



# Transportation Disadvantaged Service Plan (TDSP) Five-Year Update

Adopted September 20, 2022 by the Pinellas  
County Local Coordinating Board & amended  
May 16, 2023

# Pinellas County

## Transportation Disadvantaged Service Plan, 2022-2027

(Effective July 1, 2022, through June 30, 2027)

**Annual Adoption by the LCB on June 21, 2022**  
**Five-Year Update Adoption by LCB on September 20, 2022**

Amended May 16, 2023



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2017-2023 Transportation Disadvantaged Service Plan - June 2023  
 Local Coordinating Board Roster and Certification  
 Roll Call Voting Sheet

Representation	Member	Voted For	Voted Against	Absent from Voting
Chairperson (Elected Official)	Patricia Reed	✓		
Vice-Chairperson (Private For-Profit Transportation)	Brian Scott	✓		
Florida Department of Transportation	Tracey Noyes (Dave Newell)			✓
Florida Department of Children and Family Services	Ivonne Carmona			✓
Public Education Community (School Board/Headstart)	Joseph Camera (Alt. Autumn Westerman)	✓		
Florida Division of Blind Services (Florida Division of Vocational Rehabilitation)	Amanda Honingford (Alt. Mark Harshbarger)	✓		
Veterans Services	Vacant	N/A	N/A	N/A
Economically Disadvantaged (Community Action)	Vacant	N/A	N/A	N/A
Over 60	Duncan Kovar			✓
Citizen Advocate/User	Gloria Lepik-Corrigan	✓		
Children at Risk	Yaridis Garcia			✓
Florida Department of Elder Affairs	Michelle Tavares (Alt. Jason Martino)	✓		
Citizen	Loretta Statsick			✓
Persons with Disabilities	Jody Armstrong (Alt. Kim Dittman)	✓		
AHCA - Agency for Health Care Administration	Emily Hughart (Alt. Ian Martin)	✓		
CareerSource Pinellas	Shawna Peer	✓		
Local Medical Community	Heath Kirby			✓
Agency for Persons with Disabilities	Michael Taylor			✓

The Pinellas County Local Coordinating Board hereby certifies that an annual evaluation of the Pinellas County Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Transportation Disadvantaged Service Plan.

We further certify that the rates contained herein have been thoroughly review, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting.

5-16-23  
Date

  
\_\_\_\_\_  
Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

## I. DEVELOPMENT PLAN

### A. INTRODUCTION TO THE SERVICE AREA

#### Background of TD Program

The Transportation Disadvantaged Service Plan (TDSP) is updated annually by Forward Pinellas and the Pinellas Suncoast Transit Authority (PSTA) in coordination with the Commission for the Transportation Disadvantaged (CTD). The CTD was established by the Florida State Legislature to oversee and provide funding for the transportation services for individuals who, because of physical or mental disability, income or age, are unable to transport themselves and are described as “transportation disadvantaged” under Chapter 427 of the Florida Statutes. The CTD provides funding to serve the transportation disadvantaged through Community Transportation Coordinators.

The Pinellas Suncoast Transit Authority (PSTA) is the current Community Transportation Coordinator (CTC) and is responsible for running the day-to-day services provided by the TD Program. The TD Program in Pinellas County primarily consists of three transportation services: a bus pass program, door-to-

door trips and agency trips. PSTA also coordinates with other agencies in the transportation system, including those receiving Transportation Disadvantaged funds and those receiving Federal Transit Administration (FTA) Section 5310 funds. PSTA not only runs and coordinates the TD Program, but also continuously explores ways to improve transportation services for the transportation disadvantaged.

Forward Pinellas, the metropolitan planning organization (MPO) for Pinellas County, is the Designated Official Planning Agency (Planning Agency). As the Planning Agency, Forward Pinellas provides support for the Local Coordinating Board (LCB). The LCB is composed of diverse members, including agencies providing supporting services for the transportation disadvantaged and transportation disadvantaged representatives. As the MPO, Forward Pinellas has been involved with the TD Program since its establishment in 1979.

The enactment of Chapter 427, Florida Statutes led to the establishment of the Pinellas County Transportation Disadvantaged Program. In 1981, the Pinellas County Metropolitan Planning Organization became the Coordinated Community Transportation Provider, operating under the guidance of the Coordinated Community Transportation Provider Council. Three local non-profit agencies, Neighborly Care Network, PARC and ARC Tampa Bay (UPARC at the time), agreed to participate in the program.

In 1989, statewide changes were made to the TD Program, including the creation of the State Transportation Disadvantaged Trust Fund. The changes also enabled local transportation disadvantaged citizens, so that those without a sponsoring agency could now utilize transportation disadvantaged services. In 1990, the Florida Commission for the Transportation Disadvantaged was created and designated the MPO as the CTC for Pinellas County. In addition to being the CTC, the MPO was the Planning Agency for the TD Program. The LCB was established at this time and continues to monitor and provide guidance to the TD Program.

Beginning in 1992, Pinellas County established a brokered system of transportation service. This created a network of transportation providers to service “non-sponsored” customers. Trip prioritization was introduced at that time allowing medical and sustenance-related trips, such as employment, shopping and dining. A groundbreaking initiative was also launched and allowed transportation disadvantaged customers to use bus passes for a co-payment.

The system continued under the MPO until 2012, when the PSTA took over as the CTC. This allowed the TD Program to become better integrated with PSTA’s other services, such as DART paratransit service. PSTA continued to utilize the bus pass system along with agency group trips and door-to-door services.

PSTA maintains operator and coordination contracts. Operator contractors receive funds through the TD Program and include Neighborly Care Network, PARC, ARC



Tampa Bay and Lighthouse. Agencies with coordination contracts generally provide transportation services in Pinellas County and receive funding through other sources, such as the FTA Section 5310 Program. Each year, the LCB reviews and approves the list of operator and coordination contract agreements, which is available in Appendix A.

### **CTC Designation Date/History**

The PSTA is the public transportation provider in Pinellas County. The organization was first selected as the CTC in 2012, in part due to the close relationship between the TD Program and public transportation. During the agency's first term as the CTC, PSTA implemented several changes to the program to increase efficiencies and better serve TD customers. These include working with select social service agencies to submit and quickly review TD applications, expanding the bus pass program and streamlining its process and exploring innovative ways to serve TD customers. In 2014, the Planning Agency nominated PSTA as Urban CTC of the Year, which they won.

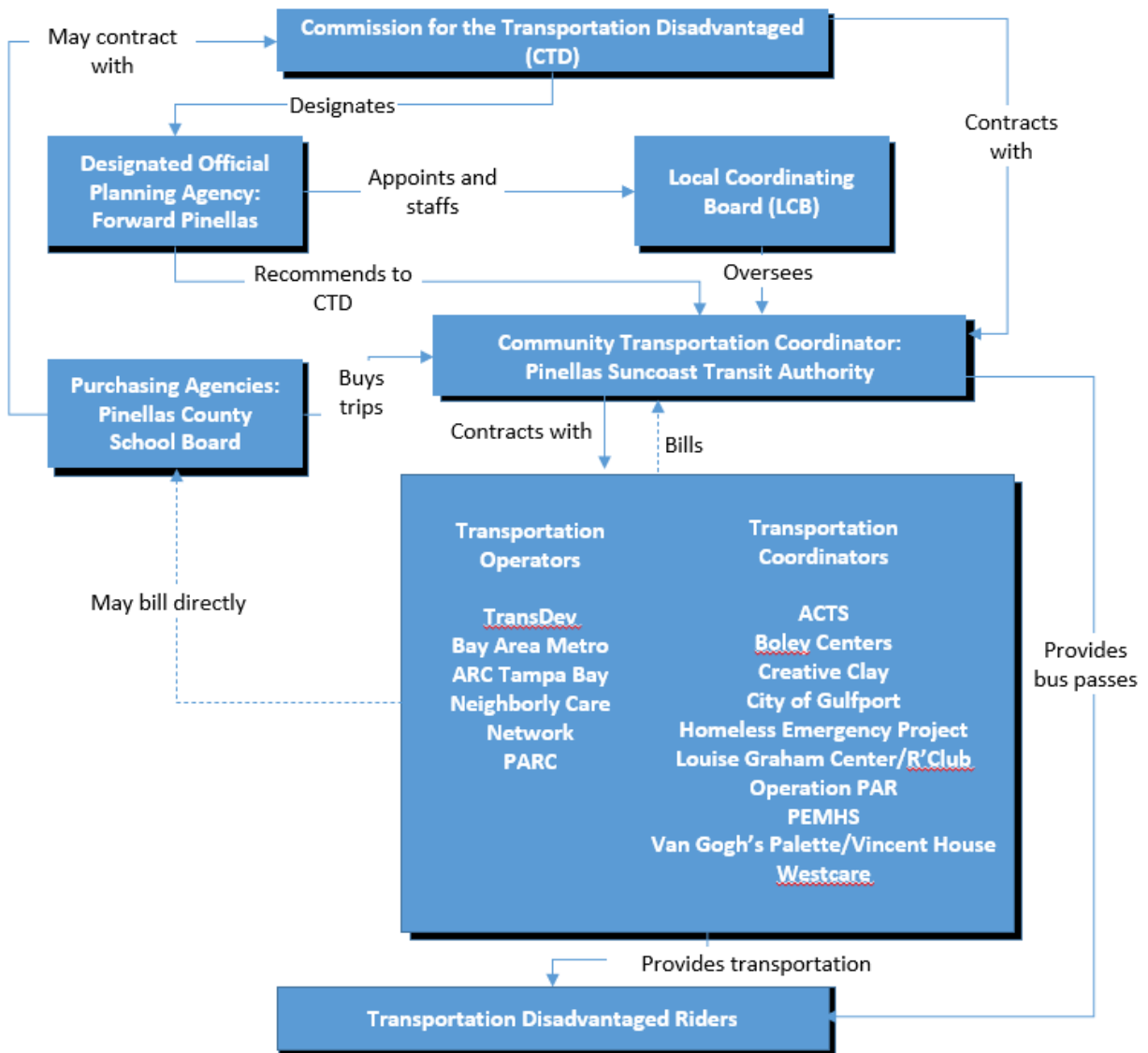
Due to the success PSTA had in its first five years as the CTC and upon receipt of a letter from PSTA expressing the agency's interest in continuing as the CTC and presenting their qualifications to do so, the MPO recommended that PSTA continue for another five years, from July 1, 2017 through June 30, 2022. This recommendation was reviewed first at a LCB meeting and was then approved via resolution by the MPO. Following the transmittal of the resolution to the Commission for the Transportation Disadvantaged and the subsequent preparation of a Memorandum of Agreement between the Commission and PSTA, the LCB reviewed and approved that the LCB Chair sign the Memorandum of Agreement.

