvement | Complaint |
| 308 | I always travel with my husband; we are very satisfied with the service | Praise |
| 314 | I am very happy with riding HART-Plus | Praise |
| 316 | 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 |
| 319 | 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 |
| 322 | Some buses are better than others | Information/Request |
| 323 | Some bus routes need improvements, for example route 15 and route 32 | Information/Request |
| 324 | Most do not greet when boarding the bus and do not answer, they seem angry with the passenger | Complaint |
| 327 | Good job | Praise |
| 329 | All trips are fine I arrive on time at the destination | Praise |
| 332 | Nothing is perfect and although there are some inconveniences, I depend on this transportation, I don't handle it and I am disabled | Praise |
| 334 | The service is wonderful! And the drivers are very helpful | Praise |
| 338 | Whomever does the scheduling does a terrible job. Many times, late and excess. Additional stops before destination. | Complaint |
| 347 | I have been on Hartline buses for 12 years and I am pretty happy with HART overall. | Praise |
| 348 | Small buses do not have ramps for passengers | Complaint |
| 349 | 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 |

| | | |
|------------|--|---------------------|
| 350 | 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 |
| 352 | We are being kept late a lot on our appointments and we ended being late all the time!!! | Complaint |
| 355 | 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 |
| 358 | Thank you for this service. | Praise |
| 359 | 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 |
| 364 | The drivers are very helpful | Praise |
| 371 | Thank you very much | Praise |
| 379 | Route 8 that travels to Brandon mall has very hard seats and the trip takes an hour | Complaint |
| 385 | The waiting time is a little too much. Besides that, everything is good. | Information/Request |
| 388 | I am grateful, I am disabled and can't drive | Praise |
| 391 | I use hart plus most; the ridership has increased greatly which causes inconveniences | Information/Request |
| 392 | Excellent, thank you | Praise |
| 394 | 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 |
| 399 | Cell phones on bus are too loud. Some people talk too loud. Also, litter is on buses | Complaint |
| 400 | 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 |
| 402 | I love HART plus, the drivers are always courteous and friendly. | Praise |
| 403 | I have some issues with clean seats in the van, generally the van is dirty | Complaint |
| 405 | Very satisfied with the door-to-door service. It is the best thing that ever happened to me. Thank you | Praise |
| 407 | 30 min. frequencies and service in more areas | Information/Request |
| 411 | Drivers are courteous and professional | Praise |
| 412 | Arm rests on outside middle seats. Uniforms on some are pressed and look smart | Information/Request |
| 414 | Yellow Cabs need to be back in Brandon and Palm River Area | Information/Request |

| | | |
|------------|--|---------------------|
| 415 | 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 |
| 419 | Thank you! | Praise |
| 420 | I am thankful for the bus and Flamingo pass | Praise |
| 422 | I am thankful for HART Plus and I loke the drivers that pick me up | Praise |
| 423 | Bring back route 41 because it helps me see family and attend church | Information/Request |
| 426 | I have forgotten to get change to pay and been embarrassed in front of other people | Complaint |
| 428 | Hartline drivers have gotten so much better, they are more understanding and willing to listen | Praise |
| 430 | 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 |
| 433 | Everything is Great! | Praise |
| 434 | We need shelter at Rome + Mainstreet and more stops on main street @ Chestnut. New shelter at Frisco Plaza. | Information/Request |
| 435 | We need shelter @ Rome and Main; more stops on Main St; Can a stop be put at the Renaissance for the elderly | Information/Request |
| 436 | I am grateful for this service. | Praise |
| 437 | Somethings need to be changed, but that is everywhere you go; HARTline is doing the best they can, it will get better soon. | Praise |
| 438 | Bus passes are great, they give me independence. | Praise |
| 445 | The drivers are working very hard, the yellow cab asks for tips from the passengers. | Information/Request |
| 448 | 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 |
| 452 | 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

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

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, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

| Coordination Contract Agencies | | | | |
|---------------------------------------|----------------|-------------------------|-------------------------|----------------|
| Name of Agency | Address | City, State, Zip | Telephone Number | Contact |
| | | | | |
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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:

| TD Eligibility Verification | | | |
|------------------------------------|--------------------------|---------------------|-----------------------------|
| Name of Client | Address of client | Date of Ride | Application on File? |
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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

| Operator Name | Exp. Date | SSPP | AOR Reporting | Insurance |
|---------------|-----------|------|---------------|-----------|
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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)?

| Operator | Insurance Cost |
|----------|----------------|
| | |
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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

| Driver Last Name | Driver License | Last Physical | CPR/1st Aid | Def. Driving | ADA Training | Other- |
|------------------|----------------|---------------|-------------|--------------|--------------|--------|
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Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

| Driver Last Name | Driver License | Last Physical | CPR/1st Aid | Def. Driving | ADA Training | Other- |
|-------------------------|-----------------------|----------------------|--------------------|---------------------|---------------------|---------------|
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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)]

| | CTC | CC #1 | CC #2 | CC #3 | CC #4 |
|--|------------|--------------|--------------|--------------|--------------|
| 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

| Coordination Contractor | AOR Trips | AOR Expenses | Avg. Cost per Trip |
|--------------------------------|------------------|---------------------|---------------------------|
| 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.)]

| | CTC | Alt. #1 | Alt. #2 | Alt. #3 | Alt. #4 |
|--|------------|----------------|----------------|----------------|----------------|
| 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.

| Commission Standards | Comments |
|--|-----------------|
| 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.

| Local Standards | Comments |
|--|-----------------|
| 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 ₂ 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 |
|---|--|-------------------------------------|--|
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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: _____

| Funding Source | No. of Trips | No. of Riders/Beneficiaries | No. of Calls to Make | No. of Calls Made |
|-----------------------|---------------------|------------------------------------|-----------------------------|--------------------------|
| CTD | | | | |
| Medicaid | | | | |
| Other | | | | |
| Other | | | | |
| Other) | | | | |
| Other | | | | |
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| Totals | | | | |

| Number of Round Trips | Number of Riders/Beneficiaries to Survey |
|------------------------------|---|
| 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 <input type="checkbox"/> |
| Pick Up | [REDACTED] | | | | Odometer | 96737 <input type="checkbox"/> |
| Customer Pay: | | | | | | Complete <input checked="" type="checkbox"/> |
| \$0.00 | | | | | | |

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 | | | 1732562 | 11:00AM P | Stop Time <input type="text" value="10:58AM"/> | Cancellation <input type="checkbox"/> |
| Pick Up | | | | | 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 | | | 1732641 | 11:00AM P | Stop Time <input type="text" value="10:58AM"/> | Cancellation <input type="checkbox"/> |
| Pick Up | | | | | 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

Vehicle: 101(12)
COVID19 Is

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

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

For: 8/22/2023

| 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"/> |
| Customer Pay: \$0.00 | | | | | | Complete <input checked="" type="checkbox"/> |

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"/> |
| Customer Pay: \$0.00 | | | | | | Complete <input checked="" type="checkbox"/> |

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"/> |
| Customer Pay: \$0.00 | | | | | | Complete <input checked="" type="checkbox"/> |

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"/> |
| Customer Pay: \$0.00 | | | | | | Complete <input checked="" type="checkbox"/> |

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"/> |
| 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

| | | | | | | |
|---------------|------------|------------|---------|-----------|-----------|--|
| 10:59AM | [REDACTED] | [REDACTED] | 1732685 | 11:00AM P | Stop Time | 10:59AM <input type="checkbox"/> |
| Pick Up | [REDACTED] | [REDACTED] | | | Odometer | 96747 <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

| | | | | | | |
|---------------|------------|------------|---------|-----------|-----------|--|
| 10:59AM | [REDACTED] | [REDACTED] | 1732688 | 11:00AM P | Stop Time | 10:59AM <input type="checkbox"/> |
| Pick Up | [REDACTED] | [REDACTED] | | | Odometer | 96747 <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

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

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 |
| Purchased Transportation Services | | | | | | |
| 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 |
| Total - Expense Sources | \$ 7,658,417 | \$ 13,532,768 | \$ 21,191,185 | \$ 6,964,239 | \$ 12,383,960 | \$ 19,348,199 |

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 | | | | |
| Total | | | | |

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?