



**Local Coordinating Board (LCB)  
MEETING AGENDA**

**November 19, 2019 – 9:15 A.M.**  
310 Court Street, 1<sup>st</sup> Floor Conf. Room  
Clearwater, FL 33756

**THE PLANNING COUNCIL AND METROPOLITAN PLANNING ORGANIZATION FOR PINELLAS COUNTY**

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1. **CALL TO ORDER AND INTRODUCTIONS**
2. **PUBLIC COMMENT PERTAINING TO ITEMS NOT ON THE AGENDA**
3. **APPROVAL OF MINUTES – September 17, 2019**
4. **BOARD ACTIONS CONCERNING THE TD PROGRAM**
5. **PRESENTATION ON THE 2020 CENSUS COUNT IN PINELLAS COUNTY**
6. **COMMUNITY TRANSPORTATION COORDINATOR REVIEW**
7. **ANNUAL OPERATING REPORT (AOR) FOLLOW-UP**
8. **TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) FOLLOW-UP**
9. **2020 MEETING SCHEDULE**
10. **OTHER BUSINESS**
  - A. Tri-County Transportation Disadvantaged Project
  - B. Federal Transit Administration Section 5310 Grant Update
  - C. CTC Update
  - D. CTD Update
  - E. Other
11. **INFORMATIONAL ITEMS**
  - A. Trip/Expenditure Reports
  - B. Complaints and Commendations
12. **PUBLIC COMMENT**
13. **ADJOURNMENT**

**NEXT REGULARLY SCHEDULED LCB MEETING – FEBRUARY 18, 2020**

*Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact the Office of Human Rights, 400 South Fort Harrison Avenue, Suite 300, Clearwater, Florida 33756; [(727) 464-4062 (V/TDD)] at least seven days prior to the meeting.*

*Appeals: Certain public meetings result in actions taken by the public board, commission or agency that may be appealed; in such case persons are advised that, if they decide to appeal any decision made at a public meeting/hearing, they will need a record of the proceedings, and, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**Local Coordinating Board – November 19, 2019**

**2. Public Comment Pertaining to Items Not on the Agenda**



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**SUMMARY**

Anyone wishing to provide public comment on items not on the agenda may do so at this time. Each speaker will be given a maximum of five minutes.

**ACTION:** Information only

## **Local Coordinating Board – November 19, 2019**

### **3. Approval of Minutes – September 17, 2019**



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#### **SUMMARY**

The minutes of the September 17, 2019 meeting are attached for the LCB's review and approval.

Form 8B, Memorandum of Voting Conflict for County, Municipal, and Other Local Public Officers, is attached in the event a member of the LCB believes they have a conflict of interest with respect to any item(s) on the current agenda. This form is being provided under this item as any completed forms must be attached to the minutes of the LCB meeting.

**ATTACHMENT(S):** Minutes – September 17, 2019  
Form 8B

**ACTION:** Approve minutes

**DRAFT**  
**PINELLAS COUNTY LOCAL COORDINATING BOARD**  
**FOR THE TRANSPORTATION DISADVANTAGED PROGRAM**  
**MEETING MINUTES**  
**SEPTEMBER 17, 2019**

The Pinellas County Local Coordinating Board for the Transportation Disadvantaged met on Tuesday, September 17, 2019 at 9:15 a.m. in the Forward Pinellas Conference Room, First Floor, 310 Court Street, Clearwater, Florida.

**MEMBERS PRESENT**

Brian Scott, Vice Chair	Transportation Provider for Profit Representative
Joseph DiDomenico	Local Agency for Persons with Disabilities (Alt.)
Penelope (Penny) Barnard	Agency for Health Care Administration
Ivonne Carmona	Department of Children and Families
Amanda Honingford	Department of Blind Services
Priscilla McFadden	Juvenile Welfare Board
Zefferly Mims	Pinellas County Veterans Services
Don Shepherd	CareerSource Pinellas
Heather Sobush (ex officio)	PSTA
Michael Taylor	Regional Agency for Persons with Disabilities
Jane Walker	Daystar Life Center

**MEMBERS ABSENT**

Patricia Johnson, Chair	Elected Official
Ric Hartman	Over 60
Heath Kirby	Local Medical Community
Jason Martino	Florida Department of Elder Affairs
Dave Newell	FDOT
Loretta Statsick	Citizen Representative

**OTHERS PRESENT**

Tim Lindell	Neighborly Care Transportation
Gail Holley (by phone)	Florida Department of Transportation
Ross Silvers (by phone)	PSTA
Al Bartolotta	Forward Pinellas Staff
Sarah Caper	Forward Pinellas Staff
Maria Kelly	Forward Pinellas Staff

**1. CALL TO ORDER**

Vice Chair Scott called the meeting to order at 9:15 a.m. Those in attendance introduced themselves.

**2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA**

No comments were made under this item.

**3. APPROVAL OF MINUTES – May 21, 2018**

The meeting minutes and the Public Workshop minutes for May 21, 2018 were approved with no corrections. Don Shepherd motioned approval; seconded by Mike Taylor and it passed with a unanimous vote.

**4. BOARD ACTIONS CONCERNING THE TD PROGRAM**

Mr. Al Bartolotta, Forward Pinellas staff, stated the Forward Pinellas Board at its September 11, 2019 meeting approved the Vision Zero Effort which is to eliminate fatalities and serious injuries for everyone in the transportation network.

**5. SAFE MOBILITY FOR LIFE PRESENTATION**

Ms. Gail Holley with the Florida Department of Transportation (FDOT) shared a presentation with the committee, on the Safe Mobility for Life Coalition, a program that addresses Florida's aging road users. The Safe Mobility for Life Coalition's mission is to implement a strategic plan to increase the safety, access and mobility of Florida's aging road users and eliminate fatalities and reduce serious injuries. The aging road user is a driver, passenger, pedestrian, bicyclist, transit rider, and motorcyclist 50 years of age and older, but there is an emphasis on the 65 years and older because that is where the data is determined on a federal level. Twenty percent of the population in Florida is over 65. One out of three fatal crashes in Pinellas County involved a 65 or older driver. In early October, Safe Mobility for Life will be shipping out the new Safe Mobility for Life guide, educating the older population on the keys to safe driving and transitioning from driving to other transit modes. This is an updated version from the previous of Florida's Guide for Aging Drivers. This guide will provide more detailed information for aging road users on how to be more proactive in planning for transportation. Questions were taken and appropriately answered.

**6. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) AMENDMENT**

Ms. Heather Sobush, PSTA, addressed the committee on the TDSP amendment. The Pinellas County TD service provides transportation to individuals who qualify based on disability, income status or age as defined in Florida Statutes. The PSTA receives an annual grant from the Florida Commission for the Transportation Disadvantaged (CTD) to provide these services. To manage the demand for bus passes and door-to-door trips, household incomes of TD Program participants may not exceed 150 percent of the federal poverty level. Although the non-profit agency clients meet the state definition of "transportation disadvantaged", some have household incomes that exceed 150 percent of the Federal poverty level. The CTD has conveyed to PSTA that unless the Transportation Disadvantaged Service Plan (TDSP) differentiates the eligibility requirements of the non-profit agency clients from other TD Program participants, the income criteria must also apply to them. PSTA and Forward Pinellas are requesting approval of a TDSP amendment to specify that individuals receiving transportation services through one of the non-profit agencies must be "transportation disadvantaged," as defined by Chapter 427, F.S. Also, the proposed amendment intends to convey that the statutory definition requirement also applies to the remaining TD Program participants in addition to those who are within the household income limit of 150 percent of the federal poverty level. Discussion ensued and questions were taken and appropriately answered. Don Shephard made a motion that the LCB approve the TDSP amendment, which was seconded by Jane Walker. A roll call vote was conducted as follows:

Michael Taylor	Yes
Brian Scott	Yes
Zeffery Mims	Yes
Don Shepherd	Yes
Penelope Barnard	Yes
Amanda Honingford	Yes
Ivonne Carmona	Yes
Jane Walker	Yes
Pricilla McFadden	Yes
Joseph DiDomenico	Yes

The and the vote passed unanimously.

**7. ANNUAL OPERATING REPORT**

Ms. Sarah Caper, Forward Pinellas staff, informed the committee that the annual operating report is reviewed each year PSTA completes it and submits to the state. There were some significant changes to the reporting process this year as the state has a completely new system. The report form looks different and some items do not compare well to prior years. One item of note is there is no field for complaint entries, so the report reflects "zero" complaints. Another item of note is the TD Late Trips and the Urgent Day Trips were reported under Taxi

and TNC; and the county health bus passes are reported as donations and contributions because of the way they are funded. The contractor trips comparison from last year to this year were down and PSTA stated there were some inaccuracies from last year's reporting. Passenger head counts went down due to less trips being provided. The overall miles also changed this year and there were less accidents as a result of contractors providing defensive driving classes to their drivers. There was also a glitch in last year's reporting for number of vehicles, 110 of them were not accounted for. Therefore, this category is reflecting an increase, but there was no increase. Mr. Ross Silvers, PSTA (phoning in) stated that the report contained inaccurate information from the prior year and the state is trying to correct this. This report is due to the state on October 15. If the committee chooses to wait to approve the AOR, they can approve it in November 2019. However, the report will have already been submitted to the state by then. The report can be approved today with the understanding that staff will correct the figures that are in question and bring the AOR back in November. Discussion ensued and there was a request made to include a column showing the previous years numbers. Questions were taken and appropriately answered. Jane Walker moved approval of the AOR based on PSTA staff correcting or updating the report with more accurate information. It was seconded by Don Shephard and the vote passed unanimously.

#### **8. COMMUNITY TRANSPORTATION COORDINATOR EVALUATION**

Ms. Caper reviewed with the committee the annual evaluation of the CTC and requested that at least three to five LCB members serve on a CTC evaluation subcommittee. The subcommittee will likely meet in October to review staff recommendations and provide guidance and feedback. The final CTC evaluation will be presented at the November LCB meeting. Dave Newell, Brian Scott, Jane Walker, Amanda Honingford and Michael Taylor volunteered to serve on the subcommittee. Staff will contact subcommittee members with meeting date options in October. Don Shepherd made a motion to appoint Dave Newell, Brian Scott, Jane Walker, Amanda Honingford and Michael Taylor to the CTC Evaluation subcommittee. It was seconded by Pricilla McFadden and the vote passed unanimously.

#### **9. ELECTION OF VICE CHAIR**

Brian Scott has relayed his openness to continue as vice-chair. Jane Walker made a motion to appoint Brian Scott as Vice-Chair. It was seconded by Pricilla McFadden and the vote passed unanimously.

#### **10. OTHER BUSINESS**

##### **A. Tri-County Transportation Disadvantaged Project**

Ms. Caper shared information regarding the Tri-County Transportation Disadvantaged regional project. The Tri-County committee met in August and since TBARTA has turned its focus to transit, the committee feels that TBARTA would be a good fit to manage the transit projects the Tri-County has in mind. FDOT is making arrangements to talk with TBARTA about becoming more involved with the Tri-County group. There will be a short presentation by the Tri-County TD to the TBARTA Board at their next meeting on September 27, 2019, to explain the Transportation Disadvantaged Program and the TD regional project to see if the Board would be interested in pursuing this. A report will come back to the LCB in November.

##### **B. Federal Transit Administration Section 5310 Grant Update**

Dave Newell was unable to attend. There are no updates at this time on the 5310 Grant Funding.

##### **C. CTC Update**

Ms. Sobush shared that the Commission for the Transportation Disadvantaged met and PSTA submitted two grant applications in for the Innovation and Service Pilot Program (the program currently funding the TD Late-Shift project). They received a grant award for the TD Late-Shift project. They also received a grant award to make the Direct Connect Program more affordable to the low-income population and another to provide an increased subsidy for TD clients from \$5.00 to \$8.00. The TD Late-Shift and Direct Connect programs should begin in October.

UZURV is an ongoing pilot program known as "Advantage Ride" that the Commission for Transportation Disadvantaged is working on. A report was provided to the committee with more information. UZURV is talking with TBARTA about the Tri-County TD Regional Project.

Jane Walker also spoke regarding the upcoming Census and how it can impact transportation. The Census is all on-line now, but the challenge will be to provide homeless people and TD user an opportunity to be counted. A presentation was requested due to the importance of this issue.

**D. CTD Update**

**E. Other**

No additional information at this time.

**11. INFORMATIONAL ITEMS**

**A. Trip Expenditure Reports**

The trip/expenditure reports are in the agenda packet. Please note these reports reflect two fiscal years.