### **Organizational Chart**

The following is an organizational chart showing Pinellas County's coordinated transportation system.

*Figure 1*

## Pinellas County's Coordinated Transportation System Organizational Structure



### Consistency Review of Other Plans

Providing transportation services for those considered to be transportation disadvantaged is consistent with existing planning documents in both Pinellas County and the Tampa Bay Region. The following goals, objectives and policies are from the following plans and serve as examples of Pinellas County and the Tampa Bay Region are committed to supporting transportation services for the transportation disadvantaged.

For example, the Pinellas County Comprehensive Plan includes a policy in its transportation element to continue to identify and monitor unmet transportation disadvantaged needs in unincorporated Pinellas County and to inform residents in need of transportation assistance of available services through the TD Program (Policy 1.1.21). Other policies include assisting those who have transportation needs during an evacuation and coordinating to provide pedestrian facilities between bus stops and the sidewalk network. Other local governments also address the needs of the transportation disadvantaged in their comprehensive plans. The City of St. Petersburg includes: "[t]he City shall provide equitable transportation service to all residents and accommodate the special transportation needs of the elderly, disabled, low-income citizens and other transit dependent persons" as an objective in its comprehensive plan, another example of local governments addressing the needs of the transportation disadvantaged.

The Transit Development Plan (TDP) is a guiding document for PSTA. As both the CTC and public transportation provider, the TDP includes goals and strategies that affect TD Program customers. These goals include:

- Provide customer-oriented public transit services
- Implement customer-oriented service redesign
- Incrementally expand transit service
- Increase public transit access

The 2045 Advantage Pinellas Long Range Transportation Plan (LRTP), developed and maintained by Forward Pinellas, in its role as the MPO, includes two sections that discuss TD-related populations. Chapter 4 identifies low-income and minority populations in Pinellas County and Chapter 5 analyzes investments in the LRTP as related to these populations. In addition, there are several policies that support transit use, the primary travel mode of TD program customers in the community, and that seek to address the needs of the underserved. The following is a sampling of the LRTP goals, objectives and policies specific to the transportation disadvantaged:

- Objective 6.2 - Provide opportunities to engage citizens, particularly the traditionally underserved populations, in the development of Forward Pinellas plans and programs.
- Policy 25.2.1: Forward Pinellas shall continue to work with local governments, communities and PSTA to identify and assess transit needs in the county.
- Policy 3.2.5: Forward Pinellas shall target traditionally underserved communities to engage them in the transportation planning process and meet the requirements of its Title VI Plan, which ensures the MPO's compliance with nondiscrimination laws and environmental justice in minority and low-income populations.
- Objective 3.3 - Provide better transit access for those who are transit dependent, including low-income elderly, and/or disabled people who do not have access to a vehicle.

- Objective 3.2 - Equity will be recognized as a primary consideration in all plans and programs of Forward Pinellas.

Forward Pinellas is required as the MPO for Pinellas County to develop and maintain a Transportation Improvement Program (TIP) that includes a list of transportation projects funding over a five-year period. The TIP must be consistent with the LRTP. The TIP includes TD Program funding in Section 6 as well as public transportation projects and FTA Section 5310 Program funding in Section 7.

Together, with the LCBs from Hillsborough and Pasco counties, the Pinellas County LCB developed the Regional Mobility Needs Assessment Report in 2014. This document replaced the Tri-County Access Plan (TCAP) as documentation of the needs of the transportation disadvantaged in the greater tri-county area, which includes the urbanized area. The assessment was conducted in cooperation with the Florida Department of Transportation (FDOT) District 7 and is utilized in the FTA Section 5310 grant process, which is conducted by FDOT District 7. In 2018, the Tri-County Joint Transportation Disadvantaged Local Coordinating Board Subcommittee determined that the Tri- County Regional Mobility Needs Plan continues to serve as the Coordinated Public Transit Human Services Transportation Plan and is instrumental in determining if a project is eligible to receive Federal Transit Administration Section (FTA) 5310 funding. The Regional Mobility Needs Assessment Report is available in Appendix B.

The Commission for the Transportation Disadvantaged (CTD) has a Five/Twenty Year Plan, published in 2005 and available at: <http://fdot.gov/ctd/aboutus.htm>. The Plan provides a framework and goals for the growth of the TD Program in Florida. These goals align with the TD Program in Pinellas County. For example, Goal 4 of the CTD's Five-Year Plan is "Reduce the cost, where possible and appropriate, of TD Services." This is something the TD Program takes into consideration in Pinellas County and implements through the bus pass program in the selection of providers. Another example of the alignment of the CTD goals with the Pinellas County TD Program is Goal 8, "Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community." PSTA has made it a policy not to turn down anyone who is eligible for the TD Program, even when funding from the TD Trust Fund has been fully expended. This allows for consistent TD Program services that fulfill the needs of TD customers throughout Pinellas County.

## **Public Participation**

As part of the development of this TDSP, a survey was developed in 2022 similar to the one developed during the last major TDSP update in 2017. Print copies were available upon request. The audience of the survey was primarily human service agencies; however, the survey was designed to be flexible so that if others (TD

Program participants, family of TD Program participants, others involved with potential TD populations, etc.) could also complete the survey and provide meaningful input. The survey was distributed through the LCB mailing list, the Pinellas County Human Services Coalition, 2-1-1 Tampa Bay service agency email list and was also sent to those who have worked with Forward Pinellas and/or the TD Program previously, such as Pinellas County Emergency Management Services and AARP.

Major takeaways from the survey analytics conducted by Forward Pinellas staff included the following:

1. Cross-county life-sustaining Uber-style trips at a low price are a major unmet need
2. The application process is a major barrier
3. The fare payment method is a burden/too much work for applicants
4. Additional outreach is needed to both social service agencies and clients regarding the TD Program, including education about program options and new programs targeted to users and social service agencies serving users.

The following main factors contribute to TD Program services not meeting the needs of clients:

1. The need for expanded service hours
2. The need for expanded service frequency
3. The need for an expanded service area
4. The need to access bus stops with free or \$1.00 Uber-style trips to and from bus stops

The survey results were utilized to develop the TDSP, including goals, objectives and strategies. A summary of the 2022 survey results is available in Appendix C.

Presentations on the TD Program, including data on and supporting the development of the TDSP, were made to Forward Pinellas advisory committees in August 2022. These included the Technical Coordinating Committee, composed of local government staff who work with transportation and transportation-related subjects; the Bicycle Pedestrian Advisory Committee; and the Citizens Advisory Committee, a citizen committee that reviews and advises the Forward Pinellas Board on transportation matters.

## **B. SERVICE AREA PROFILE & DEMOGRAPHICS**

### **Service Area Description**

Characterized by its peninsular geography, Pinellas County is located on Florida's West Coast. Pinellas County is an urban county in the Tampa-St. Petersburg-Clearwater Florida Metropolitan Statistical Area (MSA). Pasco County is located

to the north, Hillsborough County and Tampa Bay to the east, Manatee County and Tampa Bay to the south, and the Gulf of Mexico to the west. In addition to numerous unincorporated areas, there are 24 municipalities in Pinellas County, the majority of which are served by the PSTA. A defining characteristic of Pinellas County is its development pattern, which is largely suburban, except for established downtown areas and the City of St. Petersburg.

PSTA provides complementary Americans with Disabilities (ADA) paratransit service through the DART Program to the majority of Pinellas County. The service area map for paratransit service is pictured in Figure 2. DART trips are provided wherever regular PSTA local bus service is available. PSTA's system map (as of the time that the TDSP was updated is available on their website, <https://www.psta.net/media/2733/psta-system-map-min.pdf>. More recent maps are available on PSTA's website, as well as in its FY 2020 – 2029 Transit Development Plan. Additionally, real-time bus information is also available via an e map on PSTA's website at <http://ride.psta.net/bustime/map/displaymap.jsp>.

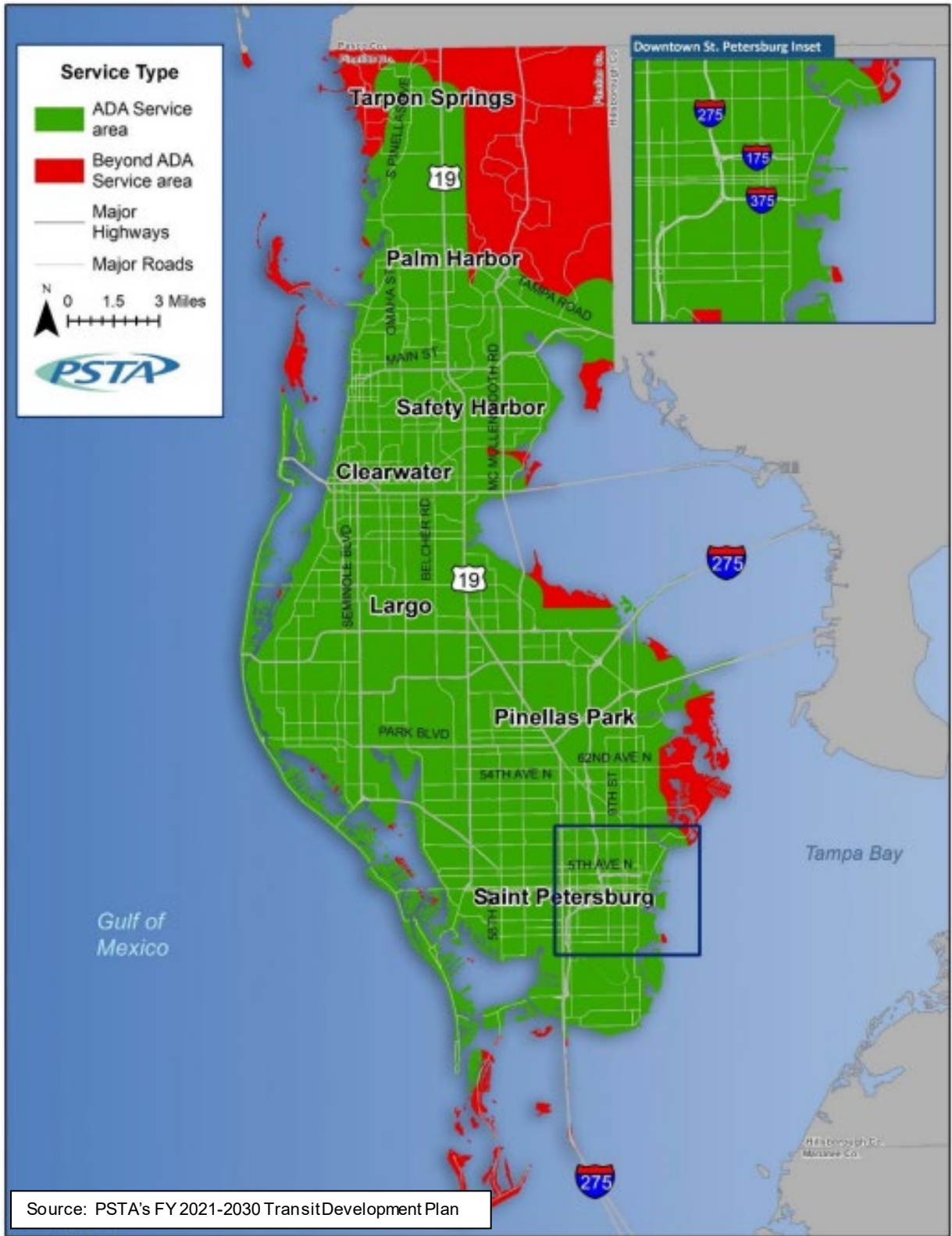


Figure 1

## Demographics & Land Use

The relationship between land use and transportation impacts the transportation disadvantaged, from the location of destinations like the grocery store and medical facilities to where people live. