



Hillsborough TPO

Community Transportation Coordinator Evaluation

July 1, 2023 to June 30, 2024

FINAL

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Prepared for:



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List of Acronyms

ACTS	Agency for Community Treatment Services
ADA	Americans with Disabilities Act
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
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. Introduction

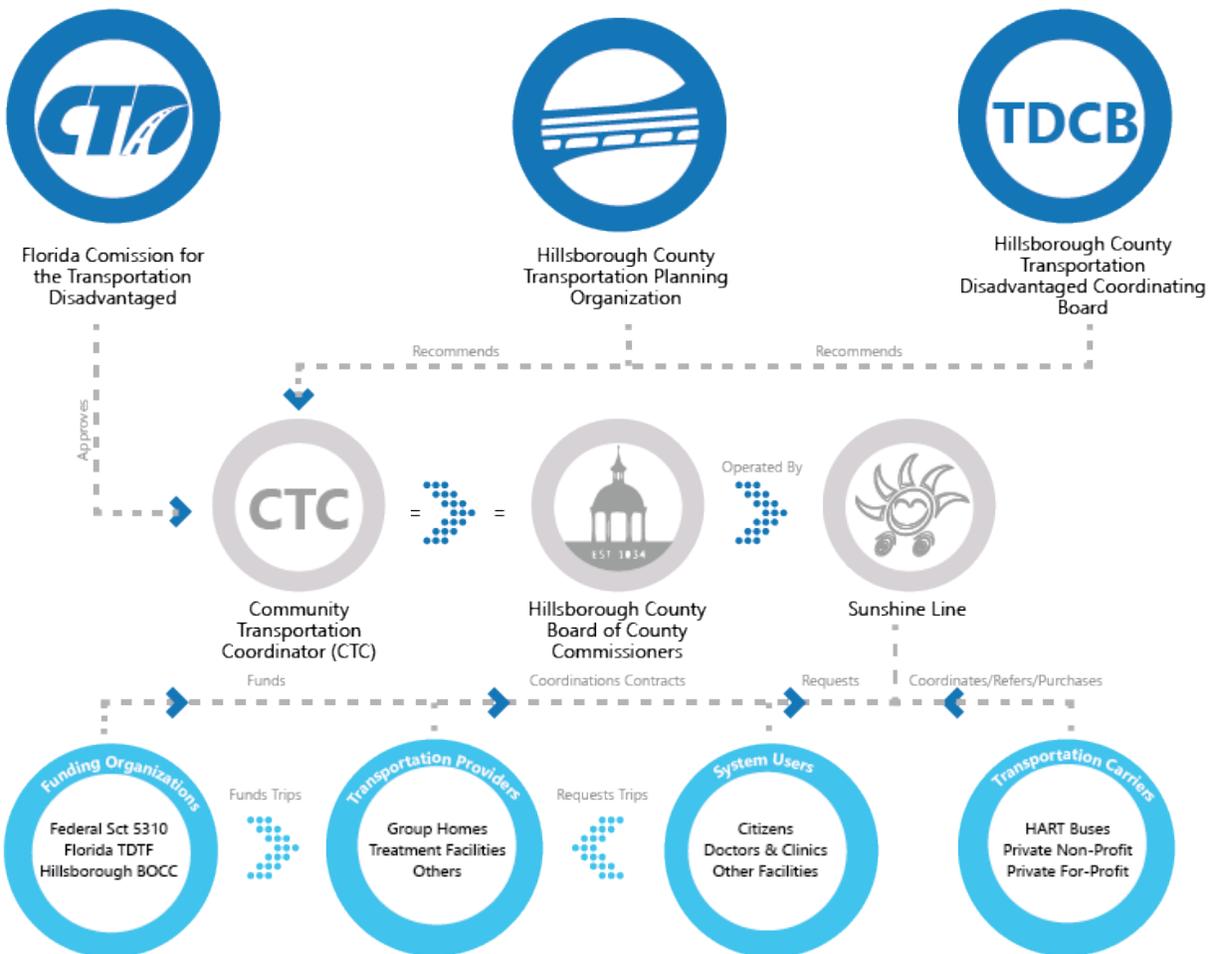
State Requirements

The Florida Coordinated Transportation System (FCTS) was established in 1979 as codified in Chapter 427, Florida Statute (F.S.). This statute 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."

In 1989, Chapter 427 was revised to establish the Commission for the Transportation Disadvantaged (CTD) as an independent body, replacing the Coordinating Council. The CTD was empowered to hire its staff and manage funding for specialized transportation services via the Transportation Disadvantaged Trust Fund (TDTF). The revisions also introduced Community Transportation Coordinators (CTC) and Local Coordinating Boards (LCB) to oversee and implement the TD program locally. The Metropolitan Planning Organization (MPO) or designated official planning agency (DOPA) assists the CTD and LCB with long-term planning and program implementation in the designated service area. The program's structure is illustrated on **Figure 1**.

Figure 1: Hillsborough County Transportation Disadvantaged Program Organization



Source: Hillsborough TPO Transportation Disadvantaged Service Plan 2024-2026, June 2024

Local Program

The Board of County Commissioners (BOCC) in Hillsborough County has been designated by the CTD as the County's Community Transportation Coordinator (CTC) since 1990, with the latest redesignation on July 1, 2021. The Hillsborough County Coordinated System includes two main public service providers: Sunshine Line, the CTC's provider, and Hillsborough Area Regional Transit (HART), the public transit provider. Additionally, coordination contractors cater to specialized clients, as detailed in Chapter 2. Sunshine Line, a county agency operating TD services as a partial brokerage, is funded by the County and through state grants. It operated a fleet of 68 vehicles during the 2023-2024 evaluation year and has the following responsibilities:

- Provide pre-scheduled, door-to-door transportation services to the TD community.
- 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 people 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.

Transportation Disadvantaged Service Plan

The Hillsborough County Transportation Disadvantaged Service Plan (TDSP) documents unmet needs and barriers related to the provision of transportation services through Hillsborough County's coordinated system. The Plan includes recommendations for services to meet these needs. The current TDSP was completed in October 2021 for 2022-2026 and updated in June 2024, which includes updates to the Sunshine Line fare structure, updated poverty guidelines, and an updated safety certification.

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:

- Develop a transportation system that is coordinated both locally and regionally.
- Foster a transportation network that is reliable and financially sustainable.
- Champion a safe and accessible transportation system for all Transportation Disadvantaged (TD) individuals.
- Implement and uphold policies and procedures that promote efficiency, effectiveness, integrity, and long-term program sustainability.

Report Purpose

The Hillsborough County TPO's Transportation Disadvantaged Coordinating Board (TDCB) is responsible for overseeing the TD program in Hillsborough County. This includes monitoring the CTC, conducting an annual performance evaluation, and providing recommendations based on the evaluation findings. The evaluation assesses the CTC's performance using five key criteria:

- Reliability
- Service Effectiveness
- Service Efficiency
- Service Availability
- Safety

The primary goal of the annual evaluation is to ensure that the TD population in Hillsborough County receives transportation services that are cost-effective, efficient, and appropriate. This report provides an overview of the CTC's performance for the period spanning July 1, 2023, to June 30, 2024, and includes results of passenger surveys and trip data as reported by the Sunshine Line.



2. Transportation Disadvantaged Services

Sunshine Line, a Hillsborough County agency designated by the BOCC, provides TD services. Its mission is to deliver safe, affordable transportation to individuals who cannot provide or purchase their own transportation due to disability, age, or income.

Sunshine Line offers two types of services:

1. **Door-to-Door Service:** Operated directly by Sunshine Line using County staff and County-owned vehicles equipped with wheelchair lifts and compliant with Americans with Disabilities Act (ADA) standards. This service is available for those unable to use the HART bus system or needing to travel to locations outside HART's service area.
2. **Bus Pass Program:** Provides eligible patrons with passes for the HART bus system or HARTPlus paratransit service. The HARTPlus paratransit service operates within 1.5 miles of local bus routes and is complementary to the services offered by Sunshine Line.



Sunshine Line was honored as the 2024 Urban Community Transportation Coordinator (CTC) of the Year by the Florida Commission for the Transportation Disadvantaged (CTD), recognizing their outstanding commitment to reliable transportation and community impact. Several factors led to this award, including overcoming a significant driver shortage, increasing door-to-door trips, reducing the number of complaints, increasing the number of compliments, increasing on-time performance and exploring innovative partnerships to better serve their clients.

Sunshine Line is responsible for screening clients for eligibility, scheduling transportation, and distributing bus passes. Reservations for door-to-door transportation must be made at least two days in advance and can be scheduled for up to seven days ahead. Door-to-door transportation is provided from 6 a.m. to 5 p.m. Monday through Fridays. Outside of those hours, the Sunshine Line has partnered with Transportation Network Companies (TNC), Wheelchair Transportation, as well as local taxi services to provide some service, which is funded through a CTD Service Innovation Grant. Requests for bus passes require at least five business days for processing and mailing. Monthly bus passes are loaded onto Flamingo Fare cards. Riders eligible for discount fares must first obtain a Discount Flamingo ID Card from HART before receiving their monthly passes.

Other Transportation Services

Sunshine Line directly provides some transportation services while outsourcing others. According to Florida Statute, the CTC must establish coordination contracts with agencies receiving Transportation Disadvantaged (TD) or Section 5310 funds that can offer transportation services to the public more efficiently or effectively than the CTC in specific circumstances. Contracts outline requirements for reporting, insurance, safety, and other operational standards and must be approved by the Transportation Disadvantaged Coordinating Board (TDCB) prior to execution.

The coordination agreements between contracted providers and the CTC facilitate service collaboration and ensure information is shared with the public. A list of the current contracted providers for this evaluation period in Hillsborough County is provided in **Table 1**, along with the number of trips provided during the evaluation period. Medicaid transportation, however, is arranged through the individual's Managed Medical Assistance (MMA) healthcare plan, with each person contacting their MMA provider to schedule transportation for medical or emergency appointments.

Table 1: 2024 Coordination Contractors

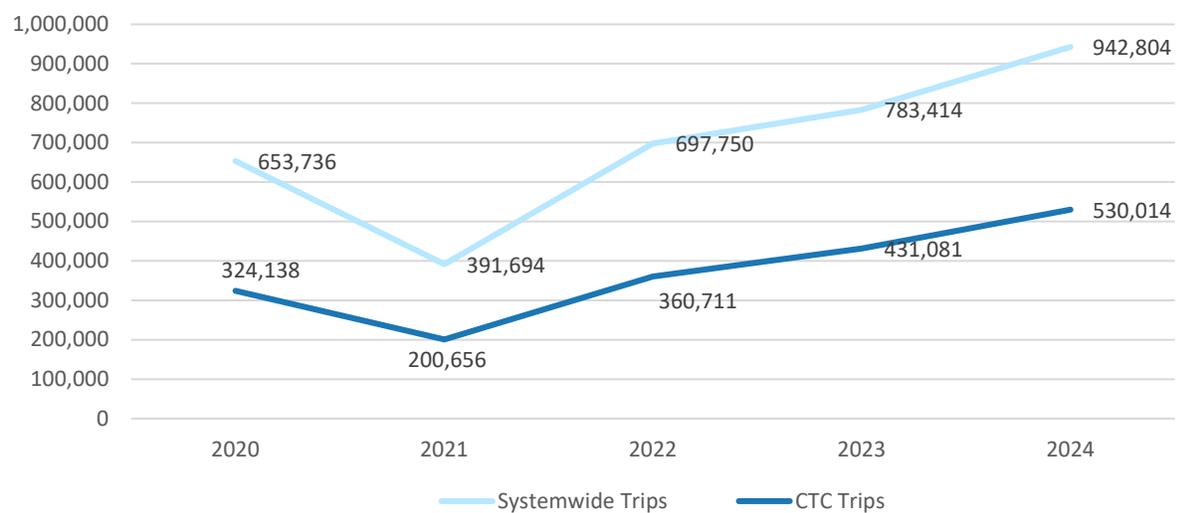
Coordination Contractors	Transportation Services Provided	Number of Trips 2023 2024
Agency for Community Treatment Services (ACTS)	Transportation to VA treatment, job interviews, schools, medical appointments, AA meetings, legal obligations, and social functions for ACTS disabled clients.	1,845
Angels Unaware, Inc.	Transportation was 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.	7,984
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.	1,935
COVE Behavioral Health	Transportation to treatment services and for residential treatment programs.	1,540
Gracepoint Wellness (Mental Health Care, Inc.)	Transportation within and around Hillsborough County, transporting the disabled and infirm mainly to medical appointments.	14,549
HART ADA Complementary Paratransit (Interlocal Agreement)	ADA paratransit to persons within 1.5 miles of a bus route.	246,512
Human Development Center	Transportation for medical, training, education, life sustaining activities, employment, nutrition, and social trips.	11,094
MacDonald Training Center, Inc.	Transportation to/from training centers.	75,122
McClain, Inc.	Transportation for grocery trips, employment, medical, and educational needs.	15,527
Metropolitan Ministries	Transportation for in-patient, residential, and homeless clients to medical, life skills, court appointments, and any other necessary service to provide help.	3,888
Quest, Inc.	Transportation to/from residential facilities, including trips for employment, employment training, and community outings.	7,892
Sunrise Community	Provides transportation for persons with intellectual and physical challenges who live in their Community Living Arrangements (group homes).	24,902

Source: Hillsborough Transportation Disadvantaged Service Plan, Sunshine Line.

Ridership Trends

The COVID-19 pandemic significantly impacted transportation operations throughout Hillsborough County in 2020 and 2021. **Figure 2** illustrates the trend in the number of trips provided systemwide and by the CTC-only over the last five years (2020-2024). 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. While there was a significant decrease in trips during the height of the pandemic, current service levels have increased beyond pre-pandemic levels.

Figure 2: Systemwide and CTC Trip Trends (2020-2024)





3. Performance Evaluation

The Performance Evaluation includes the period between July 1, 2023, and June 30, 2024. The standards, established by the TDCB and CTC, are outlined in the 2024-2026 TDSP. The CTC’s performance was assessed across the following categories, with the evaluation focusing exclusively on Sunshine Line service unless noted otherwise:

- Reliability
- Service Effectiveness
- Service Efficiency
- Service Availability
- Safety
- User Experience

The 2023/2024 performance and evaluation standards are provided in **Table 2**, and compared to the performance of the previous four years to show trends.

Only one standard was not met during this evaluation period:

- **Trips per revenue hour:** Goal is to provide more than 2 trips per revenue hour. Currently, 1.57 trips are provided per revenue hour. While this is an improvement from the prior reporting periods, it is still below the standard. The standard was last met in 2020.

Table 2: Hillsborough CTC 2024 Evaluation Results and Historical Trends

Performance Criteria	2024 TDSP Standard	2024	2023	2022	2021	2020
Reliability						
On-Time Performance	90% of trips are not late	93.3%	91.0%	89.8%	93.3%	94.1%
Travel Time	95% time in van <90 minutes	98.2%	98.8%	99.6%	99.9%	96.6%
Road Calls	<7 road calls per 100,000 vehicle miles traveled	1.75	0.75	1.00	6.64	5.43
Service Effectiveness						
Trips Per Capita ¹	>0.5 trips per capita annually	0.61	0.52	0.47	0.28	0.45
Service Efficiency						
Cost per Trip ²	<\$28.22 per trip	\$14.52	\$15.25	\$16.49	\$14.02	\$10.83
Trips per Revenue Hour ⁴	>2 trips per revenue hour	1.57	1.46	1.25	1.19	2.03
Service Availability						
Vehicles Available ¹	>5 vehicles per 100,000 persons	22.25	18.01	19.86	22.22	21.25
Percentage of Denials ³	<2.5% of requests denied	0.02%	0.02%	0.02%	0.04%	0.05%
Call- Hold Times ⁵ (Minutes: Seconds)	< 4 minutes	1:40	0:26	0:51	0:43	2:09
Safety						
Crashes ⁴	< 1.2 chargeable crashes per 100,000 vehicles miles traveled	0.78	0.21	0.90	0.85	0.49
User Experience						
Complaints ⁴	<2 per 1,000 trips	0.17	0.21	0.47	0.43	0.30

¹ Includes entire coordinated system

² Includes Sunshine Line and Bus Pass program based on 2023 Annual Performance Report (APR) statewide annual median cost per trip. Bus Pass trips calculated separate from AOR methodology.

³ Not an indication of unmet meets

⁴ Sunshine Line trips only

⁵ Average of all the months is calculated

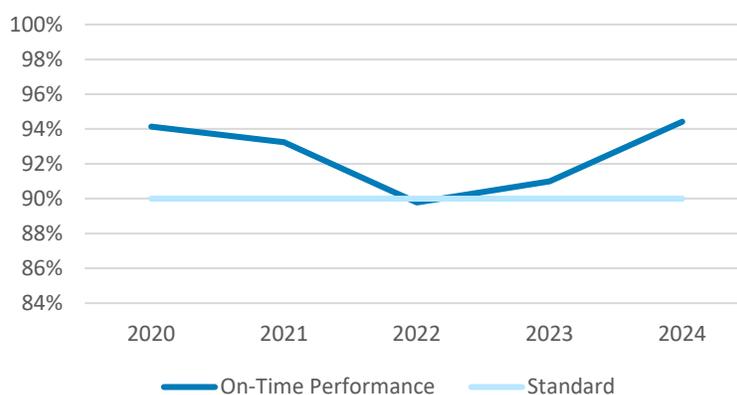
Reliability

Reliability is a key factor in assessing the success of a transportation provider, as it represents the fundamental goal of the program, emphasizing consistency and the ability to meet or surpass reasonable expectations. The TDCB has defined three standards to evaluate the reliability of the service: **on-time performance, travel time, and road calls**.

On-Time Performance

The on-time performance standard is evaluated by comparing the scheduled appointment or return time with the actual time the client is picked up or dropped off. The goal is for 90% of clients to be delivered "on time." "On time" means a client arrives at their scheduled destination by their appointment time or is picked up for return no later than 35 minutes after the requested time. After reviewing both inbound and outbound trips for on-time performance, the results **meet the standard** at 93.3%, an improvement of more than 2% from 2023.

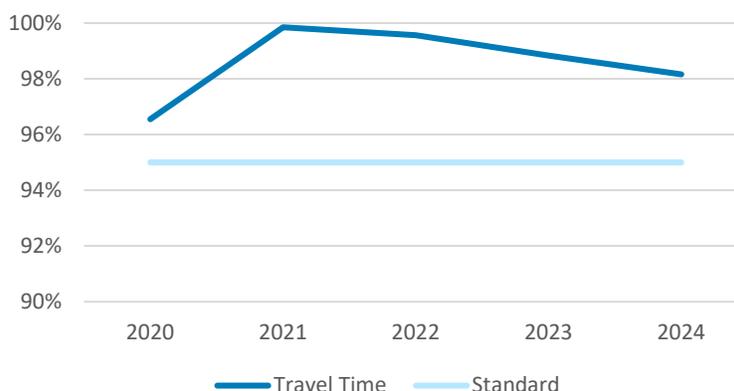
Figure 3: On-Time Performance Trends (2020-2024)



Travel Time

The travel time standard evaluates the duration a client spends in a vehicle during a trip. The goal is for 95% of clients to spend no more than 90 minutes per trip in a vehicle, which is particularly crucial when transporting medically frail or infirm individuals. An analysis of all Sunshine Line trips from July 2023 to June 2024 showed that approximately 98.2% of trips met the travel time standard, which **meets the standard**. There was a slight decrease in this standard between 2023 and 2024, which can be partially attributed to a driver shortage early in the evaluation period as well as increased congestion on Hillsborough County roadways.

Figure 4: Travel Time Trends (2020-2024)

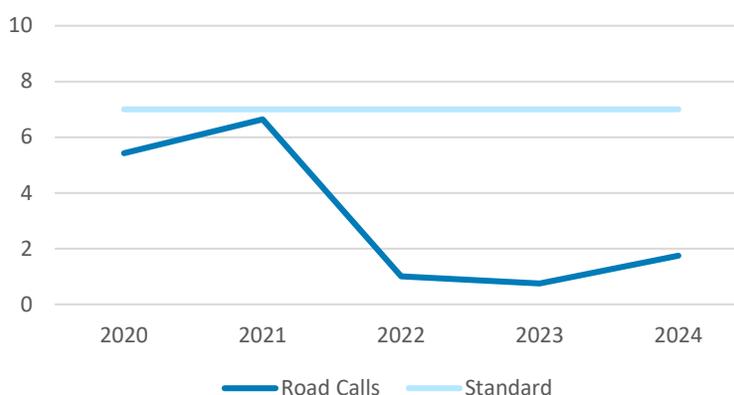


Road Calls

The reliability of the service is closely linked to the reliability of the vehicles in the fleet. This criterion assesses the fleet's reliability, with the standard stating that there should be no more than 7 road calls per 100,000 vehicle miles traveled. During the 2024 evaluation period, a total of 18 road calls were reported. With 1,027,888 vehicle miles traveled, this results in 1.75 road calls per 100,000 miles, which **meets the standard**. While this marks an increase compared to the previous evaluation period, it is still below 2021 levels, which almost exceeded the desired threshold.

In 2024, the Sunshine Line added 3 electric vans and several new gas-powered vans. These newer vehicles will allow for some older vehicles to be retired as the maintenance costs increase. Sunshine Line has consistently responded promptly to road calls, and no complaints were received from riders related to road calls.

Figure 5: Road Call Trends (2020-2024)



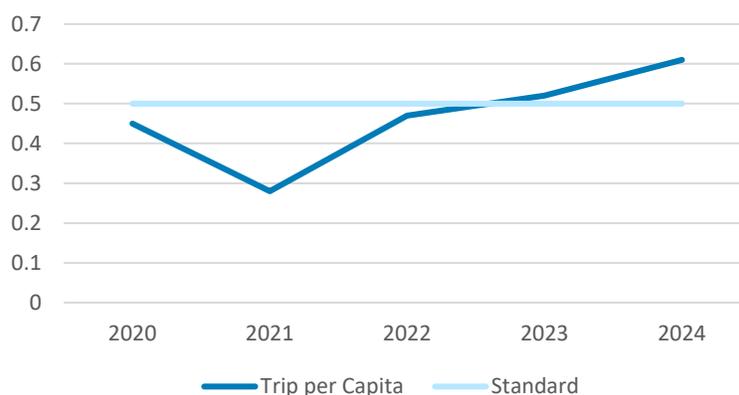
Service Effectiveness

Effectiveness measures how efficiently the program meets the demand for trips using the available resources. The sole criterion established to assess service effectiveness is the number of annual trips per capita.

Annual Trips per Capita

Annual trips per capita measure the total number of trips provided by the coordinated TD system relative to the County's population. In Hillsborough County, 12 agencies collaborate with the CTC to deliver TD services. This metric accounts for the total number of trips provided by all 12 agencies, rather than focusing solely on the door-to-door trips offered by Sunshine Line. The established standard requires a system-wide average of at least 0.5 trips per capita. According to the Bureau of Economic and Business Research, the county-wide population in 2023 was estimated at 1,541,531. During the evaluation period, the Sunshine Line provided 530,014 system-wide trips and the other 12 agencies provided 412,790 trips, for a total of 942,804 trips. This equates to 0.61 trips per capita, which **meets the standard** for the 2024 period.

Figure 6: Annual Trips Per Capita Trends (2020-2024)



Service Efficiency

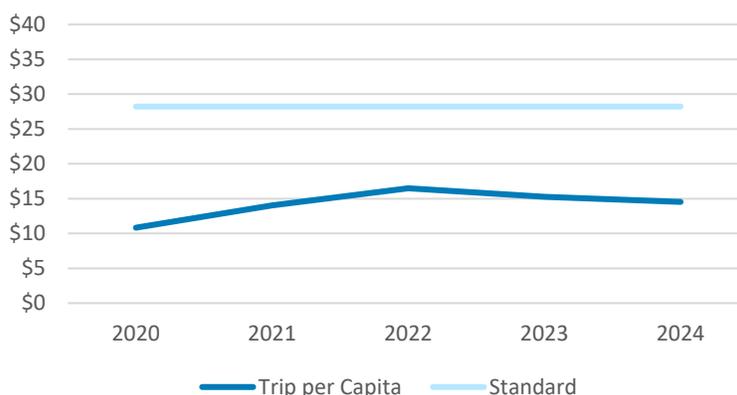
Government programs, including the TD program, often operate with limited financial resources. As a result, maximizing the impact of available resources is critical for the coordinator. To evaluate the efficiency of service delivery in relation to its costs, specific performance measures are implemented. Two key service efficiency criteria have been established: **overall cost per trip and trips per revenue hour**.

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 2024 CTD APR. The total program cost for the CTC’s 2024 evaluation period was \$9,252,453. The total number of trips for the door-to-door service and bus passes was 637,072. The coordinator provided each trip at an average cost of \$14.52, which **meets the standard**.

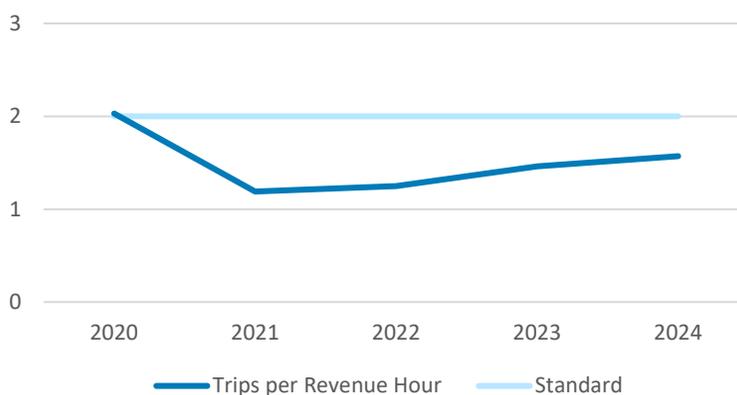
Figure 7: Cost per Trip Trends (2020-2024)



Trips per Revenue Hour

This standard requires the coordinator to provide at least two door-to-door trips per revenue hour. During the 2024 evaluation period, Sunshine Line achieved 1.57 trips per revenue hour, which **does not meet the standard** for the fourth consecutive year. However, it's important to note that this standard was previously met before COVID-19, and the number of trips per revenue hour has been steadily increasing since 2022. Additionally, the ongoing driver shortage across the industry has impacted agencies' ability to deliver trips efficiently. Sunshine Line is actively working to maintain its driver capacity.

Figure 8: Trips per Revenue Hour Trends (2020-2024)



Service Availability

Given the high demand for TD trips and the challenge of providing adequate transportation, maximizing service availability is a core priority for the CTC. The TDCB has established three key criteria to assess system capacity and availability: **the number of vehicles per capita, the percentage of service denials, and call-hold time.**

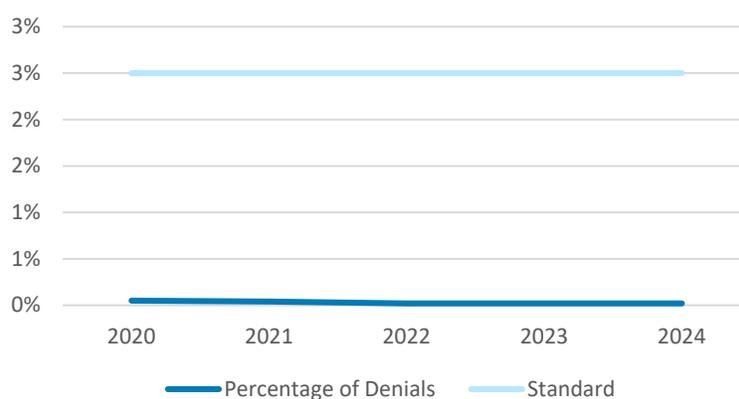
Vehicles per 100,000 Persons

The standard set in the 2024 TDSP states that the CTC will provide no fewer than 5 vehicles per 100,000 residents system wide. According to BEBR, the 2023 county-wide population was 1,541,531. There were 343 vehicles total (for all supporting agencies including Sunshine Line); therefore, the program averaged 22.25 vehicles per 100,000 residents, indicating that the 2024 Vehicles per 100,000 Persons **standard was met.**

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% of client requests for transportation. During this evaluation period there were 107,927 requests made for door-to-door service. Of the total requests, 25, or approximately 0.02%, were denied. This result indicates that the percentage of denials **standard was met** and there was a continued improvement over the previous evaluation period.

Figure 9: Percentage of Denials Trends (2020-2024)

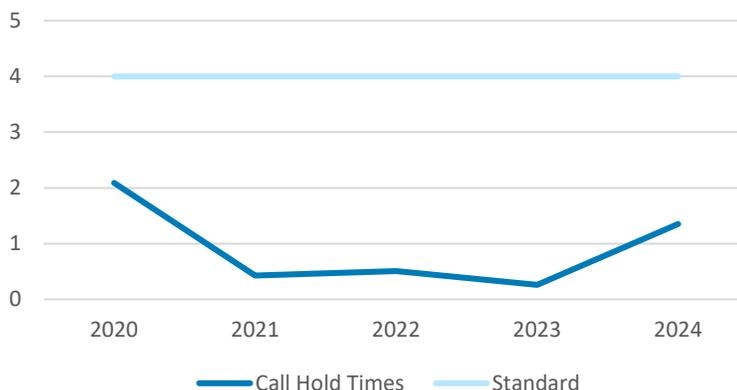


Call Hold Time

Hold time refers to the period between the end of the initial phone system message and when a client is connected with an operator. According to the 2024 TDSP standard, clients calling to schedule a trip should reach an operator within an average of four minutes. During the evaluation period, the average hold time was 1 minute and 35 seconds, which **meets the standard.** A review of the monthly data indicates that the call hold time standard was exceeded in January 2024 due to a combination of factors,

including staffing shortages and a phone network outage. Call hold time was within the standard for all other months.

Figure 10: Call Hold Time Trends (2020-2024)



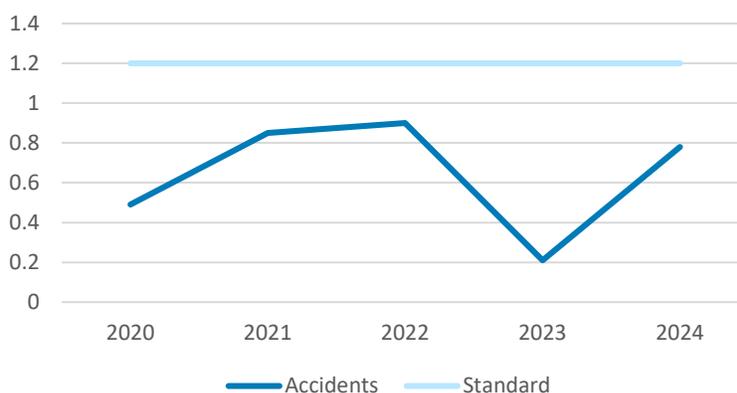
Safety

Safety is a critical component of quality, as any lack of safety can be seen as a failure to protect public health and welfare. Additionally, safety failures can be costly. The CTC monitors safety by assessing the ratio of crashes to miles traveled.

Accidents per 100,000 miles

The 2024 standard specifies that the coordinator should have no more than 1.2 chargeable accidents per 100,000 vehicle miles. This criterion applies specifically to Sunshine Line's door-to-door trips. CTC tracks both chargeable and non-chargeable accidents, as well as determining fault. A chargeable accident occurs when the CTC driver is found to be at fault. During the 2024 evaluation period, there were 8 chargeable accidents, equating to 0.78 accidents per 100,000 vehicle miles, which **meets the standard**.

Figure 11: Accident Trends (2020-2024)

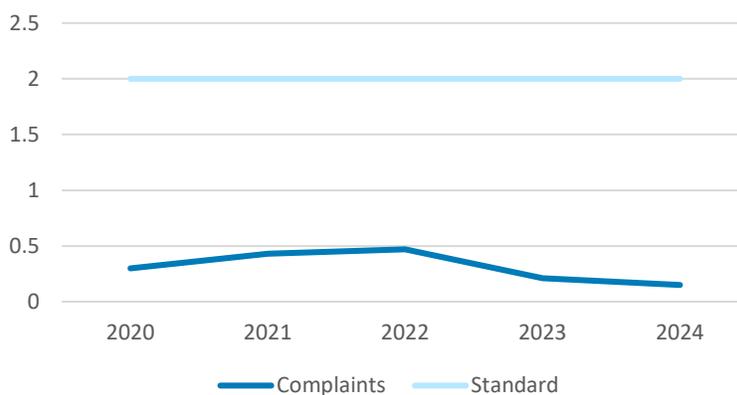


User Experience

Complaints

The 2024 TDSP stipulates that the coordinator should receive no more than two complaints on average per 1,000 trips. The grievance procedures are detailed in Section 3.3 of the 2024 TDSP. During the evaluation period, Sunshine Line received 18 complaints regarding service delivery, resulting in 0.15 complaints per 1,000 trips, which **meets the standard**.

Figure 12: User Complaint Trends (2020-2024)





4. Customer Survey

To further assess whether TD services in the County are meeting customer needs, an annual formal evaluation is conducted to measure rider satisfaction. The TDCB's Evaluation Subcommittee designs two customer satisfaction surveys, which are distributed to current door-to-door and bus pass customers each year.

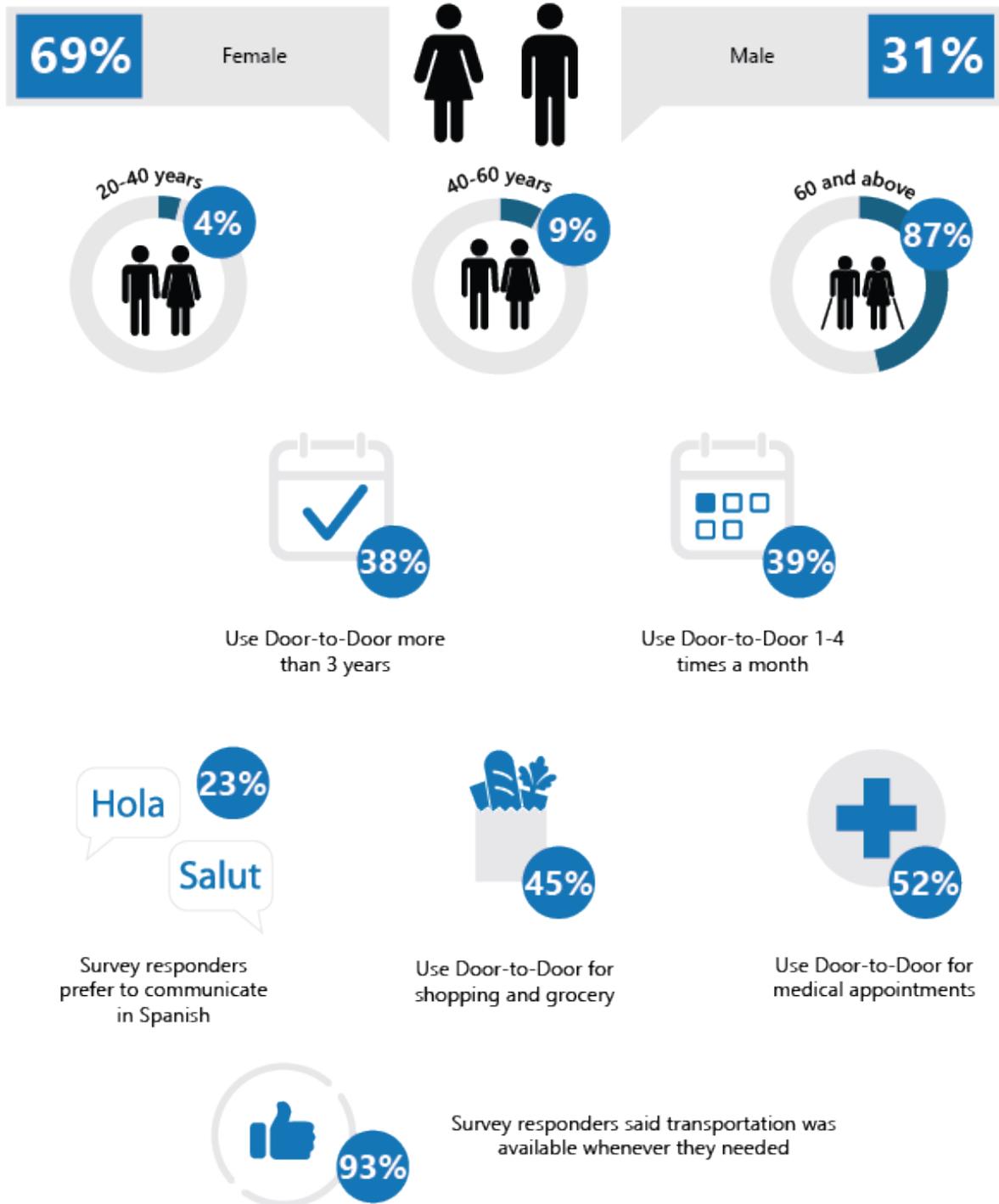
To promote participation, the cover letter and survey questions were provided in both English and Spanish, and pre-addressed, postage-paid return envelopes are included. The customer surveys were mailed out in November 2024. In addition to the paper mailed surveys, there was an option to complete surveys online with flyers posted in Sunshine Line door-to-door vehicles to promote participation. A copy of the survey instrument is provided in **Appendix B**.

Due to the timing of when the survey was mailed in the aftermath of significant storms that hit the Tampa Bay region during the 2024 hurricane season, the overall response rate may have been affected as compared to prior years.

Door-to-Door Transportation Customer Survey

In November 2024, 729 surveys were mailed out to Sunshine Line door-to-door customers, with 204 paper copies returned and 7 online responses, for a response rate of 29%. **Figure 13** shows some key highlights from the door-to-door bus pass survey. Most people who use the bus pass program use the service to reach multiple destinations, with medical appointments (52%), shopping (45%), and social/recreational (24%) being the most common trip type.

Figure 13: Door-to-Door Survey Response Profile



The percentage of positive results for each of the service rating questions are shown in **Table 3** 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 2020 evaluation year, apart from satisfaction with the reservation system, which has decreased by 8%, in line with the finding that the call hold time has increased from prior evaluation periods. In the 2023/2024 evaluation period, there were significant staffing changes related to both drivers and reservations, with changes made to operating procedures to address these shortages.

The full door-to-door survey results summary can be found in **Appendix B**.

Table 3: Sunshine Line Door-to-Door Survey Results (2020-2024)

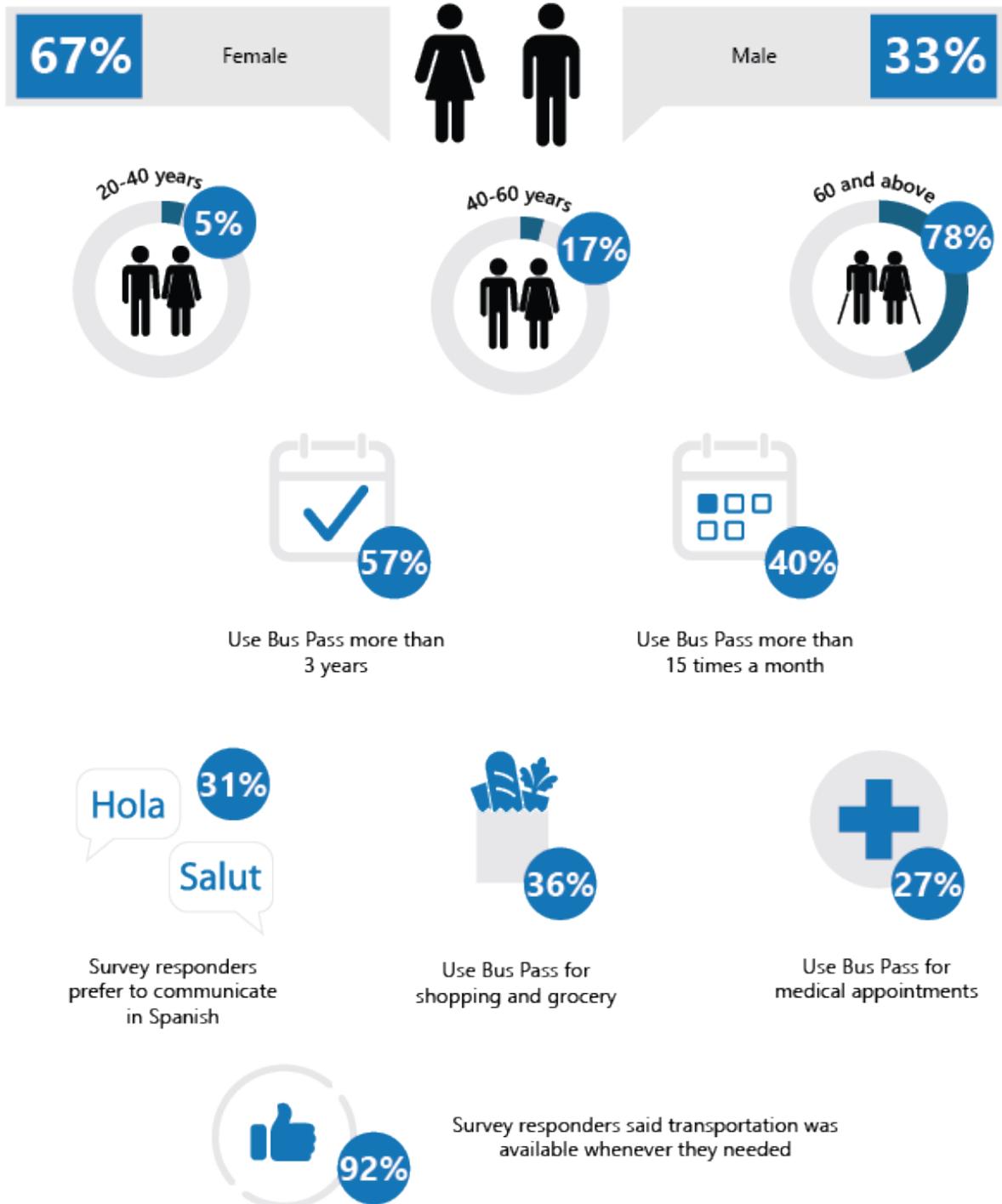
Questions	% Change					
	2023 2024	2024	2023	2022	2021	2020
Vehicles						
Vehicles are clean	0%	99%	99%	100%	100%	99%
Vehicles are free of litter	0%	99%	99%	100%	100%	99%
Vehicles are kept in safe condition	0%	99%	99%	100%	99%	99%
Equipment works well	0%	98%	98%	99%	100%	98%
Drivers						
Drivers are courteous	0%	99%	99%	100%	99%	99%
Drivers practice safe driving	0%	100%	100%	99%	100%	100%
Drivers know how to help people with different disabilities	2%	100%	98%	99%	99%	98%
Drivers correctly use equipment	1%	100%	99%	100%	100%	100%
Reservations						
Telephone calls are answered promptly	-8%	90%	98%	96%	97%	98%
Reservationists are courteous	-2%	96%	98%	98%	99%	99%
Reservationists are helpful	-3%	97%	100%	98%	99%	98%
Trip information is accurately recorded	-3%	95%	98%	97%	98%	98%
The automated system is helpful	-2%	91%	93%	94%	96%	97%
I am satisfied with the reservation process	0%	95%	95%	98%	97%	97%
Trips						
I am picked up on time	1%	95%	94%	96%	94%	93%

Questions	% Change					
	2023 2024	2024	2023	2022	2021	2020
I am dropped off on time	1%	97%	96%	97%	97%	96%
I am dropped off at the correct location	0%	100%	100%	100%	100%	100%
Length of travel time is reasonable	1%	97%	96%	99%	100%	98%
Services						
Problems are solved quickly	0%	96%	96%	97%	96%	94%
Complaints are handled in a satisfactory manner	3%	96%	93%	92%	93%	95%
Service has improved or stayed the same	0%	96%	96%	96%	99%	97%
Overall, I am satisfied with the service	1%	100%	99%	97%	99%	99%
Service improves my independence	-1%	99%	100%	98%	100%	98%
Service improves my quality of life	-1%	99%	100%	99%	100%	99%

HART Bus Pass Program Customer Survey

In November 2024, 1,346 surveys were mailed out to Bus Pass customers and 372 paper and 15 online surveys were completed and returned, for a response rate of 29%. **Figure 14** shows some key highlights from the Bus Pass survey. Most people who use the bus pass program use the service to reach multiple destinations, with shopping (36%), medical appointments (27%) and social/recreational (19%) being the most common trip type.

Figure 14: Bus Pass Program Survey Response Profile



In addition to the results from the current evaluation, **Table 4** also depicts results from the past four evaluation years to show the historical trend. There were notable decreases in satisfaction with the cleanliness of vehicles, with a 5-point reduction from 2023, as well as drivers practicing safe driving, which decreased by 8 percentage points from 2023. In general, the level of satisfaction with HART services has remained fairly constant over the last five years. Overall, 99% of survey respondents are satisfied with the use of the bus passes for transportation. The bus pass customer survey results summary can be found in **Appendix B**.

Table 4: Bus Pass User Survey Results (2020-2024)

Questions	% Change		2024	2023	2022	2021	2020
	2023	2024					
Vehicles							
Vehicles are clean	-5%		91%	96%	93%	88%	92%
Vehicles are free of litter	-3%		87%	90%	86%	84%	85%
Vehicles are kept in safe condition	1%		96%	95%	96%	94%	96%
Equipment works well	3%		97%	94%	94%	96%	94%
Drivers							
Drivers are courteous	1%		90%	89%	89%	89%	89%
Drivers practice safe driving	-8%		92%	100%	95%	95%	96%
Drivers know how to help people with different disabilities	-1%		93%	94%	93%	94%	92%
Drivers correctly use equipment	2%		99%	97%	97%	97%	97%
Services							
Complaints are handled in a satisfactory manner	0%		87%	87%	85%	84%	88%
Service has improved or stayed the same	4%		88%	84%	86%	-	-
I am satisfied with the use of bus passes for transportation	3%		99%	96%	98%	98%	98%
Service improves my independence	1%		99%	98%	98%	99%	98%
Service improves my quality of life	0%		98%	98%	98%	97%	97%

Open Feedback

As a part of the survey, there was an opportunity for system users to provide written feedback. This feedback was separated into three categories – praise, complaint and information, with the relative amount of feedback in each category summarized in **Table 5**. The full text of each comment is provided in Appendix B.

For the door-to-door program feedback, notes of praise include people thankful for the service, the friendliness and care of the drivers, and appreciation for the mobility that the service provides. For the complaints, some express frustration about not being able to visit certain places due to location (outside of county, or distance too far), challenges with the reservation system, and timeliness related to pick-ups and time in the vehicles. For the bus pass program, notes of praise showed appreciation overall for the service. Noted complaints include the distance between stops, the behavior of other passengers (smoking/littering), and a desire for more drivers to speak Spanish.

Table 5: Feedback Type Summary (2024)

Feedback Category	Door to Door	Bus Pass
Praise	68.0%	58.6%
Complaint	17.9%	27.8%
Information/Request	7.7%	10.5%
Unclassified	6.4%	3.0%



5. Responses to 2023 CTC Evaluation Recommendations

The following recommendations were made based on the 2022-2023 CTC Evaluation and discussions with Sunshine Line staff, with the current status noted below:

1. Explore ways to efficiently offer expanded evening and weekend service: Through a CTD Service Innovation Grant, and in coordination with Pinellas Suncoast Transit Authority and Pasco County Public Transportation, there was a pilot project to provide late night and weekend trips through Transportation Network Companies. While this was found to be the most efficient way to offer evening and weekend trips, based on the limited requests for service and lack of funding beyond the pilot phase, the partnership was not extended.

2. Restore driver capacity to pre-COVID levels and maintain drivers at 95% capacity or greater: During the 2023/2024 evaluation year, the Sunshine Line made changes to job eligibility requirements, such as allowing one-year of any driving for hire qualify as experience, and enhanced job training that have resulted in achieving the 95% capacity or greater for drivers. While this metric was not maintained every month of the year as it has taken some time for these strategies to be implemented and yield results, it shows positive progress. With these changes, it is expected that driver capacity will be maintained at 95% or greater for the 2024/2025 evaluation year, which runs from July 1, 2024, to June 30, 2025.

3. Successfully implement new scheduling software and offer customers the option to submit TD applications online: The initial vendor that was selected to implement the program was unable to deliver a system that met the requirements of the Sunshine Line, and a new vendor was selected. As of January 2025, the software system is in final testing, with elements scheduled to be deployed in February 2025. The system will also include an automated feature that will call passengers to remind them of upcoming trips. As new modules are deployed and integrated into the workflow, new features will continue to be incorporated, including the option to schedule rides online or through a mobile app.

Online eligibility applications are planned to be deployed in Spring 2025.



6. 2024 CTC Evaluation Recommendations

In 2024, the Sunshine Line was named the 2024 Urban Community Transportation Coordinator of the Year by the Florida Commission for the Transportation Disadvantaged. This award recognizes their efforts in continual improvement to serve the needs of the transportation disadvantaged in Hillsborough County.

To continue serving the needs of the transportation disadvantaged residents of Hillsborough County into the future, the following recommendations were developed based on the results of the 2023/2024 assessment and conversations with Sunshine Line staff.

1. Maintain staffing levels for drivers and reservationists at 95% capacity, with a minimum goal of 90%. Evaluate the refined hiring and training practices to maintain staffing levels and customer satisfaction.
2. Successfully implement new scheduling software and offer customers the option to submit TD applications online, as well as book rides online.
3. Pilot use of more fuel efficient and smaller profile vehicles that can reduce operations cost and improve ride comfort.

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 Crash – A crash 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. Trips are scheduled based on prioritization criteria, with medical-related trips the highest priority.

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

Goal – The goal represents the optimal level of operation and is the desired 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 related 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 the interruption of a transportation 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 Customer Survey Analysis

Appendix B: 2023/2024 Door-to-Door and Bus Pass Customers Survey Analysis

Hillsborough County Sunshine Line

Door-to-Door Survey Results

Surveys were sent to Sunshine Line customers in November 2024, containing 11 questions about customer demographics and riding behaviors, along with questions asking respondents to rate different aspects of the service. The survey also allowed for comments. Of the 729 surveys distributed, 211 were completed and returned (29% response rate). A summary of the responses is provided below. A copy of the survey is provided at the end of this Appendix.

Demographics

The first three questions in the survey inquired about the customers' gender, age, and race. As shown in **Figure B-1**, 69% of respondents identified as female. **Figure B-2** indicates that more than 86% of respondents are aged 60 or older. Nearly half (44%) of respondents are White or Caucasian, followed by Hispanic (26%) and African American (25%) (see **Figure B-3**).

Figure B-1: Door-to-Door Respondents Gender (2024)

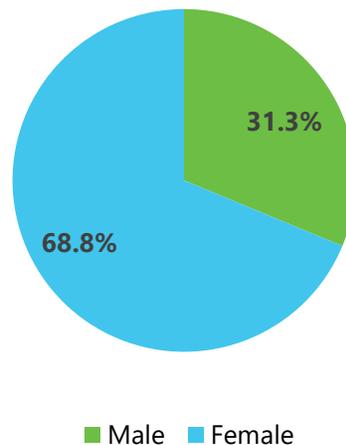


Figure B-2: Door-to-Door Respondents Age (2024)

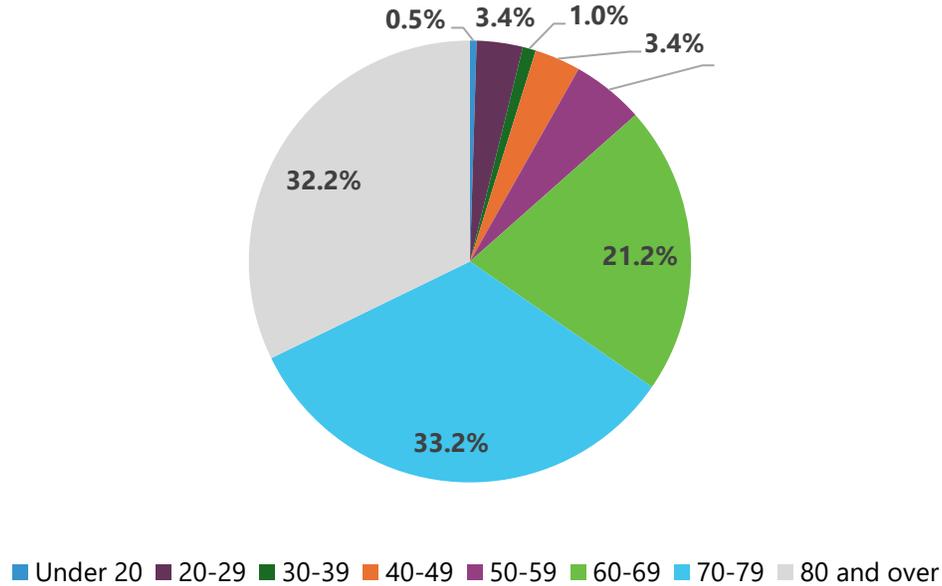
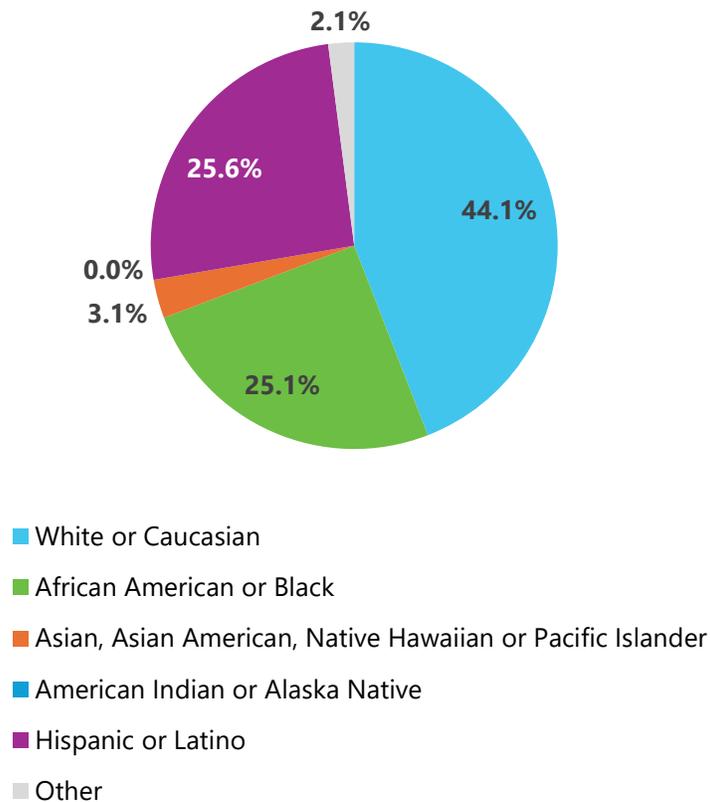


Figure B-3: Door-to-Door Respondents Race (2024)



Customer Trip Characteristics

The next two questions focused on service usage over time. Respondents were asked how long they have been using Sunshine Line's door-to-door service. More than one-third (38%) of respondents indicated they have been using the service for 3 or more years, while 21% reported using the service for less than 1 year. The full results are displayed in **Figure B-4**. **Figure B-5** shows that 39% of customers use the Sunshine Line one to four times per month, and 26% use it five to ten times per month.

Figure B-4: Door-to-Door Years of Using Service (2024)

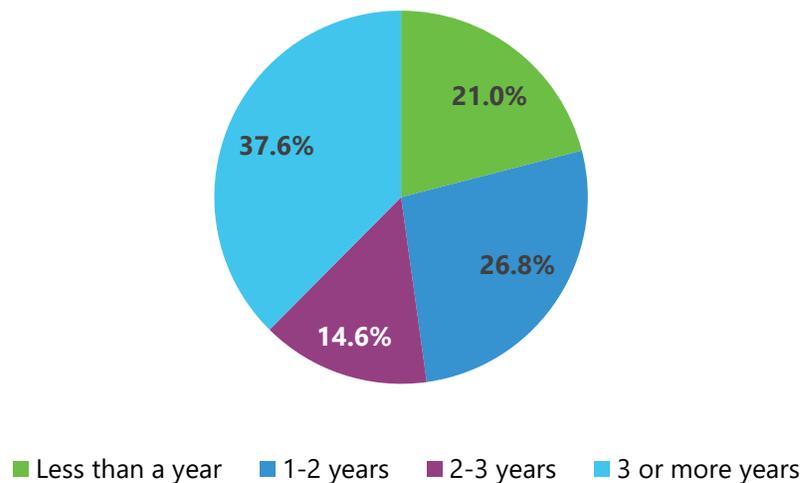
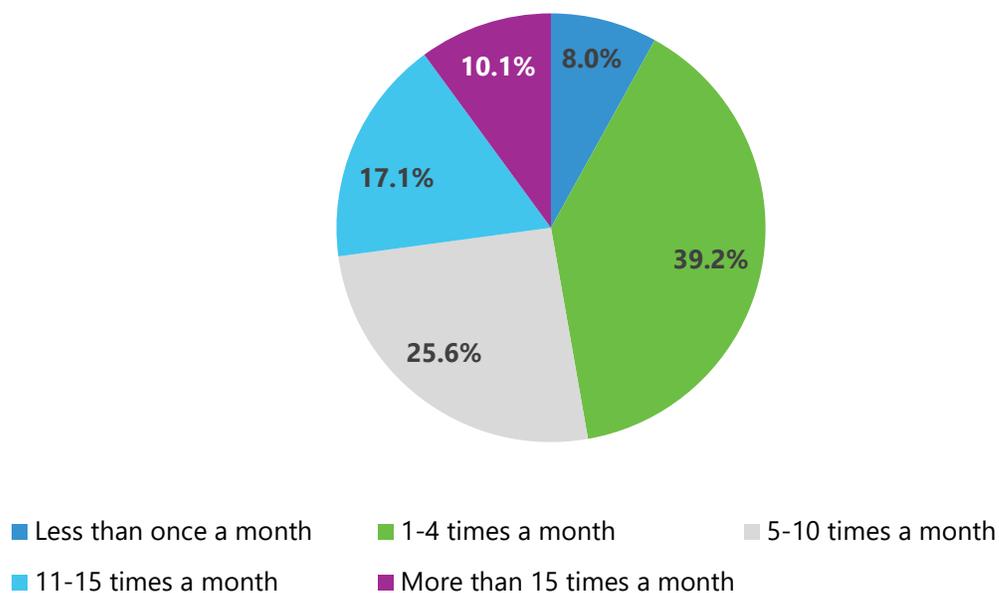


Figure B-5: Door-to-Door Service Frequency (2024)



The following three questions asked customers about their trip purpose and accessibility. **Figure B-6** reveals that 52% of customers use the Sunshine Line for medical appointments, and 45% use it for grocery shopping. For this question, respondents were allowed to select multiple locations. **Figure B-7** shows that 73% of customers travel alone, while 12% travel in a group. **Figure B-8** indicates that most respondents can board the vehicle without assistance (69%), while 29% of customers use a lift to board the vehicle.

Figure B-6: Door-to-Door Trip Purpose (2024)

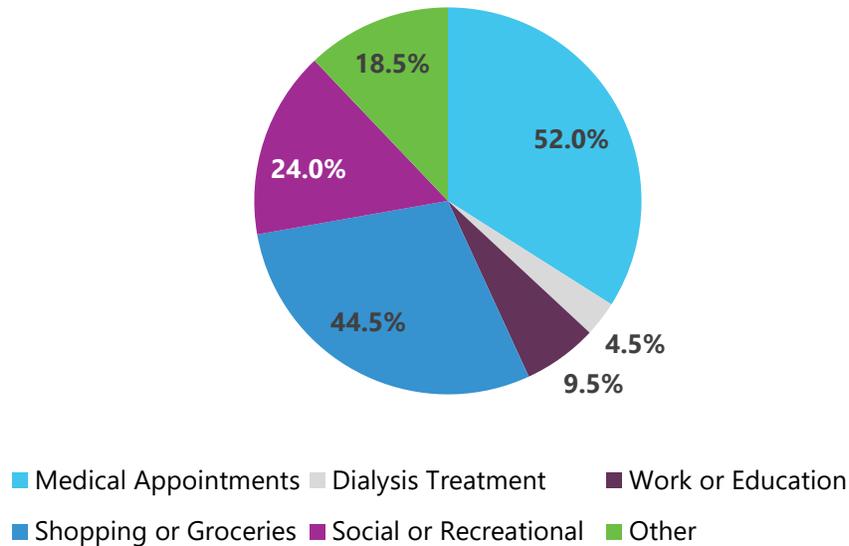


Figure B-7: Door-to-Door Travel Status (2024)

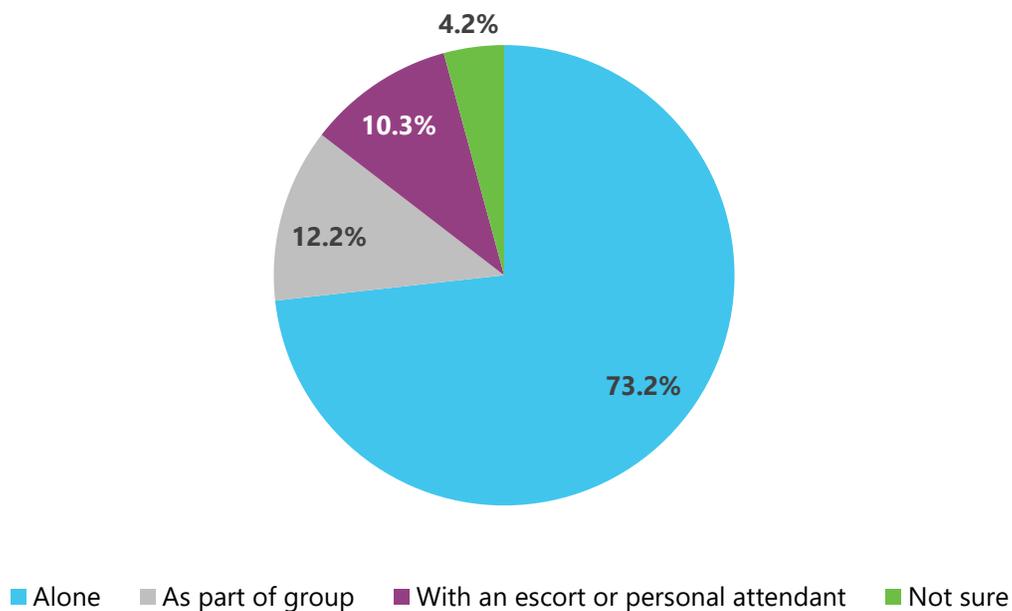
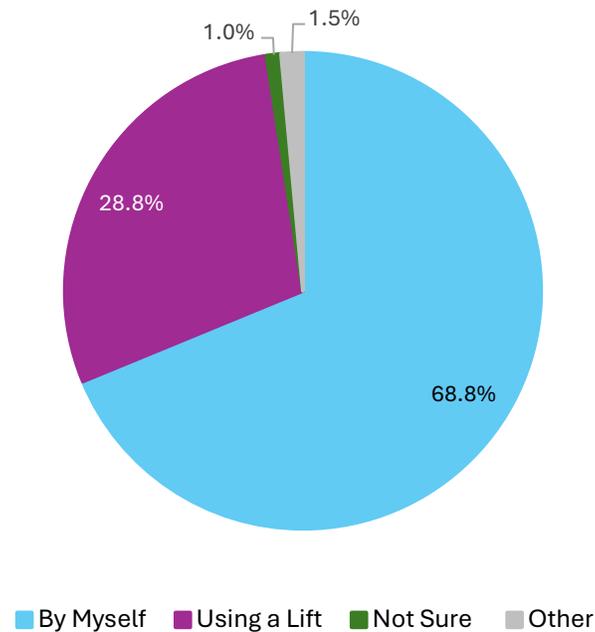


Figure B-8: Door-to-Door Vehicle Access (2024)



When asked about their preferred method for making reservations, most respondents (89%) expressed a preference for calling by phone. The remaining respondents indicated a preference for making reservations through a website (6%) or a mobile application (5%). These results are shown in **Figure B-9**.

Figure B-9: Door-to-Door Reservation Preference (2024)

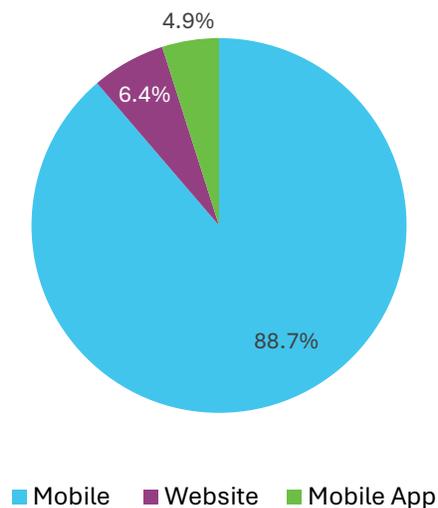


Figure B-10 shows that nearly 93% of respondents indicate that transportation is readily available to them when needed.

Figure B-10: Door-to-Door Respondents Service is Available When Needed (2024)

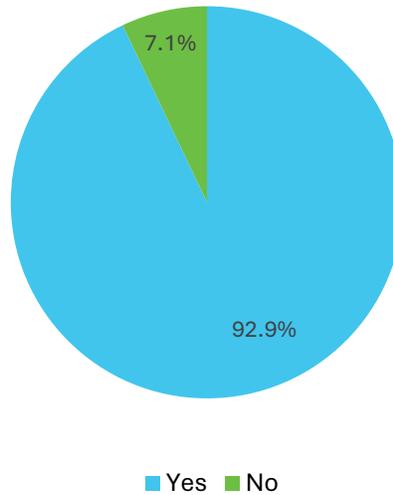
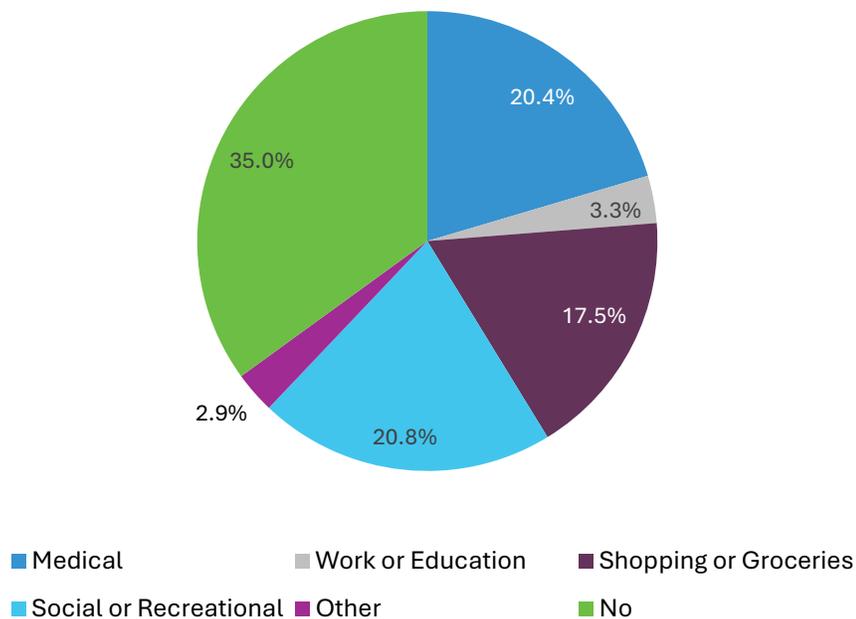


Figure B-11 shows that if transportation to other counties were provided, approximately 35% of respondents would not travel to Pasco or Pinellas. The remaining respondents indicated they would most likely travel for medical (20%), social (21%), or shopping purposes (18%).

Figure B-11: Door-to-Door Respondents Would You Travel to Pasco or Pinellas County? (2024)



Service Rating

The remainder of the survey asked respondents to rate various aspects of 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 **Figure B-12** through **Figure B-18**.

Figure B-12 shows that almost all respondents agree the vehicles are clean (99%), free of litter (99.5%), and that the equipment works well (98%). Additionally, **Figure B-13** shows most respondents agree that drivers are courteous (99%), they practice safe driving (99.5%), they know how to help people with different disabilities (99.5%), and they correctly use equipment (99.5%).

Figure B-12: Door-to-Door Respondents Vehicle Characteristics (2024)

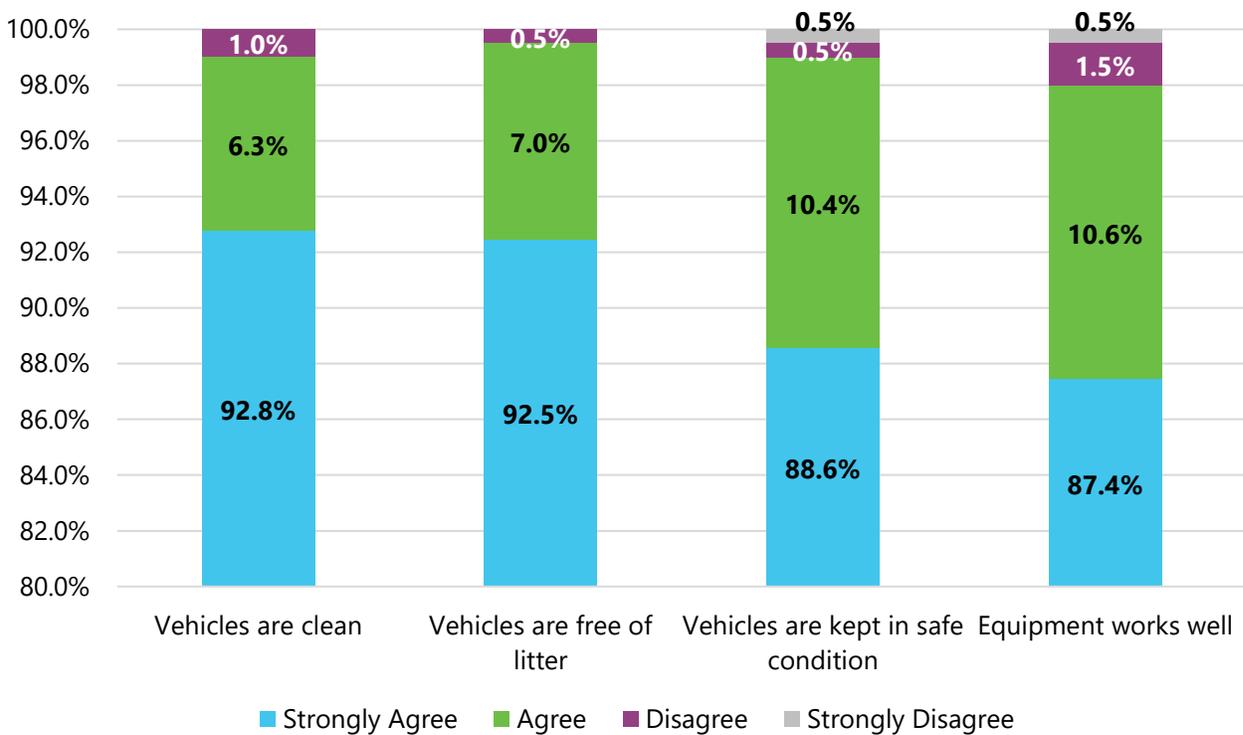
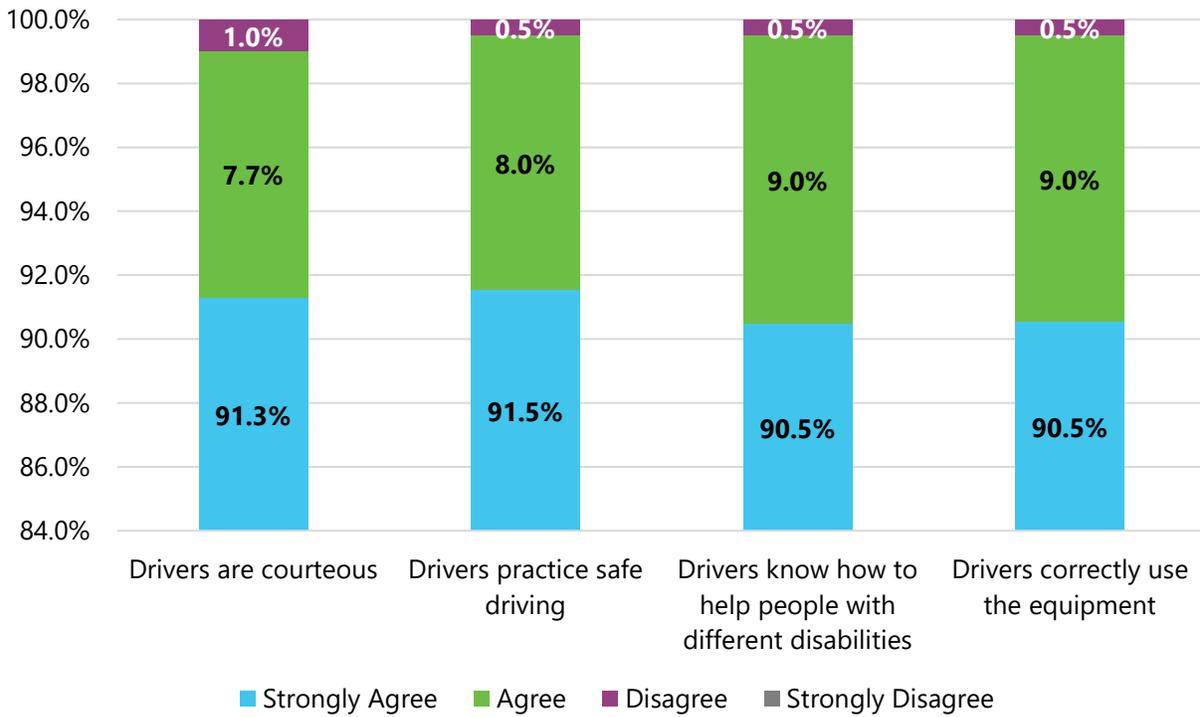
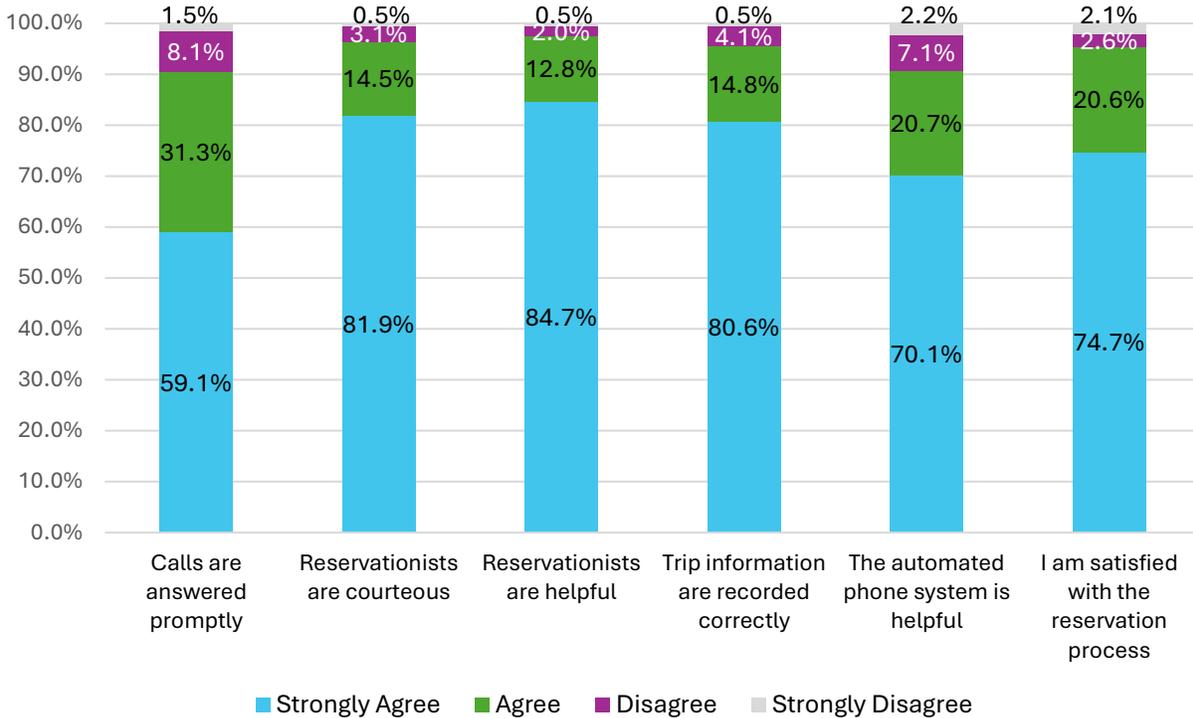


Figure B-13: Door-to-Door Respondents Driver Characteristics (2024)



Regarding Sunshine Line reservations, **Figure B-14** shows that 96% of the respondents were satisfied with the reservation process and 91% agreed that the automated phone system is helpful.

Figure B-14: Door-to-Door Respondents Reservation Process (2024)



As shown in **Figure B-15**, 95% of the respondents think that they are picked up on time and 97% respond that they are dropped off on time. The majority (97%) of customers agree that the length of their travel times is reasonable.

Figure B-15: Door-to-Door Respondents Trip Feedback (2024)

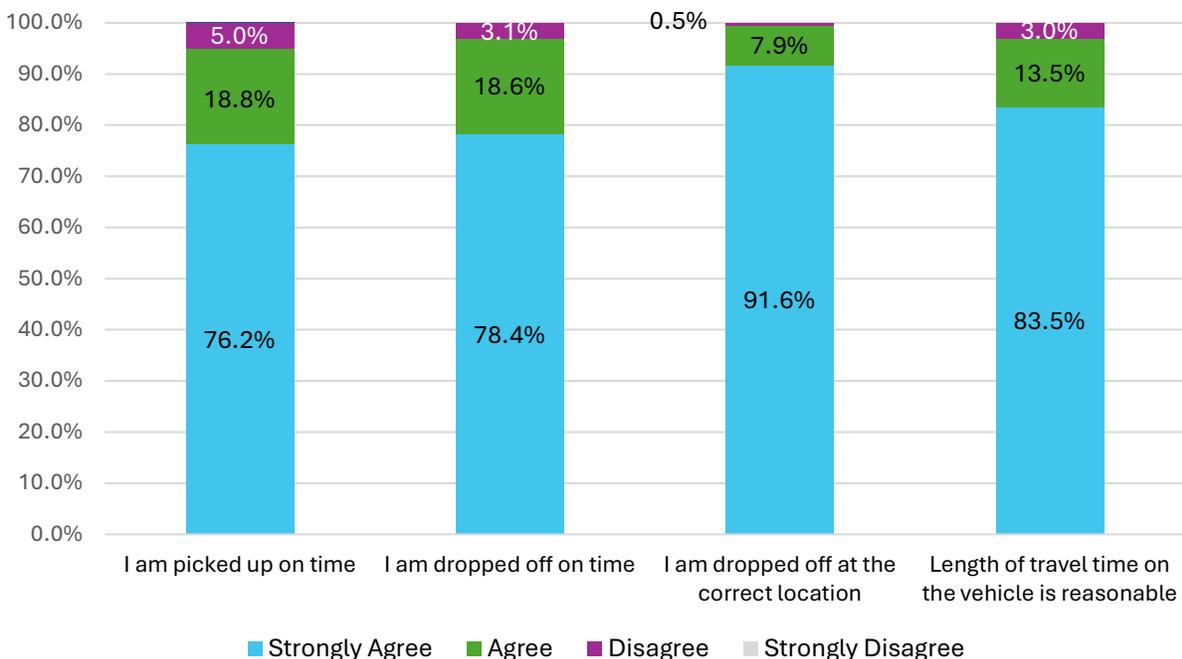


Figure B-16 shows that 96% of respondents felt their problems were resolved quickly and complaints were handled in a satisfactory manner.

Figure B-16: Door-to-Door Respondents Issue Resolution Feedback (2024)

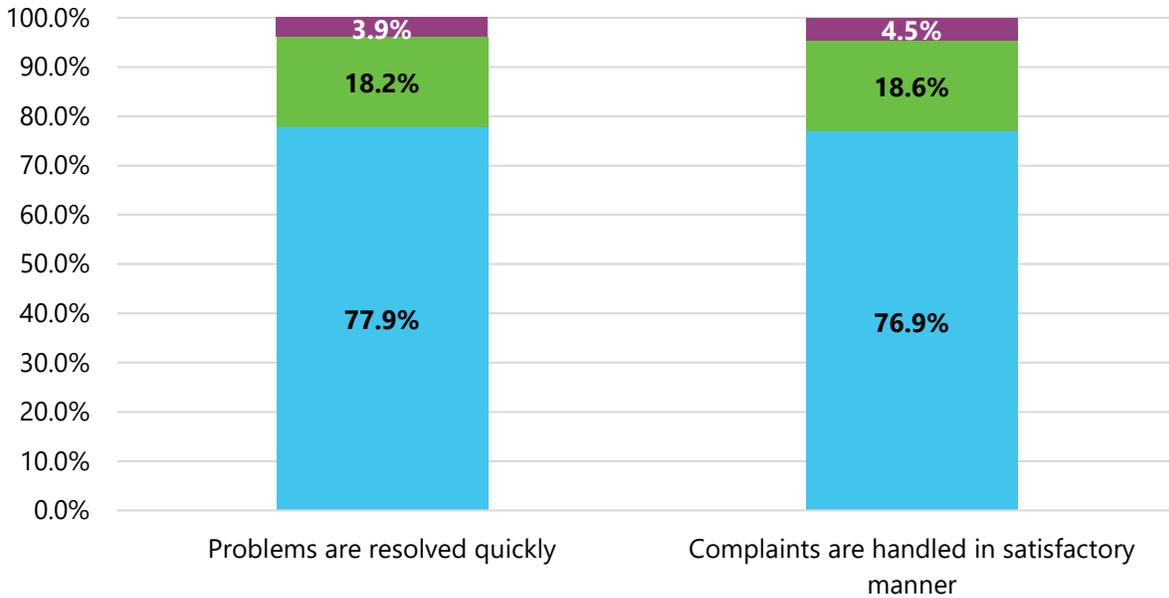


Figure B-17 shows that 96% of customers agree that their door-to-door transportation service experience has stayed the same or improved.

Figure B-17: Door-to-Door Respondents Have Services Stayed the Same or Improved? (2024)

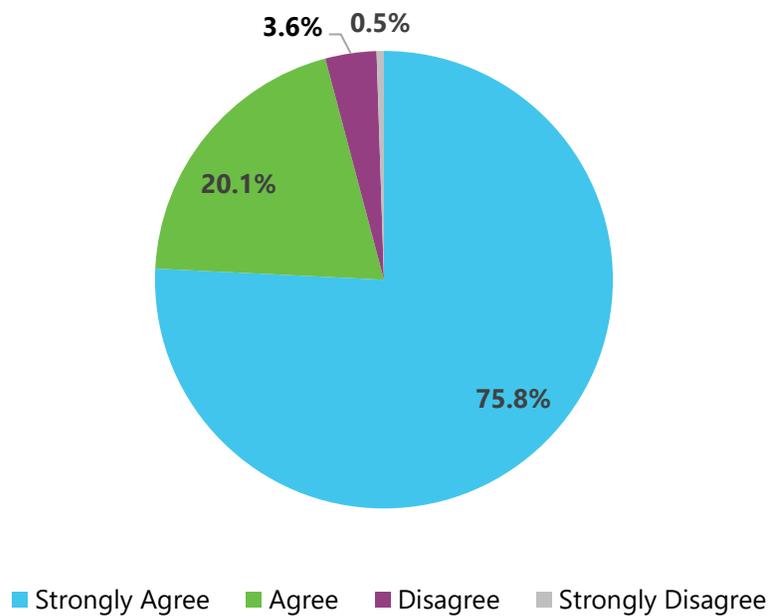
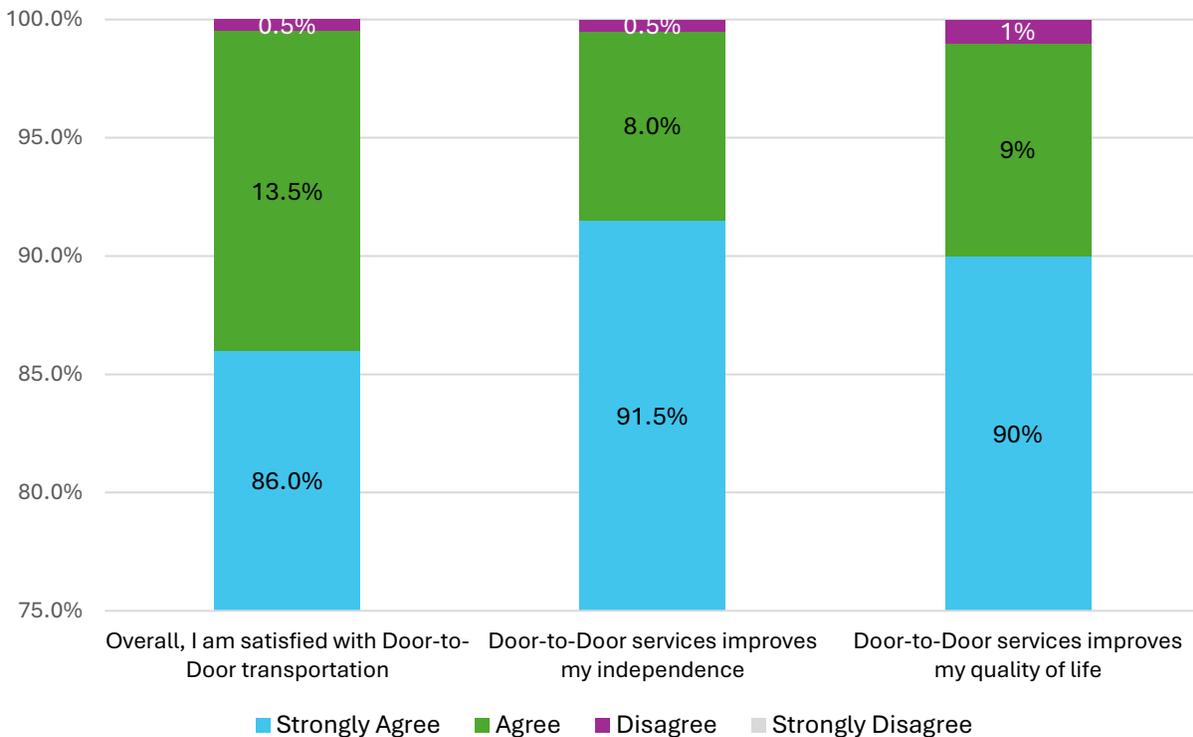


Figure B-18 shows that 99.5% of respondents are satisfied with the door-to-door transportation service. Over 99% agree that the service improves their independence and quality of life.

Figure B-18: Door-to-Door Respondents Overall Satisfaction and Sentiment (2024)

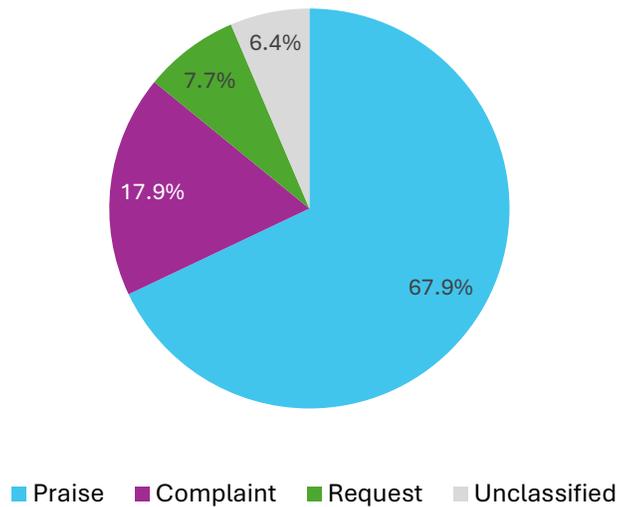


Comments

Of the 211 surveys completed, 78 surveys provided additional general comments (37% of respondents). Each comment was categorized as either Praise, Complaint, Information/Request or uncategorized.

Figure B-19 shows that the general sentiment of 65% of the comments was praise, which is higher than the prior reporting year. 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 formal complaints received during the CTC evaluation period.

Figure B-19: Door-to-Door Respondents Summary of Comment Type (2024)



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**; while comments were added as written, spelling errors were corrected. Some comments could not be fully included due to illegible handwriting and are included in the unclassified category.

Praise (53 comments)

- **Independence:** Many riders express heartfelt gratitude for the Sunshine Line service and its positive impact on their daily lives. Comments highlight how it improves independence and reduces isolation for seniors and individuals with disabilities.
- **Diver Courtesy:** The kindness, patience, and courteous behavior of drivers receive repeated praise. Some riders call the drivers "angels" and the service a "godsend."
- **Assistance beyond driving:** Several riders appreciate the assistance provided by drivers, including help with groceries, packages, and boarding the bus.
- **Reliability:** Riders commend the overall reliability and quality of service, emphasizing how it provides critical support for medical appointments, errands, and social activities.
- **Reservations:** Positive feedback also includes praise for the reservations and improved customer service in recent interactions.
- **Sentiments:** Frequently used phrases include: "life-changing," "wonderful service," "excellent," "grateful," and "best service in town."

Complaint (14 comments)

- **Service Timeliness:** Multiple riders' express frustration with long wait times for pickups and drop-offs. Some missed appointments due to delays or being picked up too close to their scheduled appointment times.

- **Distance Limitations:** Complaints include restrictions on travel distances, which prevent riders from accessing activities like church, medical appointments, or shopping trips outside Hillsborough County.
- **Customer Service Issues:** Negative experiences with reservationists were mentioned, including reports of rudeness, lack of helpfulness, and long hold times on the phone. Specific names and incidents were called out, with requests for better professionalism.
- **System Flexibility:** Riders mention a lack of flexibility with scheduling pickups/drop-offs, with one user frustrated about being picked up earlier than needed, causing them to miss daycare activities.
- **Vehicle Concerns:** A few users complain about the comfort of the buses, such as needing better shocks or improved support for disabled riders.
- **Language Barriers:** A few complaints note difficulties with reservationists or drivers who struggle to communicate effectively in English.

Information/Requests (6 comments)

- **Service Enhancements:** Riders request new features, such as an Uber-style app or notification system to track buses and receive alerts when they are close. Suggestions to allow online RSVPs for trips with clear rules for riders were also made.
- **Expanded Services:** Riders requested trips to destinations outside the current service boundaries (e.g., medical treatments outside Hillsborough County, attending church in Riverview, and shopping trips for senior groups). Flexibility in scheduling, such as reducing the required one-hour readiness before appointments or accommodating early pickups when dropped off early, was requested.
- **Accessibility Improvements:** Riders mentioned needing assistance with specific tasks, like accompanying riders with medical conditions.
- **Customer Service Training:** Requests for reservationists and drivers to be more attentive and considerate of special needs were highlighted.
- **Community-Oriented Services:** Some riders expressed interest in group-targeted services, such as trips from senior centers for shopping and other activities with designated buses for their needs.
- **Additional Features:** Suggestions included adding armrests, improving wheelchair accommodation, and streamlining the process for reinstating or reserving Sunshine Line services.

Table B-1: Door-to-Door Comments

Survey	Comments	Comment Type
1	Very grateful for this service!	Praise
2	They call me if I am not outside on time and help with all my packages and groceries	Praise
3	I feel safer when somebody travels with me. You permit me to have an escort, because I feel fatigue (leukemia) and use only right arm.	Praise

Survey	Comments	Comment Type
4	I am so grateful to the sunshine line and would love it even more to be able to receive medical treatments outside Hillsborough	Praise
5	Everything is great! Keep up the good work!	Praise
6	I appreciate the ride!	Praise
7	I need to have the drivers ride with me up and down the lift per the Doctor.	Information/request
8	God bless you all!	Praise
9	It would be very helpful if I could see when the bus is close like uber.	Information/request
10	We enjoy conversing with your drivers. They are kind and thoughtful. Helping with bags.	Praise
11	I enjoy riding on Sunshine. I also appreciate your kindness and understanding drivers and courteous phone service. Keep it up! Thank you!	Praise
12	We are very grateful for Sunshine line!	Praise
13	Shorten the wait time to be picked up such as what it would be with uber or lyft.	Complaint
14	Thank you	Praise
15	Need to always check answering machine	Complaint
16	Good job	Praise
17	I have no other way around. I don't know what I would do without this service. Wonderful service and people.	Praise
18	I have listened to other people make comments about the drivers helping me off and on the bus. Good comments.	Praise
19	Bus riders great! Bus drivers great!	Praise
20	Wish they could have better shocks	Complaint
21	I am pleased with my regular drivers	Praise
22	This year I had some limitations and restrictions on distance travelled, from one person to the next which was absent before. I would like to attend weekday morning mass at 8:30am. In previous years, bus brought us but now they don't. Hope this changes.	Complaint
23	I am very grateful for the sunshine line transportation, because it helps me to be more independent instead of sitting alone at home all the time.	Praise
24	It would be helpful if I only had to be ready for pickup one hour before my appointment	Complaint
25	They are very good to me	Praise
26	I do wish there was a little bit more flexibility with regard to vet appointments. I need help crating my cat and they don't help well.	Complaint (note: assistance with animals is not part of Door-to-Door service)

Survey	Comments	Comment Type
27	All is good!	Praise
28	The transportation service is very satisfactory	Praise
29	I much appreciate your service. Drivers do a great job.	Praise
30	The new reservationists are much better, nicer and more helpful. AA is always so rude, not helpful. The phones ring forever before someone picks up. I pay for daycare until 5 pm but I get picked up at 3:45. Why? I miss the afternoon parties and activities.	Complaint
31	I like all the drivers. I call them "heavenly angels of light" I call the bus " heavens gates"	Praise
32	Good.	Praise
33	I have nothing to complain about	Praise
34	It is a great service	Praise
	Most agent customer service barely speak English	Complaint
36	You are all a godsend for us! We are blessed to have you	Praise
37	I love you people.	Praise
38	There is one or two reservationists who are so bored with their job and don't care that they don't listen and get date or time wrong	Complaint
39	I should not be hung up on because the service rep doesn't want to do their job	Complaint
40	I'm not able to go to church in Riverview due to distance. (goes over 20-mile limit)	Complaint
41	Tony, my sunshine driver, is very courteous and friendly. Don't lose him!	Praise
42	Best service always	Praise
43	This year I missed three appointments because the driver arrived at same time of my doctor appointment. And some drive poor	Complaint
44	Perfect service. I love it. Drivers are nice and courteous.	Praise
	I would like to be able to go shopping with my senior group from garden suite senior center via door to door/sunshine line once a month. We would need a target bus and also one to take us directly from the store to our homes. Is this possible?	Information/request
46	Thanks so much	Praise
47	It would really help if we could RSVP online with certain rule	Information/request
48	We love Alfonso	Praise
49	Right now I only use the bus to go to the rec center on Symmes Ave but I'm thankful for it.	Praise
50	I am very satisfied with the service	Praise

Survey	Comments	Comment Type
51	I appreciate this service. Thank you	Praise
52	I'm happy to have this system at Hillsborough	Praise
53	Thanks for the help. It makes my life better	Praise
54	The service is excellent	Praise
55	Thank you for this service	Praise
56	Thank you so much	Praise
57	I have been having problems reinstating sunshine line and my pop has left Tampa family.	Information/request
58	I am very satisfied.	Praise
59	No comment	Uncategorized
60	Everyone is very nice, and I'm so blessed to have sunshine bus	Praise
61	The overall rating says it all! Thank you so much	Praise
62	Wonderful drivers	Praise
63	Thank you!	Praise
64	I eat so much better (related to a food bank trip)	Praise
65	I'd like to schedule 1-day trips but current system is great	Information/request
66	Best service I ever had	Praise
67	Problem to change when office closed _____ blind	Complaint
68	I am very thankful for the Sunshine Line service is the best in town	Praise
69	Thank you! Very grateful!	Praise
70	The driver is very helpful	Praise
71	If I am dropped off early, I am ready to be picked up early.	Complaint
72	I just wanted to say that my overall experience has been great - no complaints and I also want to apologize for hurting anyone's feelings that I've hurt as well as disrespected I truly apologize.	Praise
73	I'm grateful for this service, I really need to make more reservations.	Praise
74	Es excelente y muy profesional (The service is excellent and very professional).	Praise
75	No additional comments! 😊	Uncategorized
76	Illegible	Uncategorized
77	Illegible	Uncategorized
78	Illegible	Uncategorized

Bus Pass Customer Survey Results

A survey of HART Bus Pass customers was conducted in November 2024. 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 387 surveys out of the 1,346 mailed to customers were completed and returned (29% response rate). A summary of the survey responses is presented below.

Demographics

The first three survey questions were related to the customers' gender, age, and race. Figure B-20 shows that a majority (67%) of respondents are female. **Figure B-21** shows that 78% of respondents are age 60 or over, and **Figure B-22** shows that 41% of respondents are African American or Black and approximately 31% of respondents are Hispanic or Latino.

Figure B-20: Bus Pass Respondents Gender (2024)

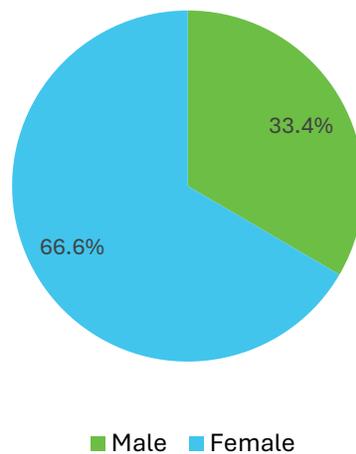


Figure B-21: Bus Pass Respondents Age (2024)

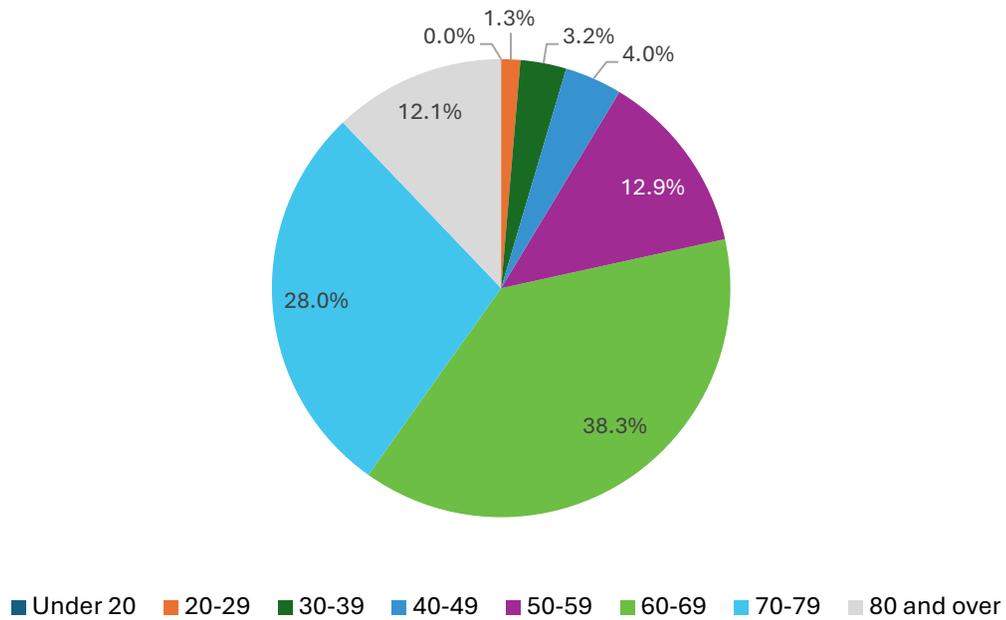
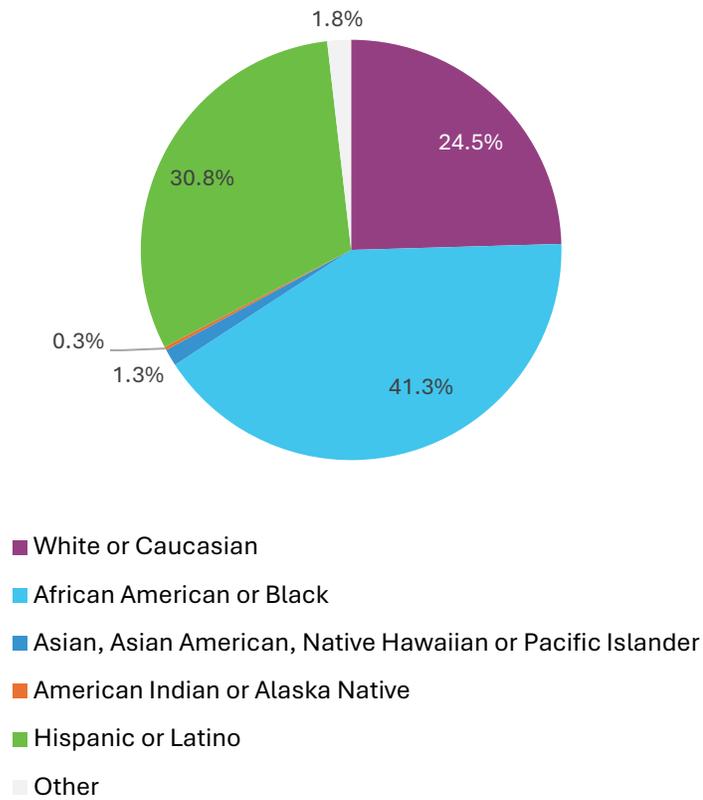


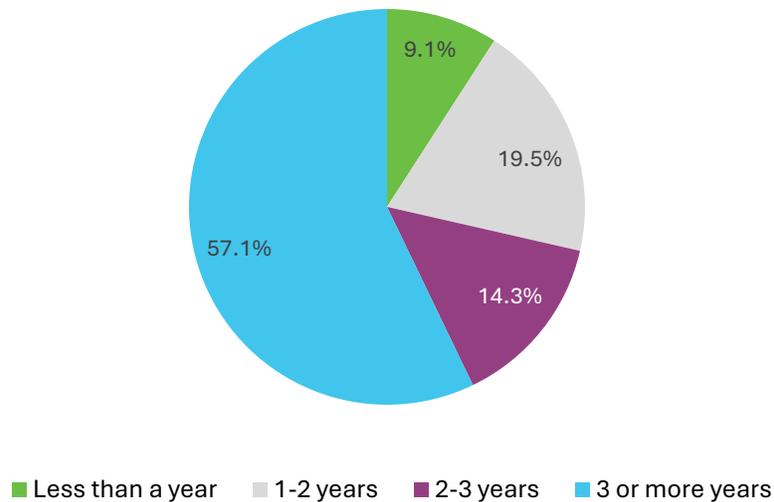
Figure B-22: Bus Pass Respondents Race (2024)



Customer Trip Characteristics

Figure B-23 through **Figure 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 57% of all respondents have used a bus pass for more than 3 years.

Figure B-23: Bus Pass Respondents Years of Using Service (2024)



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% 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 most respondents said that they have used the passes for shopping or recreation (36%) and medical appointments (27%); for this question, respondents were allowed to select multiple destinations. **Figure B-26** shows that 63% of customers use their bus passes on HARTPlus.

Figure B-24: Bus Pass Respondents Service Frequency (2024)

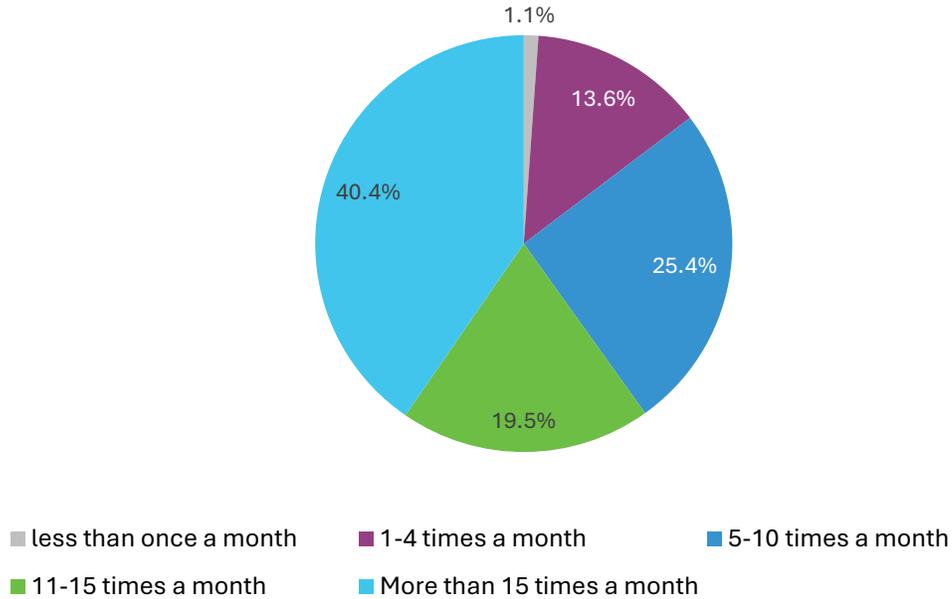


Figure B-25: Bus Pass Respondents Trip Purpose (2024)

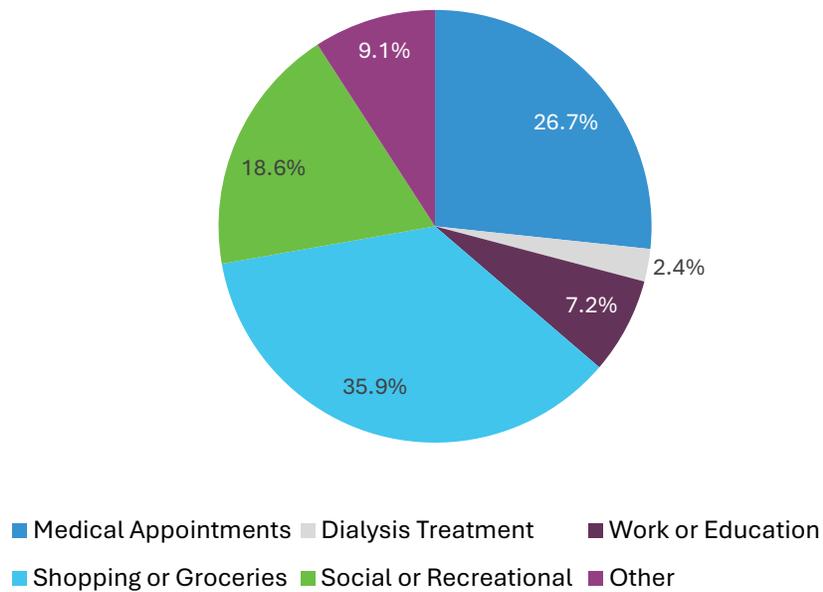
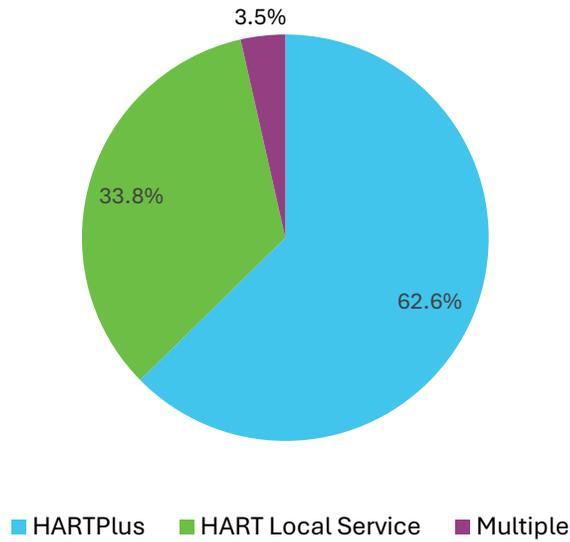


Figure B-26: Bus Pass Respondents Service Type (2024)



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

Figure B-27 shows that almost 22% of customers get to the bus stops by walking, and **Figure B-28** shows that 85% of customers travel alone. **Figure B-29** indicates that while most customers can access services by their own means, about 22% of customers require a lift to get on the vehicle.

Figure B-27: Bus Pass Respondents Stop Access (2024)

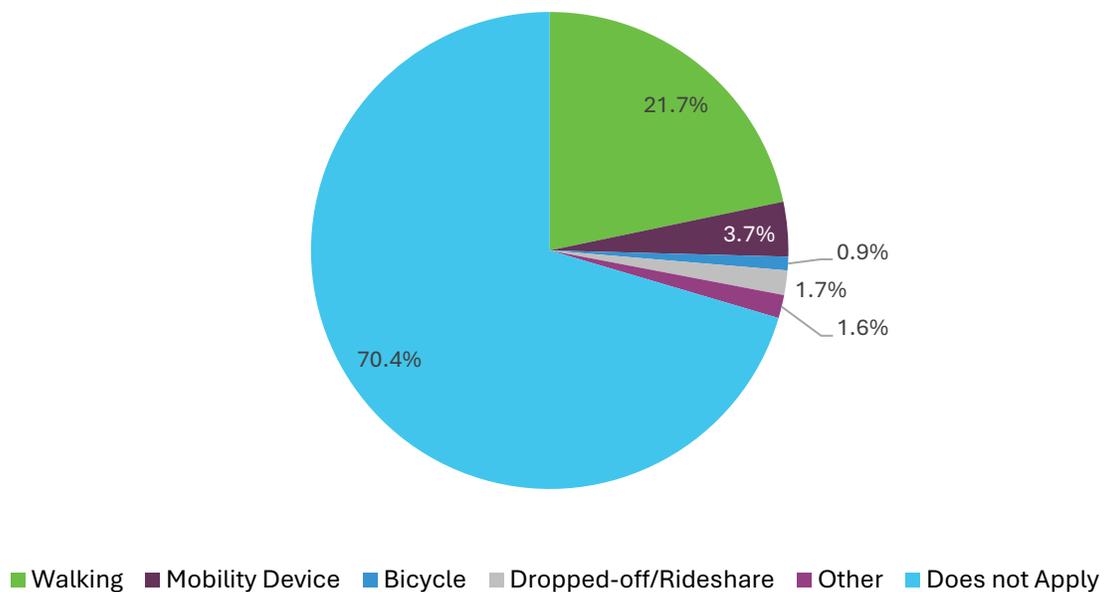


Figure B-28: Bus Pass Respondents Travel Behavior (2024)

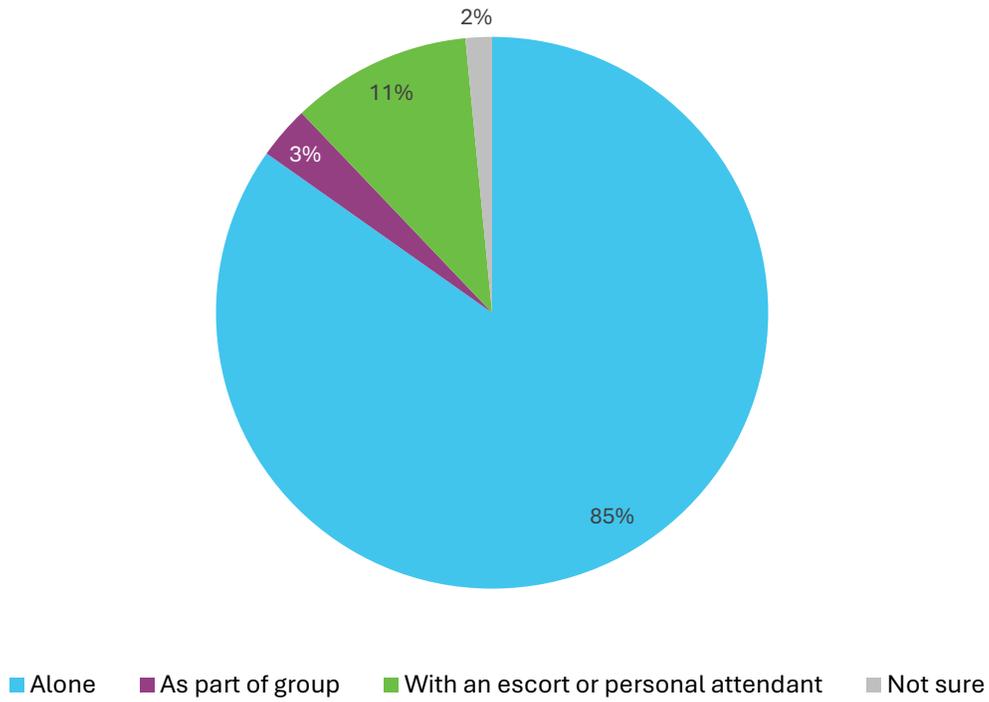
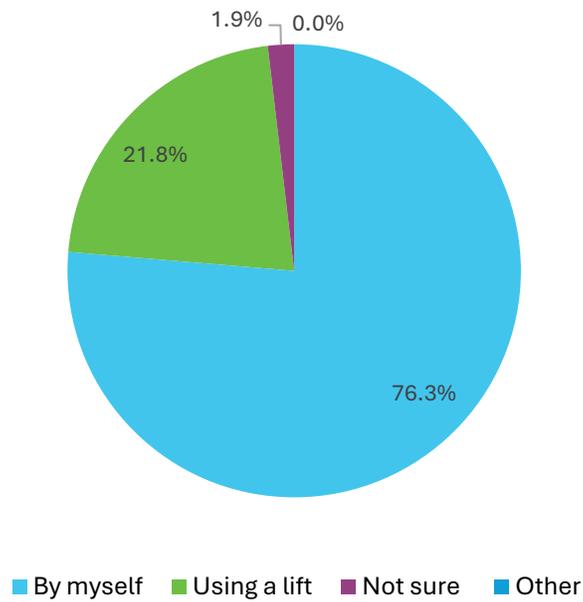
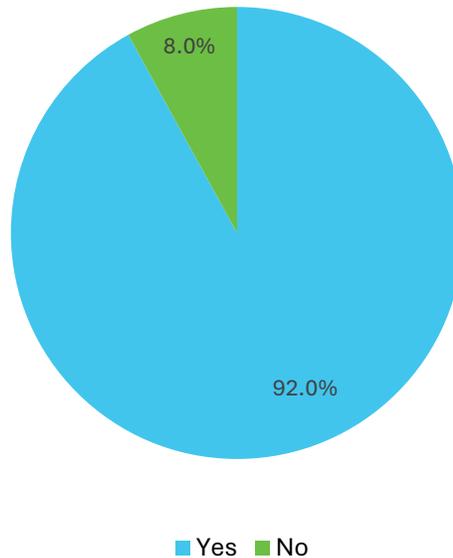


Figure B-29: Bus Pass Respondents Vehicle Access (2024)



Most 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-30: Bus Pass Respondents Access to Transportation (2024)

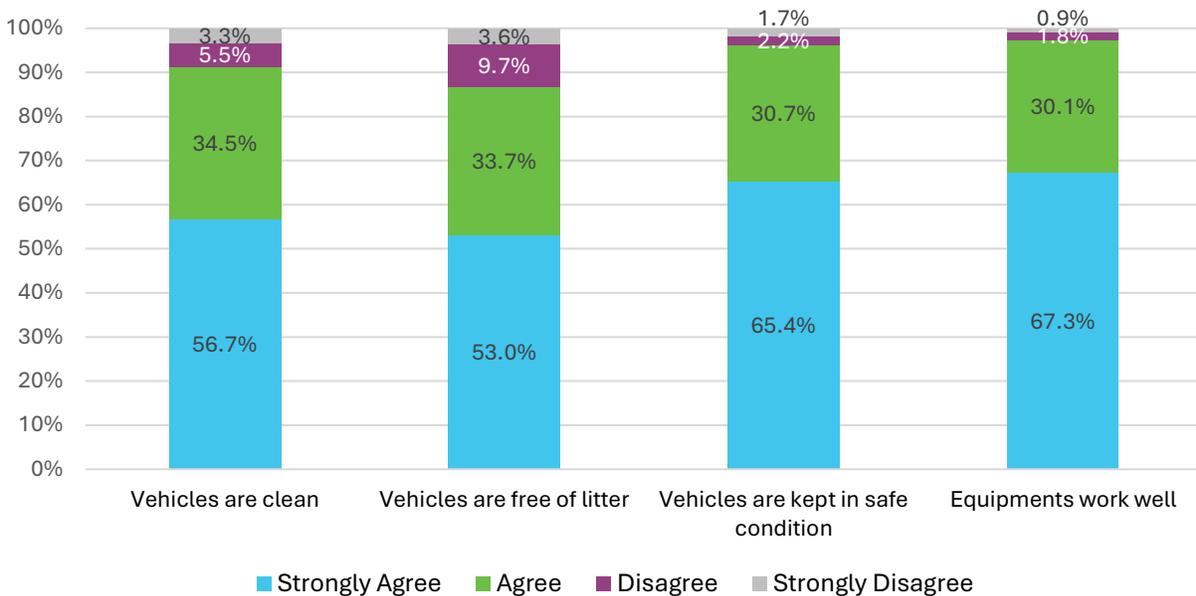


Service Rating

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 **Figure B-31** through **Figure B-33**.

Figure B-31 shows that 92% feel that vehicles are clean, and 87% feel that vehicles are free of litter. 96% agree that vehicles are kept in safe condition and 97% agree that equipment onboard HART vehicles functions well.

Figure B-31: Bus Pass Respondents Vehicle Characteristics (2024)



Regarding HART drivers, **Figure B-32** shows that 90% of respondents believe the drivers are courteous, while 93% feel confident that drivers follow safe driving practices. Additionally, 94% agree that drivers are skilled in assisting individuals with various disabilities. Nearly all respondents (98%) confirm that drivers use the equipment properly, and 87% are satisfied with how their complaints are handled.

Figure B-32: Bus Pass Respondents Driver Characteristics (2024)

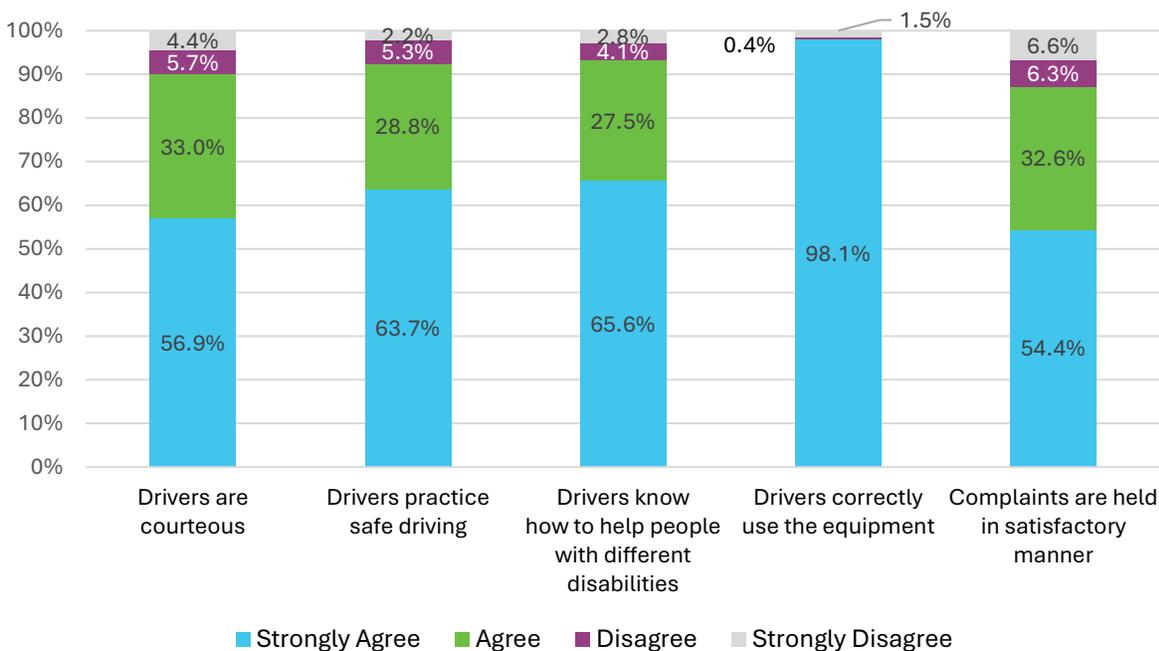
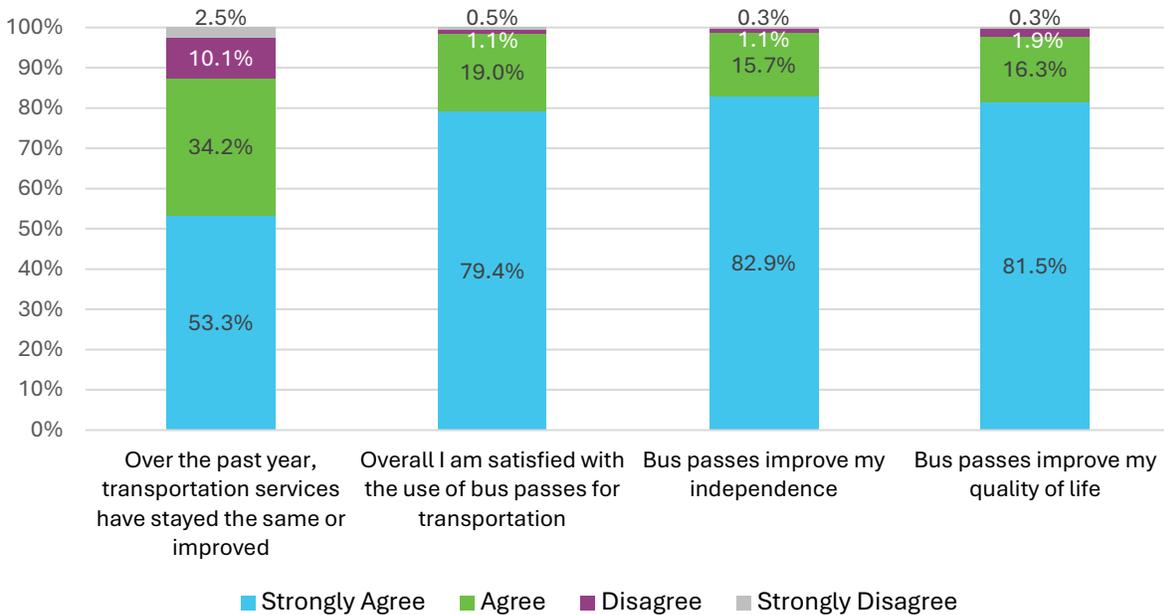


Figure B-33 shows that 87% of the respondents agree that transit services have improved or stayed the same and 98% of the respondents agree that they are satisfied with the bus pass program. A significant

portion of respondents (99%) also agree that the program improves their independence and quality of life. These results are directly comparable to results collected in 2023 and previous years.

Figure B-33: Bus Pass Respondents Overall Rating (2024)

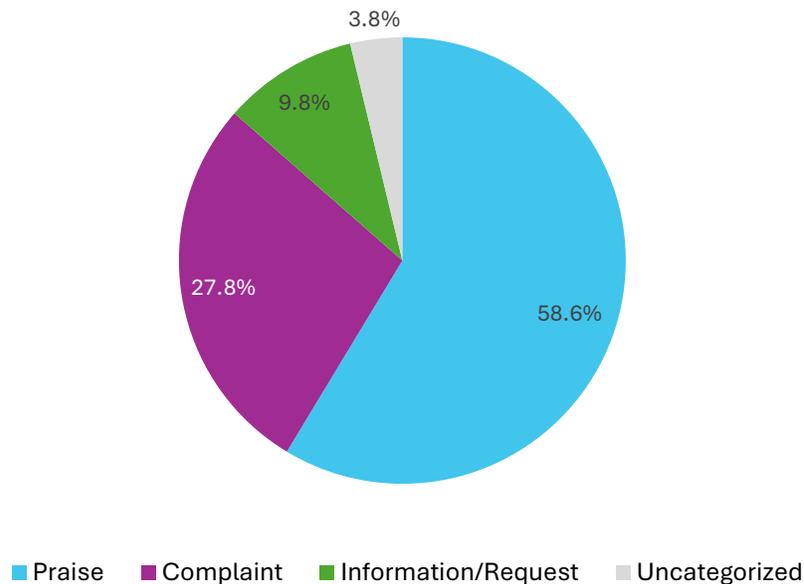


Customer Comments and Information

Of the 387 surveys completed, 133 comments were received (34% of surveys). Each comment was categorized as either Praise, Complaint, Information/Request or uncategorized. Figure B-34 shows the distribution of the comment categories, which shows that 59% of comments offered praise, which is slightly higher than the prior reporting period. 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 formal complaints received during the CTC evaluation period.

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**. Some comments could not be fully included due to illegible handwriting.

Figure B-34: Bus Pass Respondents Summary of Comment Type (2024)



Praise (78 comments)

- **Quality of life:** Many users' express gratitude for the bus passes and their role in improving their lives.
- **Reliability:** Several comments highlight the reliability and helpfulness of the service (e.g., "excellent service," "God bless you," "life-changing").
- **Services:** Users commend the door-to-door HARTPlus services, the availability of the program for seniors, and the kindness and patience of drivers.
- **Independence:** Passengers appreciate the independence the service provides, especially for disabled riders and seniors.
- **Gratitude:** Positive phrases include: "life-changing," "great program," "very grateful," "excellent service."

Complaint (37 comments)

- **Driver behavior:** Complaints about rudeness, lack of courtesy, or not waiting for passengers (e.g., elderly or disabled) to be seated before driving off.
- **Service reliability:** Many users express frustration with delays, long wait times, and inconsistent service after 3 PM.
- **Cleanliness:** Comments highlight dirty buses, unclean stops, and passengers not following hygiene rules (e.g., smoking, vaping).
- **Accessibility issues:** Stops are too far apart for users with disabilities or small children. Complaints about wheelchair seating design and difficulty using electric chairs.
- **Behavior:** Riders mention disruptive behaviors on buses, including loud phone conversations and smoking.

- **Specific incidents:** Riders feel frustrated when drivers miss stops or take unnecessarily long routes.

Information/Requests (14 comments)

- **Service suggestions:** More frequent buses (e.g., 30 route returning to half-hour frequency). Improved security on buses and at stops. Cleaner stops with more seating and shelter options.
- **Driver training:** Requests to train drivers to handle weight shifts, assist disabled passengers better, and respond to language barriers.
- **Bus pass process:** Suggestions to streamline bus pass renewal (e.g., annual instead of monthly renewals).
- **Specific request:** Requests for armrests, improved air conditioning, and shorter wait times for door-to-door services. More Spanish-speaking drivers and better customer service skills among staff.

Table B-2: Bus Pass Comments

Survey	Comments	Comment Type
1	Great Service! Please continue program! Thank you very much!	Praise
2	If a passenger is visually impaired, the bus driver needs to make sure the passenger knows that they are there. They cannot always see the bus driver	Information/ Request
3	I love riding the bus and I have no problem with no one. I go where I go and go home.	Praise
4	Los buses es mi transporte. No tengo carro porque el dinero lo gосто en la renta. Tengo los sellos de alimento. No tengo familia / Buses are my transportation (I have no car because I use my money for rent. I have food stamps and have no family).	Information/Request
5	Some new hires and younger employees are not as courteous, helpful or knowledgeable as older or former or past operators are or have been.	Complaint
6	Arm rest that goes up on outside aisle	Information/Request
7	I don't have any complaints. I am pleased with the services and the drivers.	Praise
8	Thank you for the free bus passes you guys provide... is very helpful	Praise
9	God love you all :)	Praise
10	Yo uso el servicio muy frecuentemente ya que voy por mandados, tiendas, farmacia y visitar amigos y familiares (I use the service very frequently since I go on errands, stores, pharmacy and visit friends and family)	Praise
11	Bus driver are rude and be bypassing us, and yes I reported but nothing happens and they still do it.	Complaint
12	Son muy buenas la condiciones de transporte por auto bus (The conditions of transport by bus are very good).	Praise

Survey	Comments	Comment Type
13	The 360 needs 3 buses. It's always late when traffic gets bad	Complaint
14	I use a walker. I appreciate the ramp on HART buses.	Praise
15	Like indicated, some of the stops on lines been closed. The distance between stops is too long. In addition, some bus schedules have bus routes every hour. These bus services have many commuter #37, 7, 38	Complaint
16	With the passes, I never feel disable because I am able to get out	Praise
17	Thank you	Praise
18	si pudiera pasar mas frecuentemente cade 30 o 45 minutos (if the bus could come every 30 or 45 minutes)	Information/Request
19	Sometimes you can't put your stuff out of the cart	Complaint
20	Make public announcement for service stoppage like for a hurricane. Thank you!	Information/Request
21	The bus drivers are very nice, and they help when I ask for help.	Praise
22	Some of the drivers are very rude. Maybe they need to take a class in dealing with public. Don't give you chance to get to your seat.	Complaint
23	Thanks for the help. I don't know what I would do without you!	Praise
24	Need more training for drivers on customer service for disabled passengers and have the following items stressed in their training classes!	Complaint
25	All buses should run every half hour. Or more frequent. Bus stops should be sheltered from rain and sun.	Information/Request
26	Thank you so much for the program. Keep enriching the lives of many!	Praise
27	Ha mejorado el hart plus puerta a puerta con los ubers y yellow cab (It has gotten better the HARTplus door to door with Ubers and taxis)	Praise
28	We're overwhelmed with gratitude when after hurricane Milton, the bus drive for free and we went for 5 days without electricity, water, elevators to drive #19 to Publix stores for hot soup/coffee and other meals! All drivers were wonderful	Praise
29	Estoy muy agradecida por el servicio recibido. Muchas gracias (I am very grateful for the service received. Thank you so much).	Praise
30	Thank you very much for the bus pass!	Praise
31	Thank you all for your service and willingness to give us always	Praise
32	Thank you very much!	Praise
33	Lately the bus passes to pick me up have been very nice	Praise

Survey	Comments	Comment Type
34	Bus stops generally have litter overflowing	Complaint
35	Todos trabajan muy bien, tanto las de las oficinas, como los conductores son muy buenas y atentos. Gracia le doy a dios por sus regalos. Dios los bendiga (Everyone works very well, both those in the offices and the drivers are very good and attentive. I give grace to God for his gifts. God bless you).	Praise
36	Rude drivers	Complaint
37	Illegible	Uncategorized
38	I am a 75-year-old man with disabilities. I could not survive without HART line. My monthly bus passes are a life saver for me.	Praise
39	Thank you very much I have free Flamingo card	Praise
40	Thank God for you guys, I would be lost without you!	Praise
41	Connecting buses can be improved	Complaint
42	I am very grateful for your services. I can't tell you how many times I made my appointments because of this service you provide. Thank you so much!	Praise
43	Agradecida del servicio de hart- Muy agradecida y los mejores deseos toods los trabajadones (Grateful for HART's services and best wishes to all the workers)	Praise
44	Some drivers are very grumpy with passengers. Example: Drivers 1873, 4007, 5096, 4107-4570	Complaint
45	I would love to have a bus or car route map. Thank you! You are so appreciated. Your service provides so much help.	Praise
46	When the driver sees you, can you wait for them? They need help.	Complaint
47	Sin comentario (No Comment)	Uncategorized
48	Very grateful for HART Bus services that bring me independence and improve my quality of life.	Praise
49	I enjoy riding HARTPlus. The drivers are very helpful and courteous. I get to my appointments safe and on time. I have no complaints. Keep up the excelling driving HARTplus staff, the riding experience is very satisfying. Blessings	Praise
50	Thank you so much for the passes and for the service. I am very happy with the buses. God bless you.	Praise
51	I am very grateful for HARTplus services and feel very safe at my age. I do not have to sit in the street. HARTplus is always prompt unless there's a traffic issue	Praise
52	Thank you for all you do for me and other seniors. It is very well appreciated	Praise
53	I want to say "Thank you" for this service	Praise
54	I am thankful for public transport	Praise

Survey	Comments	Comment Type
55	They are very good	Praise
56	Hart Line is one of the best in Florida	Praise
57	Que pongas techos en las paradas (Put shelters at the stops)	Information/Request
58	Grateful for the program	Praise
59	Thank you for your service!	Praise
60	I use HARTplus. Door to door services. Yellow cabs, ubers	Information/request
61	Service change on some routes helped me with one bus to destination: 30, 19. 5	Praise
62	I thank God every day for your service and bus drivers!	Praise
63	Overall, HARTPlus is a blessing for me and my family to travel. Thank you. We appreciate the voucher!	Praise
64	I'm a HARTPlus member. I don't use regular buses. I use yellow cab, uber, or the van that is provided for HARTPlus members like myself. Thank you for this service.	Praise
65	Todo muy bien (all very well).	Praise
66	Great service, don't know what I would do without it!	Praise
67	Please allow one hour buses to run more often. Like 36, 30, 14... thank you for route 275	Information/request
68	Bus passes are great but HARTplus needs to do better job in being picked up after 3pm.	Complaint
69	The bus service gets me where I need to go and the bus passes help	Praise
70	Drivers need to learn how to handle weight when driving bus. I have neck problems	Complaint
71	Drivers need to wait until an elderly person or disabled person is seated before driving off	Complaint
72	Really listen to riders. You make changes that effect riders, when leadership doesn't ride!	Complaint
73	Keep doing the best you can to provide satisfactory service	Praise
74	I am grateful for the passes and the service to the community	Praise
75	They conduct themselves well	Praise
76	Overall, HARTPlus is a good transportation service. And we appreciate the voucher. Thank you	Praise
77	Can the bus go back to 1/2 hour on the #30 bus?	Information/request
78	Excellent service. God bless you all	Praise
79	Thank you so very much! God bless! I just want to say I am very blessed to be able to ride the bus with my family card.	Praise
80	Great program for seniors!	Praise
81	Using door to door services	Information/request

Survey	Comments	Comment Type
82	Very satisfied customer and very grateful to use your services	Praise
83	Thank you for the services	Praise
84	Thank you!!!	Praise
85	Thank you for the bus passes! May God continue to bless you! I pray you will be able to continue to help us with the bus passes	Praise
86	I wish they had a bus stop that was closer to my house	Complaint
87	Sometimes the air conditioner doesn't work properly	Complaint
88	I am so thankful for HARTPlus! It has changed my life	Praise
89	The buses that go to Target are a blessing from God! Amen!	Praise
90	It's perfect	Praise
91	The stations should be clean and with benches to wait for more punctuality	Complaint
92	More cleaning in the chair	Complaint
93	I personally have no complaints about the transportation or the drivers	Praise
94	I am satisfied with the service	Praise
95	Please let patrons know NO VAPING on buses, no marijuana, no black and mild, not too much buses are clean, on time or drivers have common courtesy	Complaint
96	Buses need more security	Complaint
97	No todos son cortos con los pasajero. Hay conductores corren fuerte uno saludano contestan, sorry soy sincera (Not all are polite to the passengers. There are drivers who run hard, one says hello. I'm sincere)	Complaint
98	Thank you for the excellent service	Praise
99	Bus stops are so far apart. Hard to get to. Especially people with disabilities and small children	Complaint
100	I think we should be able to renew bus passes once per year instead of having to call once a month to do so.	Complaint
101	If I'm waving, give me a f**king chance	Complaint
102	They are very kind God bless them	Praise
103	This service is very professional and very reliable	Praise
104	Disrespect by people using phones talking too loud! Not following rules and people sitting in disabled seats and more	Complaint
105	Please do not allow passengers to stand when seats are available	Complaint
106	Please maintain cleanliness and hygiene on buses	Complaint
107	I really would like to be assured when I give you a call about bus #39	Complaint

Survey	Comments	Comment Type
108	According to the passes. They help me a lot, they change my life, thank you for helping me	Praise
109	Decirles, que mi condicion de vida a mejorado mucho, pues ando en la cuidad con los buses sin depender de otra persona. Gracias (I tell you that my living condition has improved a lot since I travel around the city with buses without depending on another person. Thank you)	Praise
110	Marijuana and another are smoked on the buses and are not called to attention	Complaint
111	I use HARTPlus	Information/request
112	If I did not have the buses, I would be in a terrible situation. Thanks	Praise
113	HARTPlus bus service is the best and very happy	Praise
114	I use only HARTPlus transportation	Information/request
115	There should be more drivers that speak Spanish	Complaint
116	Thank you!	Praise
117	I can't believe how much harder it is to save so that I can have my own transportation. I honestly don't know what I'd do without buses	Praise
118	Try to be on time especially when raining or extremely hot	Complaint
119	I'm grateful for the bus. Thank you	Praise
120	Hello, just one problem. Stop making the new chairs for wheelchair who wants to ride backwards and half the time they don't work and don't want to be looking in people's faces. Don't make no sense to me.	Complaint
121	I am blind and I only use hart buses for church and shopping	Praise
122	Drivers are exceptional and patient	Praise
123	I can also ride yellow cab with my vouchers with shorter wait times because I am disabled so I need and want to finish soon	Information/request
124	Please do something about ready and pickup time. There's no excuse for a driver to come after pick-up window	Complaint
125	Bus drivers should be a little more courteous with people or have better customer service skills	Complaint
126	God is good. He put you to give us the peace we need for the need of travel. God bless you all being so good to help us. I believe this is a privilege	Praise
127	The HART have helped me with my independence of life. I can do things for myself now with helping my electric chair. Thank you HARTPlus!	Praise
128	This transportation is very helpful. God bless you. Thank you!	Praise
129	Several times I have been driven all over town for no reason. I was at the morsan building and they were 1/4 mile from my home and they went left	Complaint

Survey	Comments	Comment Type
	away from my home. I thought they were going to drop off or pick-up somebody near there. No they drove miles away to the same apartment complex and back and forth. See end of this section for additional typed comments	
130	Mantener la excelencia en el servicio y que la espera de los buses de transporte público no sea tan larga (Maintain excellent service and ensure that the wait for public transport buses is not so long)	Praise
131	I am grateful to be able to get around and not be limited.	Praise
132	No Comment	Uncategorized
132	Illegible- Spanish	Uncategorized

2023/2024 Comparison

The overall responses from the 2023/2024 survey year were compared to the prior year to assess how overall responses changed in each category, as summarized in **Table B-3**.

Table B-3: Hillsborough CTC 2024 Evaluation Results and Historical Trends

No.	Parameter	Increased	Decreased	Remained Same	
Door- to- Door services					
1	Gender	Male	X		
		Female		X	
2	Age	Under 20		X	
		20-29	X		
		30-39		X	
		40-49			X
		50-59		X	
		60 and over	X		
3	Race	White or Caucasian		X	
		African American or Black	X		
		Asian, Asian American, Native Hawaiian or Pacific Islander			X
		American Indian or Alaska Native		X	
		Hispanic or Latino	X		
		Other		X	
4	I have used Hillsborough County Sunshine Line Door to Door service for:	Less than a year		X	
		1-2 years	X		
		2-3 years			X
		3 or more years	X		
5	I have used Door-to-Door service for:	less than once a month	X		
		1-4 times a month		X	
		5-10 times a month	X		
		11-15 times a month	X		
		More than 15 times a month		X	
6	I have used Door-to-Door service for the following:	Medical appointments	X		
		Dialysis treatment	X		
		Work or education	X		
		Shopping or groceries	X		
		social or recreational	X		
		other	X		
7	Most of the time I travel:	Alone	X		
		As part of group		X	
		With an escort or personal attendant	X		
		Not sure	X		

No.		Parameter	Increased	Decreased	Remained Same
8	Most of the time I get on the vehicle:	By myself		X	
		Using a lift	X		
		Not sure			X
		Other			X
9	I would prefer to make reservations by:	Phone		X	
		Website	X		
		Mobile App	X		
10	When I need transportation to go somewhere, it is available:	Yes	X		
		No		X	
11	Would you or your family go to Pasco or Pinellas County if you had transportation for ...?	Medical		X	
		Work or Education		X	
		Shopping or groceries	X		
		Social or recreational	X		
		other			X
12	Vehicles	Vehicles are clean			X
		Vehicles are free of litter			X
		Vehicles are kept in safe condition			X
		Equipment works well			X
13	Drivers	Drivers are courteous			X
		Drivers practice safe driving	X		
		Drivers know how to help people with different disabilities	X		
		Drivers correctly use the equipment	X		
14	Reservations	Calls are answered promptly		X	
		Reservationists are courteous		X	
		Reservationists are helpful		X	
		Trip information is recorded correctly		X	
		The automated phone system is helpful		X	
		I am satisfied with the reservation process			X
15	Trips	I am picked up on time			X
		I am dropped off on time	X		
		I am dropped off at the correct location			X
		Length of travel time on the vehicle is reasonable	X		
16	Services	Problems are resolved quickly			X
		Complaints are handled in satisfactory manner	X		
		Over the past year, door to door transportation services have	X		

No.	Parameter	Increased	Decreased	Remained Same
	stayed the same or improved			
17	Overall Rating			
	overall, I am satisfied with Door-to door transportation	X		
	Door to door services improves my independence		X	
	Door-to-Door services improves my quality of life			X
18	Customers Comments			
	Praise	X		
	Complaint	X		
	information/request		X	
Bus Pass Program				
1	Gender			
	Male		X	
	Female	X		
2	Age			
	Under 20			X
	20-29			X
	30-39	X		
	40-49			X
	50-59			X
	60 and over	X		
3	Race			
	White or Caucasian	X		
	African American or Black	X		
	Asian, Asian American, Native Hawaiian or Pacific Islander			X
	American Indian or Alaska Native			X
	Hispanic or Latino		X	
	Other		X	
4	I have used HC Bus Pass Program for utilizing HART Buses for:			
	Less than a year		X	
	1-2 years	X		
	2-3 years	X		
	3 or more years	X		
5	I use my bus pass:			
	less than once a month			X
	1-4 times a month	X		
	5-10 times a month		X	
	11-15 times a month	X		
	More than 15 times a month			X
6	I have used bus service for the following:			
	Medical appointments		X	
	Dialysis treatment			X
	Work or education	X		
	Shopping or groceries			X
	social or recreational	X		
	other			X
7	Most of the time my bus passes are used on:			
	HARTPlus	X		
	HART Local Service		X	
	Multiple		X	

No.		Parameter	Increased	Decreased	Remained Same
8	Most of the time I get to bus stop by:	Walking		X	
		Mobility device		X	
		Bicycle		X	
		Dropped off/ Rideshare		X	
		Other		X	
		Does not Apply	X		
9	Most of the time I travel:	Alone	X		
		As part of group	X		
		With an escort or personal attendant		X	
		Not sure			X
10	Most of the time I get on the vehicle:	By myself	X		
		Using a lift		X	
		Not sure	X		
		other		X	
11	When I need transportation to go somewhere, it is available:	Yes			X
		No			X
12	Vehicles	Vehicles are clean		X	
		Vehicles are free of litter		X	
		Vehicles are kept in safe condition	X		
		Equipment works well	X		
13	Drivers	Drivers are courteous	X		
		Drivers practice safe driving		X	
		Drivers know how to help people with different disabilities		X	
		Drivers correctly use the equipment	X		
		Complaints are held in satisfactory manner		X	
14	Overall Rating	Over the past year, transportation services have stayed the same or improved	X		
		Overall, I am satisfied with the use of bus passes for transportation	X		
		Bus passes improve my independence	X		
		Bus passes improve my quality of life			X
15	Customers Comments	Praise	X		
		Complaint	X		
		Information/request		X	

RETURN BY / DEVOLVER ANTES DE: November 27, 2024

Directions / Instrucciones: Please respond to each of the following questions by placing a check mark next to your answer. If you don't know an answer to a question, check "Not Sure." If you would prefer to take this survey online, please scan the QR code or visit: Planhillsborough.org/transportation-disadvantaged-plans/. If you complete online, you do not need to return the paper survey. Thank you!



Favor de contestar cada una de las siguientes preguntas marcando solamente en el espacio correspondiente a la respuesta. Si no sabe la respuesta, marque "no estoy seguro(a)."

Si prefiere realizar esta encuesta en línea, visite: Planhillsborough.org/transportation-disadvantaged-plans/ o escanear el código QR. Si completa en línea, no necesita devolver la encuesta impresa. ¡Gracias!

1. My sex is: / Mi sexo es:

- 1. Male / masculino
- 2. Female / femenina
- 3. Non binary / no binario

2. My age is: / Mi edad es:

- 1. Under 20 / Menos de 20
- 2. 20 to 29 / 20 a 29
- 3. 30 to 39 / 30 a 39
- 4. 40 to 49 / 40 a 49
- 5. 50 to 59 / 50 a 59
- 6. 60 to 69 / 60 a 69
- 7. 70 to 79 / 70 a 79
- 8. 80 or over / 80 o más

3. My race and ethnicity are: / Mi raza y étnica son:

- 1. White or Caucasian / Blanca o caucásica
- 2. African American or Black / Afroamericana, Negra
- 3. Asian, Asian American, Native Hawaiian, or Pacific Islander / asiático, asiático americano, nativo de Hawái o isleño del Pacífico
- 4. American Indian or Alaska Native / India americana o nativa de Alaska
- 5. Hispanic or Latino / Hispano o latino
- 6. Other / Otro _____

4. I have used Hillsborough County SUNSHINE LINE door-to-door service for: / He usado la Sunshine Line del condado de Hillsborough, servicios de puerta a puerta:

- 1. Less than 1 year / Menos de un año
- 2. 1 to 2 years / 1 a 2 años
- 3. 2 to 3 years / 2 a 3 años
- 4. 3 or more years / 3 o más años

5. I use door-to-door transportation service: / Yo uso servicio de transporte de puerta a puerta:

- 1. Less than once a month / Menos de una vez al mes
- 2. 1 to 4 times a month / 1 a 4 veces al mes
- 3. 5 to 10 times a month / 5 a 10 veces al mes
- 4. 11 to 15 times a month / 11 a 15 veces al mes
- 5. More than 15 times a month / Más de 15 veces al mes

6. I have used door-to-door transportation for the following: / He usado el transporte de puerta a puerta para:

- 1. Medical appointments / citas médicas.
- 2. Dialysis treatment / tratamientos de diálisis
- 3. Work or education / trabajar o educación
- 4. Shopping or groceries / compras o recreo
- 5. Social or recreation / Social o recreación
- 6. Other / Otro _____

7. Most of the time, I travel: / La mayoría del tiempo, yo viajo:

- 1. Alone / Solo
- 2. As part of a group (ADC, SCNAP) / Como parte del grupo (ADC, SCNAP)
- 3. With an escort or personal attendant / Con escolta o ayudante personal
- 4. Not sure / No estoy seguro(a)

8. Most of the time I get on the vehicle: / La mayoría del tiempo yo subo al vehículo:

- 1. By myself (walk on) / Por mi mismo(a)
- 2. Using a lift / Usando un levantador
- 3. Not sure / No estoy seguro(a)
- 4. Other (Specify) / Otro (específica) (Write-in below / Escribe abajo)

9. I would prefer to make reservations by: / Preferiría hacer reservaciones por:

- 1. Phone / teléfono
- 2. Website / sitio web
- 3. Mobile App / aplicación móvil

10. When I need transportation to go somewhere, it is available: / Cuando necesito transporte para ir a algún lugar, está disponible:

- 1. Yes / Sí
- 2. No / No

11. If no, please tell us when and where you need to travel. / Si no, por favor díganos cuándo y dónde necesita viajar. (Write-in below / Escribe abajo)

Inter-County Questions

1. Would you or your family go to Pasco or Pinellas County if you had transportation for: / Usted o su familia irían a los condados de Pasco o Pinellas si tuvieran transporte:

- 1. Medical / Servicios de Medicina
- 2. Work or Education / Trabajar o educación
- 3. Shopping or Groceries / Compras o recreo
- 4. Social or recreation / Social o recreación
- 5. Other: write in below / Otros: escribe abajo
- 6. No / No

CONTINUE ON TO NEXT PAGE /
CONTINÚE EN LA PÁGINA SIGUIENTE

Please answer based on your recent door-to-door transportation experience. Favor de contestar basado en su reciente experiencia de su servicio de transporte de puerta a puerta	Strongly agree / Totalmente de acuerdo	Agree / De acuerdo	Disagree / No estoy de acuerdo	Strongly disagree / Totalmente no estoy de acuerdo	Does not apply / No se aplica	Comments or Suggestions. (Please explain low ratings: 2 or less). / (Favor, explique las clasificaciones de 2 o menos)
(Circle the number of your answer) (Favor de circule el número de su respuesta)	4	3	2	1	N/A	
VEHICLES / VEHICULOS						
Vehicles are clean. / Vehículos están limpios.	4	3	2	1	N/A	
Vehicles are kept free of litter. / Vehículos están libre de basura.	4	3	2	1	N/A	
Vehicles are kept in safe condition. / Vehículos están mantenidos en condiciones seguras.	4	3	2	1	N/A	
Equipment works well (seatbelts, lifts, wheelchair tiedowns). / El equipo trabaja bien (cinturones de seguridad, alzadores, pieza para asegurar las sillas de rueda).	4	3	2	1	N/A	
DRIVERS / CONDUCTORES						
Drivers are courteous. / Los conductores son corteses.	4	3	2	1	N/A	
Drivers practice safe driving. / Los conductores manejan con cuidado.	4	3	2	1	N/A	
Drivers know how to help people with different types of disabilities. / Los conductores saben ayudar a las personas con distintos tipos de discapacidad.	4	3	2	1	N/A	
Drivers correctly use equipment (seatbelts, lifts, wheelchair tiedowns). / Los conductores usan el equipo correctamente (cinturones de seguridad, alzadores, pieza para asegurar las sillas de rueda).	4	3	2	1	N/A	
RESERVATIONS / RESERVACIONES						
Telephone calls are answered promptly. / Las llamadas telefónicas son contestadas en corto tiempo.	4	3	2	1	N/A	
Reservationists are courteous. / El personal que contestan las llamadas es cortés.	4	3	2	1	N/A	
Reservationists are helpful. / El personal que contestan las llamadas provee ayuda.	4	3	2	1	N/A	
Trip information is recorded accurately. / La información del viaje es tomada correctamente.	4	3	2	1	N/A	
The automated phone system is helpful. / El sistema automático de teléfonos es útil.	4	3	2	1	N/A	
I am satisfied with the reservation process. / Estoy satisfecho con el proceso de reservación.	4	3	2	1	N/A	
TRIPS / VIAJES						
I am picked up on time. / Me recogen a tiempo.	4	3	2	1	N/A	
I am dropped off on time. / Me dejan a tiempo.	4	3	2	1	N/A	
I am dropped off at the correct location. / Me dejan en el lugar correcto.	4	3	2	1	N/A	
Length of travel time on the vehicle is reasonable. / El tiempo del viaje es razonable.	4	3	2	1	N/A	
SERVICE / SERVICIO AL CLIENTE						
Problems are resolved quickly. / Resuelven los problemas rápidamente.	4	3	2	1	N/A	
Complaints are handled in a satisfactory manner. / Resuelven las quejas satisfactoriamente.	4	3	2	1	N/A	
OTHER / OTROS						
Over the past year, door-to-door transportation services have stayed the same or improved. / Durante el último año, el servicio de transportación ha mejorado el servicio.	4	3	2	1	N/A	
OVERALL RATING / EN GENERAL						
Overall, I am satisfied with door-to-door transportation. / En general, estoy satisfecho(a) con el servicio de transporte de puerta a puerta.	4	3	2	1	N/A	
Door to door service improves my independence. / El servicio de transporte mejora mi independencia.	4	3	2	1	N/A	
Door to door service improves my quality of life. / El servicio de transportación mejora mi calidad de vida.	4	3	2	1	N/A	
ADDITIONAL COMMENTS: Please provide any other comments or suggestions you may have. COMENTARIOS ADICIONALES: Por favor provea cualquier otro comentario o sugerencia que tenga.						
DATE / FECHA:	PREFERRED LANGUAGE / IDIOMA PREFERIDO:					
ZIP CODE / CODIGAL POSTAL:	NAME (OPTIONAL) / NOMBRE (OPCIONAL):					
THANK YOU VERY MUCH FOR YOUR ASSISTANCE / LE AGRADECEMOS SU ASISTENCIA						



Bus Pass Program Customer Survey

Encuesta Sobre El Programa de Pases de Transporte Por Autobús

RETURN BY / DEVOLVER ANTES DE: November 27, 2024

Directions / Instrucciones: Please respond to each of the following questions by placing a check mark next to your answer. If you don't know an answer to a question, check "Not Sure." If you would prefer to take this survey online, please scan the QR code or visit: Planhillsborough.org/transportation-disadvantaged-plans/. If you complete the survey online, you do not need to return the paper survey. Thank you!



Favor de contestar cada una de las siguientes preguntas marcando solamente en el espacio correspondiente a la respuesta. Si no sabe la respuesta, marque "no estoy seguro(a)." Si prefiere realizar esta encuesta en línea, visite: Planhillsborough.org/transportation-disadvantaged-plans/ o escanear el código QR. Si completa en línea, no necesita devolver la encuesta impresa. ¡Gracias!

1. My sex is: / Mi sexo es:

- 1. Male / masculino
- 2. Female / femenino
- 3. Non binary / no binario

2. My age is: / Mi edad es:

- 1. Under 20 / Menos de 20
- 2. 20 to 29 / 20 a 29
- 3. 30 to 39 / 30 a 39
- 4. 40 to 49 / 40 a 49
- 5. 50 to 59 / 50 a 59
- 6. 60 to 69 / 60 a 69
- 7. 70 to 79 / 70 a 79
- 8. 80 or over / 80 o más

3. My race and ethnicity are: / Mi raza y etnica son:

- 1. White or Caucasian / Blanca o caucásica
- 2. African American or Black / Afroamericana o Negra
- 3. Asian, Asian American, Native Hawaiian, or Pacific Islander / asiático, asiático americano, nativo de Hawái o isleño del Pacífico
- 4. American Indian or Alaska Native / India americana o nativa de Alaska
- 5. Hispanic or Latino / Hispano o latino
- 6. Other / Otro _____

4. I have used Hillsborough County's Bus Pass Program for utilizing HART buses: / He utilizado el Programa del Pase de autobús del Condado de Hillsborough para utilizar autobuses de HART:

- 1. Less than 1 year / Menos de un año
- 2. 1 to 2 years / 1 a 2 años
- 3. 2 to 3 years / 2 a 3 años
- 4. 3 or more years / 3 o más años
- 5. Not sure / No estoy seguro(a)

5. I use my bus pass: / Yo uso mi pase de transporte por autobús:

- 1. Less than once a month / Menos de una vez al mes
- 2. 1 to 4 times a month / 1 a 4 veces al mes
- 3. 5 to 10 times a month / 5 a 10 veces al mes
- 4. 11 to 15 times a month / 11 a 15 veces al mes
- 5. More than 15 times a month / Más de 15 veces al mes
- 6. Not sure / No estoy seguro(a)

6. I have used bus pass transportation for the following: / He usado el transporte de puerta a puerta para:

- 1. Medical appointments / citas médicas
- 2. Dialysis treatment / tratamientos de diálisis
- 3. Work or education / trabajar o educación
- 4. Shopping or groceries / compras o recreo
- 5. Social or recreation / Social o recreación
- 6. Other/Otro _____

7. Most of the time my bus passes are used on / La mayoría del tiempo, mi pase de transporte por autobús use en:

- 1. HART Local Service
- 2. HARTPlus

8. Most of the time I get to the bus stop by / La mayoría del tiempo llego a la parada de autobus

- 1. Walking / Caminando
- 2. Mobility Device (Wheelchair/Scooter) / Dispositivo de movilidad (silla de ruedas/scooter)
- 3. Bicycle / bicicleta
- 4. Dropped off or Rideshare (Uber/Lyft) / Dejado o viaje compartido (Uber/Lyft)
- 5. Other / Otro
- 6. Does not apply / No se aplica

9. Most of the time, I travel: / La mayoría del tiempo, yo viajo:

- 1. Alone / solo
- 2. As part of a group (ADC, SCNAP) / Como parte del grupo (ADC, SCNAP)
- 3. With an escort or personal attendant / Con escolta o ayudante personal
- 4. Not sure / No estoy seguro(a)

10. Most of the time, I get on the vehicle: / La mayoría del tiempo yo subo al vehículo:

- 1. By myself (walk on) / Por mi mismo(a)
- 2. Using a lift / Usando un levantador
- 3. Not sure / No estoy seguro(a)

11. When I need transportation to go somewhere, it is available: / Cuando necesito transporte para ir a algún lugar, está disponible:

- 1. Yes / Sí
- 2. No / No

If no, please tell us when and where you need to travel. / Si no, por favor díganos cuándo y dónde necesita viajar. (Write-in below / Escribe abajo)



	○					
Buses are clean. / <i>Los autobuses están limpios.</i>	4	3	2	1	N/A	
Buses are kept free of litter. / <i>Los autobuses están libre de basura.</i>	4	3	2	1	N/A	
Buses are kept in safe condition. / <i>Los autobuses están mantenidos en condiciones seguras.</i>	4	3	2	1	N/A	
Equipment works well (lifts, wheelchair tiedowns). / <i>El equipo funciona bien (ascensores y amarres para sillas de ruedas).</i>	4	3	2	1	N/A	
Drivers are courteous. / <i>Los conductores son corteses.</i>	4	3	2	1	N/A	
Drivers practice safe driving. / <i>Los conductores manejan con cuidado.</i>	4	3	2	1	N/A	
Drivers know how to help people with different types of disabilities. / <i>Los conductores saben ayudar a las personas con distintos tipos de discapacidad.</i>	4	3	2	1	N/A	
Drivers correctly use equipment (lifts, wheelchair tiedowns). / <i>Los conductores usan el equipo correctamente (pieza para asegurar, las sillas de rueda).</i>	4	3	2	1	N/A	
Complaints are handled in a satisfactory manner. / <i>Resuelven las quejas satisfactoriamente.</i>	4	3	2	1	N/A	
Over the past year, transportation services have stayed the same or improved. / <i>Durante el último año, el servicio de transportación ha mejorado el servicio.</i>	4	3	2	1	N/A	
Overall, I am satisfied with the use of bus passes for transportation. / <i>En general, estoy satisfecho con los pases de transporte para autobús.</i>	4	3	2	1	N/A	
Bus Passes improves my independence. / <i>Los pases de transporte de autobús mejoran mi independencia.</i>	4	3	2	1	N/A	
Bus Passes improves my quality of life. / <i>Los pases de transporte de autobús mejorar mi calidad de vida.</i>	4	3	2	1	N/A	
ADDITIONAL COMMENTS: Please provide any other comments or suggestions you may have. COMENTARIOS ADICIONALES: Por favor provea cualquier otro comentario o sugerencia que tenga.						
DATE / FECHA:	PREFERRED LANGUAGE / IDIOMA PREFERIDO:					
ZIP CODE / CODIGAL POSTAL:	NAME (OPTIONAL) / NOMBRE (OPCIONAL):					
THANK YOU VERY MUCH FOR YOUR ASSISTANCE / LE AGRADECEMOS POR SU ASISTENCIA						



Appendix C: CTC Evaluation Workbook

The CTC Evaluation Workbook is available separately. To obtain a copy, please contact the Hillsborough Transportation Planning Organization.