**B. Complaints and Commendations**

There were no complaints

**12. PUBLIC COMMENT**

There was no public comment

**13. ADJOURNMENT**

The meeting adjourned at 10:55 a.m. The next LCB meeting is November 19, 2019.

# FORM 8B MEMORANDUM OF VOTING CONFLICT FOR COUNTY, MUNICIPAL, AND OTHER LOCAL PUBLIC OFFICERS

LAST NAME—FIRST NAME—MIDDLE NAME	NAME OF BOARD, COUNCIL, COMMISSION, AUTHORITY, OR COMMITTEE
MAILING ADDRESS	THE BOARD, COUNCIL, COMMISSION, AUTHORITY OR COMMITTEE ON WHICH I SERVE IS A UNIT OF:
CITY <span style="float: right;">COUNTY</span>	<input type="checkbox"/> CITY <input type="checkbox"/> COUNTY <input type="checkbox"/> OTHER LOCAL AGENCY NAME OF POLITICAL SUBDIVISION:
DATE ON WHICH VOTE OCCURRED	MY POSITION IS: <input type="checkbox"/> ELECTIVE <input type="checkbox"/> APPOINTIVE

## WHO MUST FILE FORM 8B

This form is for use by any person serving at the county, city, or other local level of government on an appointed or elected board, council, commission, authority, or committee. It applies equally to members of advisory and non-advisory bodies who are presented with a voting conflict of interest under Section 112.3143, Florida Statutes.

Your responsibilities under the law when faced with voting on a measure in which you have a conflict of interest will vary greatly depending on whether you hold an elective or appointive position. For this reason, please pay close attention to the instructions on this form before completing the reverse side and filing the form.

## INSTRUCTIONS FOR COMPLIANCE WITH SECTION 112.3143, FLORIDA STATUTES

A person holding elective or appointive county, municipal, or other local public office **MUST ABSTAIN** from voting on a measure which inures to his or her special private gain or loss. Each elected or appointed local officer also is prohibited from knowingly voting on a measure which inures to the special gain or loss of a principal (other than a government agency) by whom he or she is retained (including the parent organization or subsidiary of a corporate principal by which he or she is retained); to the special private gain or loss of a relative; or to the special private gain or loss of a business associate. Commissioners of community redevelopment agencies under Sec. 163.356 or 163.357, F.S., and officers of independent special tax districts elected on a one-acre, one-vote basis are not prohibited from voting in that capacity.

For purposes of this law, a “relative” includes only the officer’s father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, and daughter-in-law. A “business associate” means any person or entity engaged in or carrying on a business enterprise with the officer as a partner, joint venturer, coowner of property, or corporate shareholder (where the shares of the corporation are not listed on any national or regional stock exchange).

\* \* \* \* \*

### ELECTED OFFICERS:

In addition to abstaining from voting in the situations described above, you must disclose the conflict:

PRIOR TO THE VOTE BEING TAKEN by publicly stating to the assembly the nature of your interest in the measure on which you are abstaining from voting; *and*

WITHIN 15 DAYS AFTER THE VOTE OCCURS by completing and filing this form with the person responsible for recording the minutes of the meeting, who should incorporate the form in the minutes.

\* \* \* \* \*

### APPOINTED OFFICERS:

Although you must abstain from voting in the situations described above, you otherwise may participate in these matters. However, you must disclose the nature of the conflict before making any attempt to influence the decision, whether orally or in writing and whether made by you or at your direction.

**IF YOU INTEND TO MAKE ANY ATTEMPT TO INFLUENCE THE DECISION PRIOR TO THE MEETING AT WHICH THE VOTE WILL BE TAKEN:**

- You must complete and file this form (before making any attempt to influence the decision) with the person responsible for recording the minutes of the meeting, who will incorporate the form in the minutes. (Continued on other side)



## APPOINTED OFFICERS (continued)

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

## DISCLOSURE OF LOCAL OFFICER'S INTEREST

I, \_\_\_\_\_, hereby disclose that on \_\_\_\_\_, 20 \_\_\_\_\_:

(a) A measure came or will come before my agency which (check one)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, \_\_\_\_\_;
- inured to the special gain or loss of my relative, \_\_\_\_\_;
- inured to the special gain or loss of \_\_\_\_\_, by whom I am retained; or
- inured to the special gain or loss of \_\_\_\_\_, which is the parent organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

\_\_\_\_\_  
Date Filed

\_\_\_\_\_  
Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

**Local Coordinating Board – November 19, 2019**

**4. Board Actions Concerning the TD Program**

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**SUMMARY**

Staff will provide an update on Forward Pinellas Board actions November 13, 2019

**ATTACHMENT(S):** None

**ACTION:** None required; informational item

## **Local Coordinating Board – November 19, 2019**

### **5. 2020 Census Count in Pinellas County**

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#### **SUMMARY**

Beginning in March 2020, U.S. households will be asked to participate in the U.S. Census. The U.S. Constitution requires that a census of the entire U.S. population be conducted every ten years. The data collected is used to determine legislative representation as well as to inform decisions on community planning and funding allocations. With the 2020 Census, citizens can now complete the survey forms online as well as by telephone or mail.

At the September meeting, LCB members raised a concern about opportunities for the county's transportation disadvantaged community to participate in the Census. To address this issue and discuss the County's role in helping the Census Bureau to achieve a complete and accurate population count, Corey Gray of the Pinellas County Planning Department will speak to the committee.

**ATTACHMENT(S):** None

**ACTION:** None Required, Informational Item Only

## **Local Coordinating Board – November 19, 2019**

### **6. Community Transportation Coordinator Review**



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#### **SUMMARY**

The Local Coordinating Board is charged with annually evaluating the Community Transportation Coordinator (CTC), with assistance from Forward Pinellas, as the designated planning agency. At the September LCB meeting, a subcommittee was formed to assist with the evaluation. On November 6, Brian Scott, Michael Taylor, Amanda Honingford, Dave Newell and Jane Walker met with Ross Silvers and Rob Feigel to review the initial report prepared by staff, discuss survey results and draft the CTC evaluation report.

The evaluation includes a review of the CTC's compliance with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, as well as on-site observations and surveys. The LCB subcommittee discussed the review in detail, focusing on the Florida Commission for the Transportation Disadvantaged's (CTD) new Annual Operating Report (AOR) Data Collection System and surveys. The subcommittee's findings were incorporated into the review report.

Forward Pinellas staff and the CTC evaluation subcommittee will present the CTC review report and workbook.

**ATTACHMENT(S):** CTC Review Report and Workbook

**ACTION:** Approve CTC Review Report and Workbook

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



### **Transportation Disadvantaged**

**CTC BEING REVIEWED: PINELLAS SUNCOAST TRANSIT AUTHORITY (PSTA)**

**COUNTY (IES): PINELLAS**

**ADDRESS: 3201 SCHERER DRIVE, ST. PETERSBURG, FL 33716**

**CONTACT: ROSS SILVERS    PHONE: 727-540-1844**

**REVIEW PERIOD: FY2018/19 REVIEW DATES: OCTOBER/NOVEMBER 2019**

**PERSON CONDUCTING THE REVIEW: ROB FEIGEL**

**CONTACT INFORMATION: FORWARD PINELLAS, THE METROPOLITAN  
PLANNING ORGANIZATION FOR PINELLAS COUNTY, 310 COURT STREET,  
CLEARWATER, FL 33756, 727-464-5695**

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>2</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>3</b>
<b>GENERAL QUESTIONS _____</b>	<b>5</b>
<b>CHAPTER 427, F.S. _____</b>	<b>8</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>13</b>
<b>COMMISSION STANDARDS _____</b>	<b>16</b>
<b>LOCAL STANDARDS _____</b>	<b>18</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>21</b>
<b>STATUS REPORT _____</b>	<b>22</b>
<b>ON-SITE OBSERVATION _____</b>	<b>23</b>
<b>SURVEYS _____</b>	<b>25</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>41</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>42</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>45</b>

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

### USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:       RURAL       URBAN

2. ORGANIZATION TYPE:       PRIVATE-FOR-PROFIT  
    PRIVATE NON-PROFIT  
    GOVERNMENT  
    TRANSPORTATION AGENCY

3. NETWORK TYPE:       SOLE PROVIDER  
    PARTIAL BROKERAGE  
   COMPLETE BROKERAGE

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

For Profit: Care Ride, LLC

Non-Profit: Lighthouse of Pinellas, Inc.; Neighborly Care Network; PARC, ARC Tampa Bay

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

Agency for Community Treatment Services (ACTS); Alpha House; Boley Centers for Behavioral Health; City of Gulfport; Creative Clay, Garden of Grace Ministries; Girls, Inc.; Goodwill Industries; Homeless Emergency Project, Inc. (HEP); Louise Graham Regeneration Center; Operation PAR; Personal Enrichment through Mental Health Services (PEMHS); Quality of Life, Suncoast Center, Inc.; Sunrise Community, Inc.; Van Gogh's Palette (Vincent House); Westcare Gulfcoast Florida

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?

Name of Agency	# of Trips	Name of Contact	Telephone Number/Email Address
Pinellas County School Board	486	Melissa Kegler	keglerm@pcsb.org



## GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: July 1, 2012 and redesignated on July 1, 2017 until June 30, 2022

2. WHAT IS THE COMPLAINT PROCESS?

The complaint process begins after a call, letter or email is received. A standard form is used to document the complaint, which is then addressed immediately if possible or researched further. If the complaint is not able to be resolved to the satisfaction of the customer through PSTA or the CTD Ombudsman Program, the formal grievance process may be initiated.

IS THIS PROCESS IN WRITTEN FORM?                    **X**    Yes        No

Is the process being used?                            **X**    Yes        No

3. DOES THE CTC HAVE A COMPLAINT FORM?       **X**    Yes        No

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

**X**    Yes        No

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

   Yes    **X**    No, Resolution typically described in comments section.

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

**X**    Yes        No

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

If the conflict cannot be resolved to the satisfaction of the customer, then the formal grievance process may begin. During the formal grievance process, if no common ground can be utilized to negotiate a resolution, the complainant can contact the TD helpline.

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

**X**    Yes        No

If no, what is done with the complaint? N/A

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

**X**    Yes        No

If yes, what type? Information on website, printed and presented information at presentations and informational events

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
 Yes                       No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
 Yes                       No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES? Individuals seeking access to services can receive a TD Program application and eligibility information by contacting PSTA's InfoLine, through PSTA's website or in person at a local bus terminal. Instructions explaining the process are provided. Any incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form. The entire eligibility process is detailed in the TDSP, on page 22.
13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?  
PSTA was awarded an award for innovation from the Florida Public Transportation Association for the TD Late Shift Program. As part of that program, PSTA also developed a how-to video for the TD Late Shift Program to help customers learn how to sign up for Uber and developed a TD Late Shift survey that was distributed electronically and via paper to get feedback on how this innovative program is doing.  
PSTA is continuing to receive positive feedback from previously implemented innovations, such as expediting TD bus passes by working with trained social service agencies. As discussed in the CTC evaluation subcommittee meeting, PSTA responds quickly to situations and explores ways to provide service to the community in an innovative manner.
14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?  
Coordination can continue to improve through conversations on the coordinated system and how to continue to find ways to improve transportation services. Regional TD paratransit trips continues to be an area where coordination can be improved.
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?  
Funding is a significant barrier to the coordinated system – PSTA is currently spending additional dollars to continue to program without breaks in service. In addition, the increase in Commission for the Transportation Disadvantaged rules and procedures has been a barrier to the CTC and operators.
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?  
The LCB subcommittee noted that a significant number of customers using the Transportation Disadvantaged Program do not like the word "disadvantaged", do not feel that it describes them or their situation and believe the program should have a different, better and less offensive name. The committee, therefore, recommends that the term disadvantaged be removed from the TD Program and replaced with a less offensive and more accurate description/name.
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?  
Pinellas County has increased communications with agencies that have not traditionally been part of the coordinated system, such as the American Cancer Society. However, there is still a need to work closely with other organizations and funding agencies, especially with all of the changes occurring with transportation.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

The CTC does not market the voluntary dollar.

**GENERAL QUESTIONS**

Findings:

*None*

Recommendations:

*This recommendation is intended for the Commission and/or State and not for the CTC. The Transportation Disadvantaged Program should be renamed because feedback received indicates that customers find the word “disadvantaged” to be an inaccurate and even offensive description, because they do not see themselves as being disadvantaged in any way (physically, mentally, financially, etc.) and do not want other to label them as such.*

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

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

*“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”*

ARE YOUR CONTRACTS UNIFORM?                                  **X**    Yes        No

Standard language is used in the contracts, which include performance standards (e.g. 95% on-time minimum requirement)

IS THE CTC IN COMPLIANCE WITH THIS SECTION?                                  **X**    Yes        No

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**

*“Collect Annual Operating Data for submittal to the Commission.”*

**REPORTING TIMELINESS**

Were the following items submitted on time?

a. Annual Operating Report    **X**    Yes        No

Any issues that need clarification?        Yes    **X**    No

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

b. Transportation Disadvantaged Service Plan    **X**    Yes        No

c. Grant Applications to TD Trust Fund    **X**    Yes        No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?                                  **X**    Yes        No

**Recommendations: For next year's AOR, the CTC should include full spreadsheets for each agency.**

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

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

*“Review all transportation operator contracts annually.”*

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

The CTC monitors its operators annually. This process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The operator’s drivers are also monitored annually, including driver certifications, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed. Over the past year, the CTC has been working closely with FDOT to improve coordination of monitoring of FTA Section 5310 recipients, beginning a process that needs to strengthen and continue.

Is a written report issued to the operator?            **X**    Yes        No

If NO, how are the contractors notified of the results of the monitoring? N/A

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

The CTC monitors its contractors annually. Like with operator monitoring, this process includes vehicle inspections, safety and insurance checks to ensure compliance with Chapter 427, F.S. The contractor’s drivers are monitored annually, including driver certifications, testing and background checks. Random field reviews of ride-scheduling services and vehicle inspections are conducted. The CTC ensures that federal, state and local regulations and accident procedures are addressed.

Is a written report issued?                            **X**    Yes        No

If NO, how are the contractors notified of the results of the monitoring? N/A

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

CTC staff works with the contractor to correct the problems identified in the report.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?            **X**    Yes        No

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

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

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

The CTC does not currently use school buses in the coordinated system. The cost for the utilization of school buses is considerably higher than the traditional multi-load transportation services in Pinellas County. Furthermore, school bus availability is extremely limited.

## COMPLIANCE WITH CHAPTER 427, F.S.

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

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

The CTC's goal is to for 100 percent of those who are able to access and use public transportation to be issued bus passes for their transportation needs. The CTC requires that all clients who are within three-quarters of a mile of a local bus route use the fixed-route system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances, such as service hours. The CTC uses 10-day nonconsecutive and 31-day consecutive unlimited bus passes as a way of providing cost-effective transportation. TD Program customers submit a co-payment for the bus passes.

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

Yes       No

If YES, what is the goal?

The CTC's goal is to maximize available funding by providing cost-effective and efficient transportation disadvantaged services. The CTC seeks to ensure all transportation disadvantaged users who are eligible for the Bus Pass Program are using the program. The CTC requires all clients who are within three-quarters of a mile of a local bus route to use the fixed-route transit system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances. Because the CTC seeks to maximize transit utilization through its policies, those riding paratransit are doing so because transit is not an option.

Is the CTC accomplishing the goal?       Yes       No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?       Yes       No

*Comments: The CTC continues to be successful in utilizing the fixed route system to maximize service and funding for its TD customers.*

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

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

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

Yes       No

If Yes, describe the application review process.

## COMPLIANCE WITH CHAPTER 427, F.S.

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

Staff for the LCB serves on the application review committee for the FTA Section 5310 Program. In addition, the LCB reviews the contracts for TD funds and the contracting agencies.

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

*Comments: PSTA often applies for the Section 5310 program, therefore it would be a conflict of interest to review applications.*

### **Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”*

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

The trip prioritization is described in detail in Appendix D of the TDSP. Door-to-door trips are prioritized as follows: medical, sustenance (A), sustenance (B), employment, education related to employment, education not required to maintain employment, other.

HOW ARE THESE PRIORITIES CARRIED OUT?

The priorities are carried out in the door-to-door trip reservation process.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

*Comments: The CTC primarily provides bus passes which eliminates the need to priorities trips. However, when providing door-to-door trips, trips are prioritized based on the parameters set in the TDSP.*

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

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

1. Hours of Service:

The TDSP describes hours of service on page 21. Hours of service for bus pass users vary based on individual hours of service for each route, as well as day of the week. Ambulatory and wheelchair services are available twenty-four hours a day, seven days a week.

2. Hours of Intake:

Reservation hours are listed on page 22 of the TDSP. Reservationists available: 8 a.m. – 5 p.m., Monday – Friday; 9 a.m. – 5 p.m., Saturday, Sunday and holidays.

## COMPLIANCE WITH CHAPTER 427, F.S.

3. Provisions for After Hours Reservations/Cancellations?

Clients can leave a voice mail message on the 24 hours a day, 7 days a week.

4. What is the minimum required notice for reservations?

Reservations for traditional door-to-door service must be made two days in advance.

5. How far in advance can reservations be place (number of days)?

30 days.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

Comments: *None*

**Review the cooperative agreement with the regional workforce board according to Chapter 427.0155(9).**

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

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE REGIONAL WORKFORCE BOARD? PSTA and the CareerSource Pinellas, the regional workforce board, coordinate through their interactions with the LCB. PSTA also conducted TD outreach and training to CareerSource staff.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

Comments: *None*

### CHAPTER 427

Findings:

*None*

Recommendations:

*Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds*



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

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*“...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

They are currently \$500,000 Combined Single Limit (CSL).

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

The operator and coordination contracts have the same minimum insurance requirements. This includes: Commercial General Liability with, at minimum:

- Premises Operations
- Products and Completed Operations
- Blanket Contractual Liability
- Personal Injury Liability
- Expanded Definition of Property Damage

The minimum limits shall be \$500,000 CSL. If split limits are provided, minimum limits acceptable shall be: \$500,000 per Person, \$500,000 per Occurrence, \$500,000 Property Damage.

An Occurrence Form policy is preferred. If coverage is a Claims Made policy, provisions should include coverage for claims filed on or after the effective date of this contract. In addition, the period for which claims may be reported should extend for a minimum of twelve (12) months following the expiration of the contract.

Vehicle Liability – Recognizing that the work governed by this contract requires the use of vehicles, the Contractor, prior to the commencement of work, shall obtain Vehicle Liability Insurance. Coverage shall be maintained throughout the life of the contract and include, as a minimum, liability coverage for: Owned, Non-owned, and Hired Vehicles with minimum limits at \$500,000 CSL.

Employers' Liability Insurance - Contractor shall maintain Insurance throughout the life of the contract with limits no less than: \$100,000 Bodily Injury by Accident, \$500,000 Bodily Injury by Disease, policy limits, \$100,000 Bodily Injury by Disease, each employee.

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

Yes     No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments: *None*

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

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

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

The CTC is a transit agency. They are compliant with FDOT section 14-90, set by the agency in their contracts and enacted with bus operators.

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: FTA Triennial and FTA D&A review in FY 2017/18

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments: *None*

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

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

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

	Care Ride	Lighthouse of Pinellas	NCN	PARC	ARC Tampa Bay	Average
Cost per trip (\$)	25.68	28.20	23.78	8.34	25.80	21.60
Cost per revenue mile (\$)	2.22	N/A	.68	4.76	1.97	1.67

*Data from 2019/20 AOR submittals and is based on reported data*

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

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

*None*

Recommendations:

*None*

## COMMISSION STANDARDS

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

Review the TDSP for the Commission standards.

Commission Standards	Comments	Standard/ Measure (if applicable)
Local toll free phone number must be posted in all vehicles.	An accessible decal displaying the CTC’s local phone number for complaints or grievances and the TD Helpline phone number is required to be placed inside all vehicles used in the Coordinated System. Decals are to be made available by the CTC at no cost upon request.	Decal <b>Yes</b>
Vehicle Cleanliness	Operators will ensure that all vehicles used within the Coordinated System are clean on the interior and exterior. Additionally, vehicles should be safe and comfortable for passengers.	Clean interior and exterior <b>Yes</b> Safe and comfortable for passengers <b>Yes</b>
Passenger/Trip Database	PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files.	Maintain passenger information files <b>Yes</b>
Adequate seating	Operators shall provide seating based on the vehicle manufacturer’s specifications.	Seating based on vehicle manufacturer’s Specifications <b>Yes</b>
Driver Identification	All coordinated system drivers are required to have an identification badge.	ID badge <b>Yes</b>
Passenger Assistance	All transportation operators shall ensure that all drivers providing trips under the Coordinated System are trained on the requirements of passenger assistance. Drivers are required to walk next to the client between the vehicle and building entrance to offer assistance if requested. At a minimum, this assistance shall include opening the vehicle door, securing wheelchair devices, storage of mobility assistance devices, and closing the door.	Complete training <b>Yes</b>
Smoking, Eating and Drinking	Smoking in any vehicle in the Coordinated System is prohibited. Eating and drinking within a vehicle is allowed only when medically necessary.	N/A
Two-way Communications	All vehicles in the Coordinated System should have a two-way communications system in good working order.	Working two-way communications system <b>Yes</b>

Commission Standards	Comments	Standard/ Measure (if applicable)
Air Conditioning/ Heating	All vehicles in the Coordinated System should have working air conditioners and heaters. Any vehicle not meeting this requirement should be scheduled for repair.	Working air conditioner and heater <b>Yes</b>
Billing Requirements	Non-sponsored operators shall submit billing data to the CTC within ten days of the last day of each month. The CTC shall reimburse operators for all CTD-compensable invoiced expenses within thirty days of receipt of the invoice.	Billing data within ten days <b>Yes</b> Reimbursed within thirty days <b>Yes</b>

### COMMISSION STANDARDS

**Findings:**

*None*

**Recommendations:**

*None*

## LOCAL STANDARDS

### Compliance with Local Standards

*"...shall adhere to Commission approved standards..."*

Local Standards	Comments	Standard/ Measure (if applicable)
Transport of Escorts and dependent children policy	PCAs are permitted to travel jointly with TD customers at no charge when documented as needed to perform tasks for the customer which the customer cannot perform unassisted due to their disability. Parents of dependent children who are TD Program eligible are considered an escort for the child and therefore are permitted to travel at no additional charge. If the parent is traveling as the customer and chooses to carry dependent children, the cost of transporting the child would not be compensable by the CTD.	N/A
Use, Responsibility, and cost of child restraint devices	In accordance with Chapter 316.613, Florida Statutes, every operator of a motor vehicle, while transporting a child, if the child is five years of age or younger, shall provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children up to three years of age, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged four through five, a separate carrier, an integrated child seat, or a seat belt may be used. TD Program passengers are responsible for installation and proper use of restraining devices and/or seat belts. If the passenger is unable to install the restraining device due to a disability, they are responsible for bringing a PCA/escort who can do this properly. The driver must offer assistance to all passengers regarding seat belt and wheelchair securement use only	N/A
Out-of-Service Area trips	Out-of-service area non-sponsored trips will only be performed as specified by the terms of grants or other specific programs targeting TD populations as "regional trips" or as otherwise identified by the CTC and LCB.	N/A
CPR/1st Aid	The CTC requires that drivers for transportation providers and operators maintain current CPR/First Aid certification. Copies of the current CPR and First Aid certification cards shall be kept in each driver's file	Copies of current CPR and First Aid certification cards for all drivers, kept in each driver's file <b>Yes</b>

Local Standards	Comments	Standard/ Measure (if applicable)
Driver Criminal Background Screening	Operators are required to obtain a Florida Department of Law Enforcement Level 2 Background Check of each driver before the driver can render services for the Coordinated System.	Background check policy <b>Yes, except for Lighthouse trips since they contract service to taxi companies who have their own requirements</b>
Rider Personal Property	Passenger property that can be carried by the passenger and/or PCA in one trip that can be safely stowed within that passenger's own seating area on the vehicle shall be allowed to be transported at no additional charge. Passenger property does not include mobility aids, child restraint devices, secured oxygen, personal assistive devices, or intravenous devices.	N/A
Advance reservation requirements	A minimum two day advance notification time is required to obtain traditional TD door-to-door services	N/A
Pick-up Window	Vehicles may arrive up to 30 minutes after the scheduled pick-up time. Pick-up times will be negotiated up to one hour before or after the pick-up time requested by the client.	Pick up window up to 30 minutes after scheduled time <b>Yes, for TD door-to-door trips</b>

Measurable Standards/Goals Compared to Prior Year

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (from FY 2015/16 CTC Evaluation)</i>
Public Transit Ridership	The CTC has established a goal that 100% of people who are able to access and utilize public transit will do so.	All people who are able to access and utilize public transit are, 81.7% (3,471,768 number) of trips	Yes	82.6% of trips (3,364,541 trips)
On-time performance	Compliance with standards at or above 95% of the time shall be considered satisfactory.	99.9%*	Yes	99.5%* (Care Ride only, Yellow Cab was 95.4%*)

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Measure / Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>	<i>Prior Year Figures (from FY 2018/19 CTC Evaluation)</i>
Passenger No-shows	The CTC and LCB have jointly established a policy on passenger no-shows, available in Appendix D of the TDSP.	15,111 trips (<0.4%)	N/A	0.283% of trips
Accidents	No more than 10 accidents per 100,000 vehicle miles	<1 total accidents per 100,000 vehicle miles (12 chargeable and 37 non-chargeable)	Yes	<1 total accidents per 100,000 revenue miles (14 chargeable and 13 non-chargeable)
Roadcalls	No more than 1,500 per year	65 roadcalls	Yes	104 roadcalls
Complaints <i>Commendations</i>	PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints should be less than 0.5 percent of all trips provided.	18 complaints and 30 commendations by transportation providers	Yes	2 complaints
Call-Hold Time	95% of all ride-scheduling callers will remain on hold for no longer than one minute and no one shall be placed on hold for over three minutes.	Care Ride: 16 seconds average hold time*	Yes	12 seconds* (average Care Ride hold time, Yellow Cab was 53 seconds)

\* Reflects DART and Transportation Disadvantaged services.

<b>LOCAL STANDARDS</b>
Findings: <i>None</i>
Recommendations: <i>None</i>



**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

Yes       No

ARE ACCESSIBLE FORMATS ON THE SHELF?       Yes       No

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

Accessible information is available electronically. Alternate formats are available upon request via Lighthouse.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

Yes       No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

Yes       No

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

DATE OF LAST REVIEW: October/November 2018

### **October/November 2018 Review**

Due to the structure of the TD Program funding in 2018, a CTC evaluation was not required, but staff initiated a review that was less comprehensive than the usual evaluation process. This review involved no findings, only comments and recommendations, and a customer survey. The CTC review subcommittee met on November 9, 2018 at PSTA's offices and provided input into the report, discussing general questions, the complaint process, how the CTC works with others and what is working, what is not working, etc. The focus was on the complaint process and PSTA provided an example to help the subcommittee understand the process.

Another area of concern was the non-emergency Medicaid transportation. The review subcommittee felt that the state should look at this more closely due to receiving complaints that the Medicaid system is not coordinated as well from the transportation side and is not as efficient as it could be.

Another general recommendation for PSTA was to continue to explore innovative ideas. Another recommendation is that PSTA is to work with operators to receive as much accurate data as possible to improve the cost effectiveness of operators receiving TD funds.

### **October/November 2017 Review**

PSTA won an innovation award for the TD Late Shift program, and is also still receiving positive feedback from previous innovative programs. A barrier to the system continues to be funding. PSTA continues to fund TD trips beyond the CTD grant. The LCB discussed how it would be very helpful if supplies (food, generators, blankets, etc.) could be transported as well as people during emergency situations. PSTA is in compliance with Chapter 427 of the Florida Statutes, with a summary provided in the agenda packets. The overall evaluation concluded that PSTA is doing an excellent job. Action items as a result of the evaluation is to follow up on emergency preparedness discussions, spot checking service vehicles for PSTA stickers, work on shorter rider surveys and continue to address the DART changes.

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?  Yes  No, how many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

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

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

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

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

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

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

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

If used, was the lift in good working order?  Yes  No *N/A*

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

Did the driver properly use the lift and secure the passenger?  Yes  No *N/A*  
If no, please explain:

PARC Transportation System

**Passenger List for PICK-UP Route**

Pick-Up Route	Vehicle	P/UTime	D/O Time	Pick-Up	Drop-Off	Comment
10	[REDACTED]	3208	Hwether	Jerome		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2:40:00 PM	[REDACTED]	D/O only
[REDACTED]	[REDACTED]	6:20:00 AM	2:40:00 PM	[REDACTED]	same	
[REDACTED]	[REDACTED]	6:30:00 AM	[REDACTED]	[REDACTED]	Pick UP Only	
[REDACTED]	[REDACTED]	6:40:00 AM	[REDACTED]	[REDACTED]	Same	
[REDACTED]	[REDACTED]	6:50:00 AM	[REDACTED]	[REDACTED]	SAME	
[REDACTED]	[REDACTED]	7:05:00 AM	[REDACTED]	[REDACTED]	Apt D	p/u only
[REDACTED]	[REDACTED]	7:05:00 AM	[REDACTED]	[REDACTED]	Apt D	p/u only
[REDACTED]	[REDACTED]	7:15:00 AM	2:25:00 PM	[REDACTED]	SAME	
[REDACTED]	[REDACTED]	7:30:00 AM	3:22:00 PM	[REDACTED]	Same	

*Handwritten signature*

Contractor/Operator Survey  
Pinellas County

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Contractor name (optional)

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

Yes     No

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

Yes     No

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

Yes     No

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

Yes     No    PSTA local 727-540-1900; Transportation Disadvantaged 800-983-2435  
& The agency's Title VI Compliance Line

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

Yes     No

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

Yes     No

6. Have you experienced any problems with the CTC?

Yes     No

If yes, what type of problems?

Comments:

Contractor/Operator Survey  
Pinellas County

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Contractor name PARC

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

Yes    No

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

Yes    No

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

Yes    No

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

Yes    No    PSTA local 727-540-1900; Transportation Disadvantaged 800-983-2435  
& The agency's Title VI Compliance Line

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

Yes    No

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

Yes    No

6. Have you experienced any problems with the CTC?

Yes    No

If yes, what type of problems?

Comments:    **Last year was a struggle on our part for the most part. The reporting is very labor intensive and there is room for error. Once we were able to correct it all, it went fine. There was a delay in payments but I believe that was partly because we were not submitting the invoice to AP along with submitting to Patrick. This year is going better. The staff are great and have been very patient with us. 😊**

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None
- 3-5 Times
- 1-2 Times
- 6-10 Times

If none, skip to question # 4.

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

- Ineligible
- Space not available
- Lack of funds
- Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical
- Education/Training/Day Care
- Employment
- Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice
- Cost
- Pick up times not convenient
- Late pick up-specify time of wait
- Assistance
- Accessibility
- Service Area Limits
- Late return pick up - length of wait
- Drivers - specify
- Reservations - specify length of wait
- Vehicle condition
- Other

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

10 (normally)

8) What does transportation mean to you? (Permission granted by essential medical care for use in publications.)

Additional Comments:

There are times when the drivers do not show up. They will not get out of their cars and knock on the door or call. He's handicapped, so expects proper service by knocking on his door.

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

8.5

8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ *really helps me out a lot!* for use in publications.)

Additional Comments: *Love the program but some bus drivers say card is expired when it's not expired on card yet. Computer denies prematurely.*



RIDER/BENEFICIARY SURVEY

Individual making call: Rob Feigel County Pinellas

Date of Call: 10/28/19

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

2) Where you charged an amount in addition to the co-payment? Yes or  No. If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes  
 No. If no, skip to question # 4

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

- None
- 1-2 Times
- 3-5 Times
- 6-10 Times

If none, skip to question # 4.

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

- Ineligible
- Space not available
- Lack of funds
- Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical
- Employment
- Nutritional
- Education/Training/Day Care
- Life-Sustaining/Other

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

Yes. If yes, please state or choose problem from below  
 No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice
- Pick up times not convenient
- Assistance
- Service Area Limits
- Drivers - specify \_\_\_\_\_
- Vehicle condition
- Cost
- Late pick up-specify time of wait
- Accessibility
- Late return pick up - length of wait
- Reservations - specify length of wait
- Other \_\_\_\_\_

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

10

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

Additional Comments: to take his wife or kids, he cannot pick up tickets for a trip, he must bring his other family members to get tickets for them to ride. He wants to be able to buy for them.

wrong number

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_? Yes or No
2) Where you charged an amount in addition to the co-payment? Yes or No If so, how much?

- 3) How often do you normally obtain transportation?
Daily 7 Days/Week Other
1-2 Times/Week 3-5Times/Week

- 4) Have you ever been denied transportation services?
Yes
No. If no, skip to question # 4
A. How many times in the last 6 months have you been refused transportation services?
None 3-5 Times
1-2 Times 6-10 Times
If none, skip to question # 4.
B. What was the reason given for refusing you transportation services?
Ineligible Space not available
Lack of funds Destination outside service area
Other

- 5) What do you normally use the service for?
Medical Education/Training/Day Care
Employment Life-Sustaining/Other
Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
Yes. If yes, please state or choose problem from below
No. If no, skip to question # 6
What type of problem did you have with your trip?
Advance notice Cost
Pick up times not convenient Late pick up-specify time of wait
Assistance Accessibility
Service Area Limits Late return pick up - length of wait
Drivers - specify Reservations - specify length of wait
Vehicle condition Other

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

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

Additional Comments: \_\_\_\_\_

no answer

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 16 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*no answer*

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*left message*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*wrong member*

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 10

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week       Other
  - 1-2 Times/Week       3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None       3-5 Times
      - 1-2 Times       6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligibile       Space not available
      - Lack of funds       Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical       Education/Training/Day Care
  - Employment       Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
      - Advance notice       Cost
      - Pick up times not convenient       Late pick up-specify time of wait
      - Assistance       Accessibility
      - Service Area Limits       Late return pick up - length of wait
      - Drivers - specify       Reservations - specify length of wait
      - Vehicle condition       Other

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

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

Additional Comments: \_\_\_\_\_

RIDER/BENFICIARY SURVEY

*number  
of  
service*

Individual making call: Rob Feigel County: Pinellas

Date of Call: 16 / 18 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

wrong number

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on ...?
2) Where you charged an amount in addition to the co-payment? ... If so, how much?

3) How often do you normally obtain transportation?

- Options for frequency: Daily 7 Days/Week, 1-2 Times/Week, 3-5 Times/Week, Other

4) Have you ever been denied transportation services?

- Options for denial: Yes, No. If no, skip to question # 4. A. How many times in the last 6 months have you been refused transportation services? B. What was the reason given for refusing you transportation services?

5) What do you normally use the service for?

- Options for service use: Medical, Employment, Nutritional, Education/Training/Day Care, Life-Sustaining/Other

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

- Options for trip problems: Yes (with sub-questions), No. What type of problem did you have with your trip? (with multiple choice options)

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

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

Additional Comments:



wrong number

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*wrong member*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*member  
not in  
service*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

MO  
ambler

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week  Other
  - 1-2 Times/Week  3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None  3-5 Times
      - 1-2 Times  6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible  Space not available
      - Lack of funds  Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical  Education/Training/Day Care
  - Employment  Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
 

<input type="checkbox"/> Advance notice	<input type="checkbox"/> Cost
<input type="checkbox"/> Pick up times not convenient	<input type="checkbox"/> Late pick up-specify time of wait
<input type="checkbox"/> Assistance	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Service Area Limits	<input type="checkbox"/> Late return pick up - length of wait
<input type="checkbox"/> Drivers - specify	<input type="checkbox"/> Reservations - specify length of wait
<input type="checkbox"/> Vehicle condition	<input type="checkbox"/> Other

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

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

Additional Comments: \_\_\_\_\_

wrong number

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 28 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*left message*

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None     3-5 Times
- 1-2 Times                                       6-10 Times

If none, skip to question # 4.

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

- Ineligible                       Space not available
- Lack of funds                       Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical     Education/Training/Day Care
- Employment                                       Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice                                       Cost
- Pick up times not convenient                       Late pick up-specify time of wait
- Assistance     Accessibility
- Service Area Limits                                       Late return pick up - length of wait
- Drivers - specify                                       Reservations - specify length of wait
- Vehicle condition                                       Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*member  
not  
working*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*left message*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week                       Other
  - 1-2 Times/Week                               3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None     3-5 Times
      - 1-2 Times                                         6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible                       Space not available
      - Lack of funds                       Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical     Education/Training/Day Care
  - Employment                                       Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
      - Advance notice                                       Cost
      - Pick up times not convenient                       Late pick up-specify time of wait
      - Assistance     Accessibility
      - Service Area Limits                                       Late return pick up - length of wait
      - Drivers - specify                                       Reservations - specify length of wait
      - Vehicle condition                                       Other

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

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

Additional Comments: \_\_\_\_\_



RIDER/BENFICIARY SURVEY

*numbers met in service*

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None  3-5 Times
- 1-2 Times  6-10 Times

If none, skip to question # 4.

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

- Ineligible  Space not available
- Lack of funds  Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice  Cost
- Pick up times not convenient  Late pick up-specify time of wait
- Assistance  Accessibility
- Service Area Limits  Late return pick up - length of wait
- Drivers - specify  Reservations - specify length of wait
- Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

wrong number

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week  Other
  - 1-2 Times/Week  3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None  3-5 Times
      - 1-2 Times  6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible  Space not available
      - Lack of funds  Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical  Education/Training/Day Care
  - Employment  Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
 

<input type="checkbox"/> Advance notice	<input type="checkbox"/> Cost
<input type="checkbox"/> Pick up times not convenient	<input type="checkbox"/> Late pick up-specify time of wait
<input type="checkbox"/> Assistance	<input type="checkbox"/> Accessibility
<input type="checkbox"/> Service Area Limits	<input type="checkbox"/> Late return pick up - length of wait
<input type="checkbox"/> Drivers - specify	<input type="checkbox"/> Reservations - specify length of wait
<input type="checkbox"/> Vehicle condition	<input type="checkbox"/> Other

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

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

Additional Comments: \_\_\_\_\_

no answer

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week  Other
  - 1-2 Times/Week  3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None  3-5 Times
      - 1-2 Times  6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible  Space not available
      - Lack of funds  Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical  Education/Training/Day Care
  - Employment  Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
      - Advance notice  Cost
      - Pick up times not convenient  Late pick up-specify time of wait
      - Assistance  Accessibility
      - Service Area Limits  Late return pick up - length of wait
      - Drivers - specify  Reservations - specify length of wait
      - Vehicle condition  Other

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

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

Additional Comments: \_\_\_\_\_

MO  
PMS

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 16 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week  Other
  - 1-2 Times/Week  3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None  3-5 Times
      - 1-2 Times  6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible  Space not available
      - Lack of funds  Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical  Education/Training/Day Care
  - Employment  Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
      - Advance notice  Cost
      - Pick up times not convenient  Late pick up-specify time of wait
      - Assistance  Accessibility
      - Service Area Limits  Late return pick up - length of wait
      - Drivers - specify  Reservations - specify length of wait
      - Vehicle condition  Other

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

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

Additional Comments: \_\_\_\_\_

*left message*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
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  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

RIDER/BENFICIARY SURVEY

*not accepting calls message*

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None  3-5 Times
- 1-2 Times  6-10 Times

If none, skip to question # 4.

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

- Ineligible  Space not available
- Lack of funds  Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice  Cost
- Pick up times not convenient  Late pick up-specify time of wait
- Assistance  Accessibility
- Service Area Limits  Late return pick up - length of wait
- Drivers - specify  Reservations - specify length of wait
- Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

wrong number

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
  - If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

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- Medical  Education/Training/Day Care
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- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
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    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*wrong number*

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week  Other
  - 1-2 Times/Week  3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
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    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible  Space not available
      - Lack of funds  Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical  Education/Training/Day Care
  - Employment  Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
    - What type of problem did you have with your trip?
      - Advance notice  Cost
      - Pick up times not convenient  Late pick up-specify time of wait
      - Assistance  Accessibility
      - Service Area Limits  Late return pick up - length of wait
      - Drivers - specify  Reservations - specify length of wait
      - Vehicle condition  Other

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

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

Additional Comments: \_\_\_\_\_



MO  
02/29/19

### RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 16 / 29 / 19

- 1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No
- 2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

- 3) How often do you normally obtain transportation?
  - Daily 7 Days/Week       Other
  - 1-2 Times/Week       3-5Times/Week

- 4) Have you ever been denied transportation services?
  - Yes
  - No. If no, skip to question # 4
    - A. How many times in the last 6 months have you been refused transportation services?
      - None       3-5 Times
      - 1-2 Times       6-10 Times
    - If none, skip to question # 4.
    - B. What was the reason given for refusing you transportation services?
      - Ineligible       Space not available
      - Lack of funds       Destination outside service area
      - Other \_\_\_\_\_

- 5) What do you normally use the service for?
  - Medical       Education/Training/Day Care
  - Employment       Life-Sustaining/Other
  - Nutritional

- 6) Did you have a problem with your trip on \_\_\_\_\_?
  - Yes. If yes, please state or choose problem from below
  - No. If no, skip to question # 6
 What type of problem did you have with your trip?
  - Advance notice       Cost
  - Pick up times not convenient       Late pick up-specify time of wait
  - Assistance       Accessibility
  - Service Area Limits       Late return pick up - length of wait
  - Drivers - specify       Reservations - specify length of wait
  - Vehicle condition       Other

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

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

Additional Comments: \_\_\_\_\_

*left message*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

- Yes
- No. If no, skip to question # 4
  - A. How many times in the last 6 months have you been refused transportation services?
    - None  3-5 Times
    - 1-2 Times  6-10 Times
 If none, skip to question # 4.
  - B. What was the reason given for refusing you transportation services?
    - Ineligible  Space not available
    - Lack of funds  Destination outside service area
    - Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical  Education/Training/Day Care
- Employment  Life-Sustaining/Other
- Nutritional

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

- Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6
  - What type of problem did you have with your trip?
    - Advance notice  Cost
    - Pick up times not convenient  Late pick up-specify time of wait
    - Assistance  Accessibility
    - Service Area Limits  Late return pick up - length of wait
    - Drivers - specify  Reservations - specify length of wait
    - Vehicle condition  Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

*member  
out of service*

RIDER/BENFICIARY SURVEY

Individual making call: Rob Feigel County: Pinellas

Date of Call: 10 / 29 / 19

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None     3-5 Times
- 1-2 Times                                       6-10 Times

If none, skip to question # 4.

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

- Ineligible                       Space not available
- Lack of funds                       Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical                                       Education/Training/Day Care
- Employment                               Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice                               Cost
- Pick up times not convenient               Late pick up-specify time of wait
- Assistance                                       Accessibility
- Service Area Limits                               Late return pick up - length of wait
- Drivers - specify                               Reservations - specify length of wait
- Vehicle condition                               Other

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

\_\_\_\_\_

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

Additional Comments: \_\_\_\_\_

L/M - 5:50pm

RIDER/BENFICIARY SURVEY

Individual making call: \_\_\_\_\_ County: \_\_\_\_\_

Date of Call: 10/31/17

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

2) Where you charged an amount in addition to the co-payment?  Yes or  No If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

- None       3-5 Times
- 1-2 Times       6-10 Times

If none, skip to question # 4.

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

- Ineligible       Space not available
- Lack of funds       Destination outside service area
- Other \_\_\_\_\_

5) What do you normally use the service for?

- Medical       Education/Training/Day Care
- Employment       Life-Sustaining/Other
- Nutritional

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

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

- Advance notice       Cost
- Pick up times not convenient       Late pick up-specify time of wait
- Assistance       Accessibility
- Service Area Limits       Late return pick up - length of wait
- Drivers - specify       Reservations - specify length of wait
- Vehicle condition       Other

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

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

Additional Comments: \_\_\_\_\_



### CTC Expense Sources

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) **[CTC Expense Sources](#)**

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 6,829,145	\$ 877,751	\$ 7,706,896	\$ 8,448,369	\$ 722,815	\$ 9,171,184
Fringe Benefits	\$ 1,027,381	\$ 138,983	\$ 1,166,364	\$ 1,498,614	\$ 152,621	\$ 1,651,235
Services	\$ 1,771,965	\$ 166,612	\$ 1,938,577	\$ 756,409	\$ 146,327	\$ 902,736
Materials & Supplies Consumed	\$ 1,056,229	\$ 316,547	\$ 1,372,776	\$ 1,186,160	\$ 376,805	\$ 1,562,965
Utilities	\$ 101,190	\$ 31,280	\$ 132,470	\$ 92,289	\$ 19,969	\$ 112,258
Casualty & Liability	\$ 565,938	\$ 303,426	\$ 869,364	\$ 578,874	\$ 290,347	\$ 869,221
Taxes	\$ 9,399	\$ 3,685	\$ 13,084	\$ 349	\$ 3,124	\$ 3,473
Miscellaneous	\$ 510,545	\$ 149,758	\$ 660,303	\$ 111,919	\$ 25,366	\$ 137,285
Interest	\$ 244	\$ 2,169	\$ 2,413	\$ 14,740	\$ 2,865	\$ 17,605
Leases & Rentals	\$ 828	\$ 51,709	\$ 52,537	\$ 46,979	\$ 27,914	\$ 74,893
Capital Purchases	\$ 717,665	\$ 38,715	\$ 756,380	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 1,507,687	\$ 0	\$ 1,507,687	\$ 2,020,509	\$ 31,111	\$ 2,051,620
Allocated Indirect Expenses	\$ 403,867	\$ 109,542	\$ 513,409	\$ 1,103,659	\$ 247,312	\$ 1,350,971
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 1,401,811	\$ 0	\$ 1,401,811
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 220,199	N/A	\$ 220,199	\$ 0	\$ 0	\$ 0
Taxi	\$ 234,532	N/A	\$ 234,532	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 67,596	\$ 0	\$ 67,596
<b>Total - Expense Sources</b>	<b>\$ 14,956,814</b>	<b>\$ 2,190,177</b>	<b>\$ 17,146,991</b>	<b>\$ 17,328,277</b>	<b>\$ 2,046,576</b>	<b>\$ 19,374,853</b>

Date Created: 09/10/2019 Created By: Patrick Murray

Date Modified: 09/11/2019

Modified By: Patrick Murray

### Comments

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### CTC Revenue Sources

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) **[CTC Revenue Sources](#)** [CTC Expense Sources](#)

**Error: Missing or Invalid Information.**  
 • You must include DEO revenue if you include DEO trips.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 62,462	\$ 62,462	\$ 0	\$ 106,057	\$ 106,057
Agency for Persons with Disabilities (APD)	\$ 863,369	\$ 403,605	\$ 1,266,974	\$ 955,003	\$ 175,489	\$ 1,130,492
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 542,326	\$ 542,326	\$ 0	\$ 653,229	\$ 653,229
Dept of Education (DOE)	\$ 18,911	\$ 0	\$ 18,911	\$ 18,657	\$ 7,000	\$ 25,657
Dept of Elder Affairs (DOEA)	\$ 730,555	\$ 0	\$ 730,555	\$ 635,883	\$ 0	\$ 635,883
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 3,844,503	N/A	\$ 3,844,503	\$ 3,286,232	\$ 0	\$ 3,286,232
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 454,732	N/A	\$ 454,732	\$ 507,000	\$ 0	\$ 507,000
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 1,290,137	\$ 72,793	\$ 1,362,930	\$ 819,999	\$ 135,884	\$ 955,883
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 184,265	\$ 184,265
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 106,099	\$ 106,099	\$ 0	\$ 94,076	\$ 94,076
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 118,571	\$ 118,571	\$ 0	\$ 85,521	\$ 85,521
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 5,398,361	\$ 0	\$ 5,398,361	\$ 6,526,122	\$ 0	\$ 6,526,122
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 2,232,063	\$ 24,074	\$ 2,256,137	\$ 785,198	\$ 27,417	\$ 812,615

Donations/Contributions	\$ 1,423,106	\$ 2,774	\$ 1,425,880	\$ 2,020,509	\$ 31,111	\$ 2,051,620
In-Kind Services	\$ 170,474	\$ 24,187	\$ 194,661	\$ 75,891	\$ 31,934	\$ 107,825
Other Non-Government	\$ 241,612	\$ 335,104	\$ 576,716	\$ 110,233	\$ 308,320	\$ 418,553
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 73,713	\$ 133,124	\$ 206,837	\$ 185,198	\$ 180,904	\$ 366,102
Other State Programs	\$ 43,898	\$ 47,544	\$ 91,442	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 16,785,434</b>	<b>\$ 1,872,663</b>	<b>\$ 18,658,097</b>	<b>\$ 15,925,925</b>	<b>\$ 2,021,207</b>	<b>\$ 17,947,132</b>

Date Created: 09/10/2019 Created By: Patrick Murray

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Modified By: Patrick Murray

**Comments**

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## CTC Trips

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) **[CTC Trips](#)** [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) [CTC Expense Sources](#)

**Error: Missing or Invalid Information.**

- **Total Trips in these sections must be the same: Service Type, Revenue Source, Passenger Type, Trip Purpose.**

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	110,164	N/A	110,164	134,252	0	134,252
Monthly Pass Trips	3,623,455	N/A	3,623,455	3,607,983	0	3,607,983
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	0	N/A	0	0	0	0
Paratransit						
Ambulatory	440,774	87,575	440,774	506,703	165,471	672,174
Non-Ambulatory	136,242	14,514	136,242	183,142	0	183,142
Stretcher	0	0	0	0	0	0
Transportation Network Companies	248,426	N/A	248,426	0	0	0
Taxi	13,894	N/A	13,894	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
<b>Total - Service Type</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,432,080</b>	<b>165,471</b>	<b>4,597,551</b>

<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	577,016	N/A	577,016	689,845	0	689,845
<b>Total - Contracted Transportation Operator Trips</b>	<b>577,016</b>	<b>0</b>	<b>577,016</b>	<b>689,845</b>	<b>0</b>	<b>689,845</b>

<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	3,639	0	24,646	0	24,646
Agency for Persons with Disabilities (APD)	38,373	43,928	38,373	121,776	0	121,776
Comm for the Transportation Disadvantaged (CTD)	1,248,585	N/A	1,248,585	3,904,908	0	3,904,908
Dept of Economic Opportunity (DEO)	824,206	0	824,206	0	0	0
Dept of Children and Families (DCF)	0	19,215	0	42,687	0	42,687
Dept of Education (DOE)	3,234	0	3,234	1,259	0	1,259
Dept of Elder Affairs (DOEA)	43,409	0	43,409	35,373	0	35,373



Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	68,576	4,114	68,576	1,457	0	1,457
Local Government	470,451	10,808	470,451	344,299	0	344,299
Local Non-Government	1,574,177	16,012	1,574,177	78,167	0	78,167
Other Federal & State Programs	301,944	4,373	301,944	42,979	0	42,979
<b>Total - Revenue Source</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Passenger Type - One Way</b>						
Older Adults	80,762	8,053	80,762	1,351,631	0	1,351,631
Children At Risk	11,852	0	11,852	560,469	0	560,469
Persons With Disabilities	1,847,363	88,485	1,847,363	360,961	0	360,961
Low Income	2,632,978	5,479	2,632,978	1,579,001	0	1,579,001
Other	0	72	72	745,489	0	745,489
<b>Total - Passenger Type</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,573,027</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Trip Purpose - One Way</b>						
Medical	1,657,180	20,095	1,657,180	1,853,717	0	1,853,717
Employment	1,776,339	1,121	1,776,339	1,976,278	0	1,976,278
Education/Training/Daycare	132,555	51,764	132,555	21,324	0	21,324
Nutritional	687,895	3,674	687,895	730,551	0	730,551
Life-Sustaining/Other	318,986	25,435	318,986	15,681	0	15,681
<b>Total - Trip Purpose</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	18,225	7,724	18,225	28,323	0	28,323
<b>Total - UDPHC</b>	<b>18,225</b>	<b>7,724</b>	<b>18,225</b>	<b>28,323</b>	<b>0</b>	<b>28,323</b>

<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	0	N/A	0	210	0	210
No Shows	0	N/A	0	24,500	0	24,500
<b>Customer Feedback</b>						
Complaints	69	N/A	69	18	0	18
Commendations	0	N/A	0	30	0	30

Date Created: 09/10/2019 Created By: Patrick Murray

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Modified By: Patrick Murray

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**Comments**

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### CTC Vehicles & Drivers

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

CTC Organization   CTC Coordinated System   CTC Trips   **CTC Vehicles & Drivers**   CTC Revenue Sources   CTC Expense Sources

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	0	N/A	0	0	0	0
Paratransit Miles	7,445,127	553,086	7,998,213	5,998,218	787,402	6,785,620
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
<b>Total - Vehicle Miles</b>	<b>7,445,127</b>	<b>553,086</b>	<b>7,998,213</b>	<b>5,998,218</b>	<b>787,402</b>	<b>6,785,620</b>

<b>Roadcalls &amp; Accidents</b>						
Roadcalls	142	17	159	122	0	122
Chargeable Accidents	19	1	20	17	0	17
<b>Vehicle Inventory</b>						
Total Number of Vehicles	246	105	351	238	0	238
Number of Wheelchair Accessible Vehicles	124	31	155	122	0	122
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	374	220	594	233	188	421
Number of Volunteer Drivers	0	1	1	0	3	3

Date Created: 09/10/2019 Created By: Patrick Murray

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## Level of Availability (Coordination)

### Worksheet 3

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

The CTC coordinates transportation by utilizing the contracted provider network and brokered system. The brokered system centralizes the functions of trip requests from TD clients and trip assignment to providers or the bus system. Non-profit social service agencies are contracted with the CTC to provide trips to specific population groups with special needs that can be served more cost-effectively by the agencies than by using the brokered system. Government programs also purchase transportation through the coordinated system.

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

The CTC disseminates information on the TD Program by distributing printed materials, on the PSTA and Forward Pinellas websites, at public events and workshops addressing transportation issues, and public speaking engagements. Furthermore, the CTC communicates with TD Program users and participating agencies through personal contact, surveys, and comment cards.

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

PSTA determines eligibility of individuals and requested trips through an application process, and in accordance with procedures described in the Service Plan, and CTD policy. Ongoing eligibility is monitored through the use of the client database.

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

In order to arrange for non-sponsored services through the TD Program brokered system, individuals must first complete an application that can be obtained by calling PSTA at (727) 540-1900. The application is also available at <http://www.psta.net/tdprogram.php>. The application includes a screening questionnaire designed to determine whether they have access to or can obtain their own transportation, including family or friends. In addition, the client's income cannot exceed 150 percent of the Federal Poverty Level. In the event an individual is determined ineligible, he or she is notified of the appeals process and the CTC's grievance policies and procedures.

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

The provider utilizes a phone system that tracks call hold times and help ensure that a reservationist is available to assist a customer. The CTC requires that 95 percent of calls are answered within one minute and no caller should be on hold more than three minutes from the time the call is received. After-hours calls are recorded on a voice recording system and returned the next day.

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

Individuals call the provider directly to request a trip reservation.

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

PSTA screens clients for eligibility for service. During this screening process the individual is classified as either ambulatory or non-ambulatory. The client then calls the provider directly to schedule their trip.

Scheduling – How is the trip assignment to vehicles coordinated?

The provider is responsible for assigning trips to their vehicles and drivers.

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

Coordination occurs through the use of PSTA. In the process of determining eligibility, PSTA determines which transportation services and modes of transportation are most appropriate. For example, to determine whether a bus pass is most appropriate, PSTA staff members look at a client's distance from a bus stop on the origin and destination sides of the trip, and physical and mental ability to access/ride a bus. Hours of service of the bus system are also considered. If it is determined that a person is unable to utilize public transportation, another form of transportation will be provided.

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

The provider is responsible for ensuring real-time communication with drivers.

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

PSTA provides oversight of transportation operators. PSTA reviews monthly operations reports from providers and notifies the CTC of any concerns. The CTC inspects provider vehicles and records and conducts rider surveys throughout the year.

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

Daily service monitoring and real-time problem resolution is the responsibility of the transportation providers. Problems not resolved at the provider level are transmitted to the CTC for resolution.

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

The providers submits manifests to PSTA, which utilizes its client/trip database to confirm official trips.

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

PSTA calculates the number of trips provided and total miles, taking into account co-pays collected, to determine payment due to the providers. PSTA receives the co-pays for bus passes directly from clients.

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

PSTA receives and examines reports from the provider and operators and compiles a single report for the CTC. The provider is responsible for submitting its annual operating report to the CTC.

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

The brokered system ensures some sharing of costs by centralizing many functions such as eligibility determination, mode assignment, and invoicing.

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

Information is shared through outreach presentations to agencies, the PSTA and Forward Pinellas websites, and community events. Printed information (for example TD Brochures) is also available through these outlets.

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

The CTC has coordination and provider/operator contracts with organizations and companies that provide transportation in the community.

## **7. Annual Operating Report Follow-Up**

---

### **SUMMARY**

Each year, the Florida Commission for the Transportation Disadvantaged requires the Community Transportation Coordinator to submit an Annual Operating Report (AOR) for the Transportation Disadvantaged Program. The AOR includes information on passenger trips, vehicles, employees, revenue and expenses for all agencies within the coordinated system. This information is then used to create a report on programs statewide and to determine grant allocations.

PSTA staff reviewed the FY 2018/19 AOR for Pinellas County (covering July 1, 2018 through June 30, 2019) at the September 17, 2019 LCB meeting. It was noted that the Florida Commission for the Transportation Disadvantaged (CTD) completely overhauled the format of the AOR in 2019 and implemented the “New AOR Data Collection System”. As a result, the AOR data that PSTA provided in previous years is formatted and organized differently compared to previous years.

PSTA staff noted that the report form they obtained from the CTD’s new AOR Data Collection System was populated with inaccurate information from the prior year and that the state was trying to correct this. The report was due to be submitted to the state by October 15, 2019. Recognizing they would not be meeting again until after the due date, the LCB approved the AOR with the understanding that PSTA staff would correct inaccurate information and bring the report back to the November meeting. PSTA staff will provide a summary of the updated AOR data (attached).

**ATTACHMENT(S):** Revised AOR data from PSTA

- 2019 AOR Expense Sources
- 2019 AOR Revenue Sources
- 2019 AOR Trips
- 2019 AOR Vehicles & Drivers

**ACTION:** None required



### CTC Expense Sources

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) **[CTC Expense Sources](#)**

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Expense Sources</b>						
Labor	\$ 6,829,145	\$ 877,751	\$ 7,706,896	\$ 8,448,369	\$ 722,815	\$ 9,171,184
Fringe Benefits	\$ 1,027,381	\$ 138,983	\$ 1,166,364	\$ 1,498,614	\$ 152,621	\$ 1,651,235
Services	\$ 1,771,965	\$ 166,612	\$ 1,938,577	\$ 756,409	\$ 146,327	\$ 902,736
Materials & Supplies Consumed	\$ 1,056,229	\$ 316,547	\$ 1,372,776	\$ 1,186,160	\$ 376,805	\$ 1,562,965
Utilities	\$ 101,190	\$ 31,280	\$ 132,470	\$ 92,289	\$ 19,969	\$ 112,258
Casualty & Liability	\$ 565,938	\$ 303,426	\$ 869,364	\$ 578,874	\$ 290,347	\$ 869,221
Taxes	\$ 9,399	\$ 3,685	\$ 13,084	\$ 349	\$ 3,124	\$ 3,473
Miscellaneous	\$ 510,545	\$ 149,758	\$ 660,303	\$ 111,919	\$ 25,366	\$ 137,285
Interest	\$ 244	\$ 2,169	\$ 2,413	\$ 14,740	\$ 2,865	\$ 17,605
Leases & Rentals	\$ 828	\$ 51,709	\$ 52,537	\$ 46,979	\$ 27,914	\$ 74,893
Capital Purchases	\$ 717,665	\$ 38,715	\$ 756,380	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 1,507,687	\$ 0	\$ 1,507,687	\$ 2,020,509	\$ 31,111	\$ 2,051,620
Allocated Indirect Expenses	\$ 403,867	\$ 109,542	\$ 513,409	\$ 1,103,659	\$ 247,312	\$ 1,350,971
<b>Purchased Transportation Services</b>						
Bus Pass	\$ 0	N/A	\$ 0	\$ 1,401,811	\$ 0	\$ 1,401,811
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Transportation Network Companies (TNC)	\$ 220,199	N/A	\$ 220,199	\$ 0	\$ 0	\$ 0
Taxi	\$ 234,532	N/A	\$ 234,532	\$ 0	\$ 0	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 67,596	\$ 0	\$ 67,596
<b>Total - Expense Sources</b>	<b>\$ 14,956,814</b>	<b>\$ 2,190,177</b>	<b>\$ 17,146,991</b>	<b>\$ 17,328,277</b>	<b>\$ 2,046,576</b>	<b>\$ 19,374,853</b>

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### Comments

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### CTC Revenue Sources

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) [CTC Vehicles & Drivers](#) **[CTC Revenue Sources](#)** [CTC Expense Sources](#)

**Error: Missing or Invalid Information.**  
 • You must include DEO revenue if you include DEO trips.

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Revenue Sources</b>						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 62,462	\$ 62,462	\$ 0	\$ 106,057	\$ 106,057
Agency for Persons with Disabilities (APD)	\$ 863,369	\$ 403,605	\$ 1,266,974	\$ 955,003	\$ 175,489	\$ 1,130,492
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 542,326	\$ 542,326	\$ 0	\$ 653,229	\$ 653,229
Dept of Education (DOE)	\$ 18,911	\$ 0	\$ 18,911	\$ 18,657	\$ 7,000	\$ 25,657
Dept of Elder Affairs (DOEA)	\$ 730,555	\$ 0	\$ 730,555	\$ 635,883	\$ 0	\$ 635,883
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Commission for the Transportation Disadvantaged (CTD)</b>						
Non-Sponsored Trip Program	\$ 3,844,503	N/A	\$ 3,844,503	\$ 3,286,232	\$ 0	\$ 3,286,232
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
TD Other	\$ 454,732	N/A	\$ 454,732	\$ 507,000	\$ 0	\$ 507,000
<b>Department of Transportation (DOT)</b>						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 1,290,137	\$ 72,793	\$ 1,362,930	\$ 819,999	\$ 135,884	\$ 955,883
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 184,265	\$ 184,265
<b>Local Government</b>						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	\$ 0	\$ 0
County Cash	\$ 0	\$ 106,099	\$ 106,099	\$ 0	\$ 94,076	\$ 94,076
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 118,571	\$ 118,571	\$ 0	\$ 85,521	\$ 85,521
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 5,398,361	\$ 0	\$ 5,398,361	\$ 6,526,122	\$ 0	\$ 6,526,122
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
<b>Local Non-Government</b>						
Farebox	\$ 2,232,063	\$ 24,074	\$ 2,256,137	\$ 785,198	\$ 27,417	\$ 812,615

Donations/Contributions	\$ 1,423,106	\$ 2,774	\$ 1,425,880	\$ 2,020,509	\$ 31,111	\$ 2,051,620
In-Kind Services	\$ 170,474	\$ 24,187	\$ 194,661	\$ 75,891	\$ 31,934	\$ 107,825
Other Non-Government	\$ 241,612	\$ 335,104	\$ 576,716	\$ 110,233	\$ 308,320	\$ 418,553
<b>Other Federal &amp; State Programs</b>						
Other Federal Programs	\$ 73,713	\$ 133,124	\$ 206,837	\$ 185,198	\$ 180,904	\$ 366,102
Other State Programs	\$ 43,898	\$ 47,544	\$ 91,442	\$ 0	\$ 0	\$ 0
<b>Total - Revenue Sources</b>	<b>\$ 16,785,434</b>	<b>\$ 1,872,663</b>	<b>\$ 18,658,097</b>	<b>\$ 15,925,925</b>	<b>\$ 2,021,207</b>	<b>\$ 17,947,132</b>

Date Created: 09/10/2019 Created By: Patrick Murray

Date Modified: 10/04/2019

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**Comments**

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## CTC Trips

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) **[CTC Trips](#)** [CTC Vehicles & Drivers](#) [CTC Revenue Sources](#) [CTC Expense Sources](#)

**Error: Missing or Invalid Information.**

- **Total Trips in these sections must be the same: Service Type, Revenue Source, Passenger Type, Trip Purpose.**

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	0	0
Weekly Pass Trips	110,164	N/A	110,164	134,252	0	134,252
Monthly Pass Trips	3,623,455	N/A	3,623,455	3,607,983	0	3,607,983
Deviated Fixed Route Service	0	N/A	0	0	0	0
Complementary ADA Service	0	N/A	0	0	0	0
Paratransit						
Ambulatory	440,774	87,575	440,774	506,703	165,471	672,174
Non-Ambulatory	136,242	14,514	136,242	183,142	0	183,142
Stretcher	0	0	0	0	0	0
Transportation Network Companies	248,426	N/A	248,426	0	0	0
Taxi	13,894	N/A	13,894	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
<b>Total - Service Type</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,432,080</b>	<b>165,471</b>	<b>4,597,551</b>

<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	577,016	N/A	577,016	689,845	0	689,845
<b>Total - Contracted Transportation Operator Trips</b>	<b>577,016</b>	<b>0</b>	<b>577,016</b>	<b>689,845</b>	<b>0</b>	<b>689,845</b>

<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	3,639	0	24,646	0	24,646
Agency for Persons with Disabilities (APD)	38,373	43,928	38,373	121,776	0	121,776
Comm for the Transportation Disadvantaged (CTD)	1,248,585	N/A	1,248,585	3,904,908	0	3,904,908
Dept of Economic Opportunity (DEO)	824,206	0	824,206	0	0	0
Dept of Children and Families (DCF)	0	19,215	0	42,687	0	42,687
Dept of Education (DOE)	3,234	0	3,234	1,259	0	1,259
Dept of Elder Affairs (DOEA)	43,409	0	43,409	35,373	0	35,373

Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	68,576	4,114	68,576	1,457	0	1,457
Local Government	470,451	10,808	470,451	344,299	0	344,299
Local Non-Government	1,574,177	16,012	1,574,177	78,167	0	78,167
Other Federal & State Programs	301,944	4,373	301,944	42,979	0	42,979
<b>Total - Revenue Source</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Passenger Type - One Way</b>						
Older Adults	80,762	8,053	80,762	1,351,631	0	1,351,631
Children At Risk	11,852	0	11,852	560,469	0	560,469
Persons With Disabilities	1,847,363	88,485	1,847,363	360,961	0	360,961
Low Income	2,632,978	5,479	2,632,978	1,579,001	0	1,579,001
Other	0	72	72	745,489	0	745,489
<b>Total - Passenger Type</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,573,027</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Trip Purpose - One Way</b>						
Medical	1,657,180	20,095	1,657,180	1,853,717	0	1,853,717
Employment	1,776,339	1,121	1,776,339	1,976,278	0	1,976,278
Education/Training/Daycare	132,555	51,764	132,555	21,324	0	21,324
Nutritional	687,895	3,674	687,895	730,551	0	730,551
Life-Sustaining/Other	318,986	25,435	318,986	15,681	0	15,681
<b>Total - Trip Purpose</b>	<b>4,572,955</b>	<b>102,089</b>	<b>4,572,955</b>	<b>4,597,551</b>	<b>0</b>	<b>4,597,551</b>

<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	18,225	7,724	18,225	28,323	0	28,323
<b>Total - UDPHC</b>	<b>18,225</b>	<b>7,724</b>	<b>18,225</b>	<b>28,323</b>	<b>0</b>	<b>28,323</b>

<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	0	N/A	0	210	0	210
No Shows	0	N/A	0	24,500	0	24,500
<b>Customer Feedback</b>						
Complaints	69	N/A	69	18	0	18
Commendations	0	N/A	0	30	0	30

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## CTC Vehicles & Drivers

**County:** Pinellas

**CTC Status:** In Progress

**CTC Organization:**

Pinellas Suncoast Transit Authority

**Fiscal Year:**

07/01/2018 - 06/30/2019

**CTD Status:** Pending Submission

[CTC Organization](#) [CTC Coordinated System](#) [CTC Trips](#) **[CTC Vehicles & Drivers](#)** [CTC Revenue Sources](#) [CTC Expense Sources](#)

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Vehicle Miles</b>						
Deviated Fixed Route Miles	0	N/A	0	0	0	0
Complementary ADA Service Miles	0	N/A	0	0	0	0
Paratransit Miles	7,445,127	553,086	7,998,213	5,998,218	787,402	6,785,620
Transportation Network Companies (TNC) Miles	0	N/A	0	0	0	0
Taxi Miles	0	N/A	0	0	0	0
School Board (School Bus) Miles	0	N/A	0	0	0	0
Volunteers Miles	0	N/A	0	0	0	0
<b>Total - Vehicle Miles</b>	<b>7,445,127</b>	<b>553,086</b>	<b>7,998,213</b>	<b>5,998,218</b>	<b>787,402</b>	<b>6,785,620</b>

<b>Roadcalls &amp; Accidents</b>						
Roadcalls	142	17	159	122	0	122
Chargeable Accidents	19	1	20	17	0	17
<b>Vehicle Inventory</b>						
Total Number of Vehicles	246	105	351	238	0	238
Number of Wheelchair Accessible Vehicles	124	31	155	122	0	122
<b>Drivers</b>						
Number of Full Time & Part Time Drivers	374	220	594	233	188	421
Number of Volunteer Drivers	0	1	1	0	3	3

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**8. Transportation Disadvantaged Service Plan Follow-Up**

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**SUMMARY**

As discussed at the September meeting, the LCB policy stipulates that the household incomes of TD program participants may not exceed 150 percent of the federal poverty level. Although Neighborly Care Network (NCN), PARC, Arc of Tampa Bay and Lighthouse of Pinellas clients meet the state definition of “transportation disadvantaged,” some have household incomes that exceed 150 percent of the federal poverty level. The CTD has conveyed to PSTA that the Transportation Disadvantaged Service Plan (TDSP) needs to better differentiate the eligibility requirements for the services provided by the non-profit agencies from TD services provided.

Following discussion, the LCB approved a proposed TDSP amendment to clarify that bus pass and door-to-door trips require a person to qualify based on income, whereas group trips can be provided to people who, due to age or disability, are unable to access transportation or transport themselves. The clarifying language is still consistent with the definition of “transportation disadvantaged,” as described in Chapter 427, F.S.

The Florida Commission for the Transportation Disadvantaged (CTD) has since reviewed the proposed amendments and worked with PSTA staff to provide additional clarification. The proposed amendments were approved by the Forward Pinellas Board at their November 13, 2019 meeting. Although the LCB already approved substantially the same amendment at its September meeting, the final version of the amended language is being brought back to the committee as an informational item. PSTA staff will provide a brief summary of the additional clarifications made to the proposed TDSP amendments.

**ATTACHMENT(S):** Amendments to TDSP

**ACTION:** None required; informational follow-up item

## Page 11

As mentioned in the service plan element, [to qualify for services, individuals must be either low income \(household income at or below 150% of the federal poverty guidelines\), and/or unable to access transportation services on their own due to age or disability.](#)

~~As mentioned in the service plan element, to qualify for the Pinellas County TD Program, individuals must be 150% below the federal poverty guidelines. The federal poverty guidelines are updated annually. Following this, the LCB reviews and approves the new income requirements. This information is then posted on PSTA's website, broken down by household size and the income requirements by year and by month.~~

### [Trip Characteristics and Available TD Services](#)

According to the past Annual Operating Reports based on sampling data, the most common trip purpose in the trips provided by the coordinated system is medical, followed by employment. The map in Figure 5 shows medical centers, hospitals, health facilities, community centers and libraries, potential destinations for TD clients. ~~Figure 5 shows -medical facilities and community centers while Figure 6~~ shows [high employment, shopping, and](#) educational facilities and shopping centers, which are also common TD trip destinations.

PSTA is the primary public transportation provider in Pinellas County. PSTA's transportation services include fixed route bus service; Connector flex routes; Direct Connect first and last mile services using United Taxi, Uber and Wheelchair Transport Service, Inc. express routes and paratransit services. These are discussed in detail in the service plan section. Information on PSTA's services is available on the PSTA website, which is updated as services and routes change, <https://www.psta.net/>. Transportation Disadvantaged services extend beyond those provided by PSTA. The coordinated system includes nonprofit providers who provide transportation services. Agencies receiving transportation disadvantaged funding and FTA Section 5310 funding are part of this system. Coordination contractor information is available in Appendix A. As part of the development of the TDSP, social service agencies were asked to answer if they provide transportation services. Around 40% of the agencies indicated that they provide transportation services, primarily bus passes. Others noted that they provided gas and/or gift cards or travel reimbursement, van/shuttle service or trips for certain purposes such as medical appointments.

## Page 16

~~In addition to the considerations discussed above about the potential future transportation disadvantaged individuals, the Pinellas County TD Program focuses on low income individuals who are 150% of the federal poverty guidelines and who are unable to transport themselves or be transported by others in their household. This must be accounted for when considering how the TD Program continues to provide services over the next five years.~~

## Page 20

Eligibility (subtitle)



There are four main types of TD Program services: bus passes, door to door trips, agency group trips and pilot program activities.

- Bus passes are issued to those requesting TD transportation service who are able to access and use the public transit system **but cannot afford to do so for all of their life-sustaining trips. Pinellas County considers individuals whose household income is at or below 150% of the federal poverty guidelines to be eligible for the TD bus pass program.** [The federal poverty guidelines are updated annually. Following this, the LCB reviews and approves the new income requirements. This information is then posted on PSTA's website, broken down by household size and the income requirements by year and by month.](#)
- Door to door trips are provided for individuals who are unable to ride the bus due to age or disability. This service is available for both ambulatory and non-ambulatory/wheelchair trips.
- Group trips are provided through social service agencies to people **who due to age (60 years or older) or disability cannot otherwise access other transportation options,** at a cost lower than the cost of similar transportation through the regular door-to-door TD Program

**Page 23**

### [Providers](#)

[The Pinellas County TD Program providers include a combination of PSTA, a private sedan and wheelchair van provider, non-profit operators, and coordination contractors.](#)

### [Transportation Operators and Coordination Contractors](#)

The PSTA utilizes a Request for Proposals (RFP) process to secure [private](#) providers for the TD Program. This has traditionally occurred simultaneously with the procurement for complementary ADA paratransit service. In 2015, PSTA conducted a RFP for paratransit service providers. Proposals were submitted by providers and reviewed by PSTA. The RFP included standards for performance expectations, as well as penalties and incentives. CareRide was selected as the sole provider of paratransit services, beginning October 1, 2016 through September 30, 2019, and automatically renewing for two additional one-year terms unless either party provides written notice to the other party prior to expiration. TD Program funding is [also](#) allocated to non-profit operators ~~as discussed previously~~. The agencies receiving funding have demonstrated the ability to cost-effectively transport their TD-eligible clients and are therefore are able to provide an acceptable alternative to the TD service provided through PSTA. The LCB reviews the operator contract agreements annually each year. Coordination contractors are those agencies that do not receive TD Program funding, but coordinate services with the CTC. Many of these agencies receive FTA Section 5310 Program funding. All coordination contracts are reviewed by the LCB. The full list of transportation providers, operators and coordination contractors is available in Appendix A. All providers, operators and coordination contracts are annually monitored by the CTC.

## **Local Coordinating Board – November 19, 2019**

### **9. 2020 Meeting Schedule**

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#### **SUMMARY**

This item is intended to provide an opportunity for the LCB to review the proposed meeting schedule. Below are the proposed LCB meeting dates for 2020.

- February 18
- May 19
- September 15
- November 17

**ATTACHMENT(S):** Forward Pinellas Committee Meeting Schedule

**ACTION:** None required, information item only

# COMMITTEES MEETING SCHEDULE 2020

PAC (Planners Advisory Committee) 1:30 pm	CAC (Citizens Advisory Committee) 7:00 pm	TCC (Technical Coordinating Committee) 2:00 pm	BPAC (Bicycle Pedestrian Advisory Committee) 8:30 am	LCB (Local Coordinating Board) 9:15 am	STSC (School Transportation Safety Committee) 9:00 am	PTSTF (Pinellas Trail Security Task Force) at the Pinellas County Public Safety Services Office - 12490 Ulmerton Road, Largo, Rm 130) 9:00 am
12/30/2019	01/23/2020	01/22/2020	(4 <sup>th</sup> Mon) 01/27/2020	-----	-----	01/14/2020 Meeting Room 130
02/03/2020	02/27/2020	02/26/2020	(4 <sup>th</sup> Mon) 02/24/2020	02/18/2020	-----	-----
03/02/2020	03/26/2020	03/25/2020	03/16/2020	-----	03/04/2020	-----
03/30/2020	04/23/2020	04/22/2020	04/20/2020	-----	-----	04/14/2020 Meeting Room 130
05/04/2020	05/28/2020	05/27/2020	05/18/2020	05/19/2020	-----	-----
06/01/2020	*06/25/2020	06/24/2020	06/15/2020	-----	06/03/2020	-----
06/29/2020	*07/23/2020	*07/22/2020	*07/20/2020	-----	-----	07/14/2020 Meeting Room 130
*08/03/2020	08/27/2020	08/26/2020	08/17/2020	-----	-----	-----
08/31/2020	09/24/2020	09/23/2020	09/21/2020	09/15/2020	-----	-----
10/05/2020	10/22/2020	10/28/2020	10/19/2020	-----	10/07/2020	10/13/2020 Meeting Room 130
11/02/2020	Nov/Dec Combined	Nov/Dec Combined	11/16/2020	11/17/2020	-----	-----
11/30/2020	12/10/2020	12/09/2020	*12/21/2020	-----	-----	-----

(These dates are subject to change)

\*Meeting Subject to Cancellation

**10. Other Business**

---

**SUMMARY**

**A. Tri-County Transportation Disadvantaged Subcommittee**

The Tri-County Transportation Disadvantaged Subcommittee met on August 29, 2019. Staff and the subcommittee will give a presentation summarizing the results of the meeting.

**B. Federal Transit Administration Section 5310 Grant Update**

The Florida Department of Transportation (FDOT) administers the Section 5310 Grant and will provide a brief update.

**C. CTC Update**

PSTA will provide an update on recent activities.

**D. CTD Update**

Staff will provide a Commission for the Transportation Disadvantaged update.

**E. Other**

**ATTACHMENT(S):** None

**Local Coordinating Board – November 19, 2019**



**11. Informational Items**

---

**SUMMARY**

**A. Trip/Expenditure Reports**

The trip/expenditure reports are attached.

**B. Complaints and Commendations**

PSTA received no TD Program complaints.

**ATTACHMENT(S):** Trip/Expenditure Reports



**Pinellas County Transportation Disadvantaged Program  
CTC Sponsored Trip Summary 2018-2019**

<b>Provider</b>	<b>18-Jul</b>	<b>18-Aug</b>	<b>18-Sep</b>	<b>TOTAL</b>
Care Ride Wheelchair	12	11	28	51
Care Ride Ambulatory	48	74	47	169
PARC (Amb)	616	364	327	1,307
PARC (W/C)	17	0	2	19
PARC (Group)	978	1,432	1,160	3,570
Arc Tampa Bay	2,746	2,752	2,753	8,251
NCN (Amb)	1,067	506	514	2,087
NCN (W/C)	99	60	55	214
NCN (Group)	1,412	876	874	3,162
Lighthouse for the Blind	18	44	46	108
<b>Total Trips</b>	<b>7,013</b>	<b>6,119</b>	<b>5,806</b>	<b>18,938</b>
Bus passes – 31 day	5,273	5,450	5,326	16,049
Bus passes – 10 day	211	367	335	913
<b>Total Bus Passes</b>	<b>5484</b>	<b>5817</b>	<b>5661</b>	<b>16962</b>

**Pinellas County School Board**

<b>Mode</b>	<b>18-Jul</b>	<b>18-Aug</b>	<b>18-Sep</b>	<b>TOTAL</b>
Ambulatory	0	35	26	61
Wheelchair	0	0	0	0
<b>Total Trips (excluding bus passes)</b>	<b>0</b>	<b>35</b>	<b>26</b>	<b>61</b>

**Pinellas County Human Services**

<b>Mode</b>	<b>18-Jul</b>	<b>18-Aug</b>	<b>18-Sep</b>	<b>TOTAL</b>
Ambulatory	0	0	0	0
Wheelchair	0	0	0	0
<b>Total Trips (excluding bus passes)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

TD REIMBURSEMENT REQUESTS 2018/2019

	NCN	PARC	ARC-TB	LIGHTHOUSE	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$404,375.00	\$157,000.00	\$157,000.00	\$6,221.00	\$1,755,538.08	\$2,480,134.08			
JULY	\$13,467.44	\$28,900.29	\$13,083.33	\$329.60	\$328,484.60	\$384,265.26	\$274,124.00	<b>-\$110,141.26</b>	-\$110,141.26
BALANCE	\$390,907.56	\$128,099.71	\$143,916.67	\$5,891.40	\$1,427,053.48	\$2,095,868.82			
AUGUST	\$16,235.03	\$16,488.43	\$11,835.00	\$329.60	\$341,805.41	\$386,693.47	\$273,828.00	<b>-\$112,865.47</b>	-\$223,006.73
BALANCE	\$374,672.53	\$111,611.28	\$132,081.67	\$5,561.80	\$1,085,248.07	\$1,709,175.35			
SEPTEMBER	\$17,711.62	\$16,695.47	\$11,835.00	\$329.60	\$335,944.07	\$382,515.76	\$273,828.00	<b>-\$108,687.76</b>	-\$331,694.49
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$749,304.00	\$1,326,659.59			
OCTOBER							\$273,828.00	<b>\$273,828.00</b>	-\$57,866.49
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$749,304.00	\$1,326,659.59			
NOVEMBER							\$273,828.00	<b>\$273,828.00</b>	\$215,961.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$749,304.00	\$1,326,659.59			
DECEMBER							\$273,828.00	<b>\$273,828.00</b>	\$489,789.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$749,304.00	\$1,326,659.59			
JANUARY							\$273,828.00	<b>\$273,828.00</b>	\$763,617.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$574,693.69	\$1,326,659.59			
FEBRUARY							\$273,828.00	<b>\$273,828.00</b>	\$1,037,445.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$574,693.69	\$1,326,659.59			
MARCH							\$273,828.00	<b>\$273,828.00</b>	\$1,311,273.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$574,693.69	\$1,326,659.59			
APRIL							\$273,828.00	<b>\$273,828.00</b>	\$1,585,101.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$574,693.69	\$1,326,659.59			
MAY							\$273,828.00	<b>\$273,828.00</b>	\$1,858,929.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$169,338.80	\$1,326,659.59			
JUNE							\$273,828.00	<b>\$273,828.00</b>	\$2,132,757.51
BALANCE	\$356,960.91	\$94,915.81	\$120,246.67	\$5,232.20	\$169,338.80	\$1,326,659.59			
END						0			
							\$3,286,232.00		
	\$47,414.09	\$62,084.19	\$36,753.33	\$988.80	\$1,006,234.08	\$1,153,474.49			



TD REIMBURSEMENT REQUESTS 2017/2018

	NCN	PARC	ARC-TB	LIGHTHOUSE	BROKERED*	TOTAL AMT SPENT	AMT INVOICED CTD	MONTHLY DIFFERENCE	CUMULATIVE BALANCE
START	\$404,375.00	\$142,040.00	\$142,040.00	\$4,845.00	\$1,755,538.08	\$2,448,838.08			
JULY	\$35,947.69	\$23,351.65	\$11,836.66	\$367.20	\$335,576.03	\$407,079.23	\$274,124.00	<b>-\$132,955.23</b>	-\$132,955.23
BALANCE	\$368,427.31	\$118,688.35	\$130,203.34	\$4,477.80	\$1,419,962.05	\$2,041,758.85			
AUGUST	\$19,393.66	\$22,347.04	\$11,836.66	\$897.60	\$353,836.19	\$408,311.15	\$273,828.00	<b>-\$134,483.15</b>	-\$267,438.38
BALANCE	\$349,033.65	\$96,341.31	\$118,366.68	\$3,580.20	\$1,066,125.86	\$1,633,447.70			
SEPTEMBER	\$19,364.73	\$18,827.94	\$11,836.66	\$938.40	\$344,803.27	\$395,771.00	\$273,828.00	<b>-\$121,943.00</b>	-\$389,381.38
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
OCTOBER						\$0.00	\$273,828.00	<b>\$273,828.00</b>	-\$115,553.38
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
NOVEMBER						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$158,274.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
DECEMBER						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$432,102.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$721,322.59	\$1,237,676.70			
JANUARY						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$705,930.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
FEBRUARY						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$979,758.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
MARCH						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$1,253,586.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
APRIL						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$1,527,414.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$574,693.69	\$1,237,676.70			
MAY						\$0.00	\$273,828.00	<b>\$273,828.00</b>	\$1,801,242.62
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$169,338.80	\$1,237,676.70			
JUNE						\$0.00	\$273,828.00	<b>\$273,828.00</b>	<b>\$2,075,070.62</b>
BALANCE	\$329,668.92	\$77,513.37	\$106,530.02	\$2,641.80	\$169,338.80	<b>\$1,237,676.70</b>			
END						0			
	\$74,706.08	\$64,526.63	\$35,509.98	\$2,203.20	\$1,034,215.49	\$1,211,161.38	\$3,286,232.00		

## **Local Coordinating Board – November 19, 2019**

### **12. Public Comment**

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#### **SUMMARY**

This is an opportunity for any member of the public to address the board on issues related to the Transportation Disadvantaged Program. Speakers are requested to limit their comments to no more than five minutes.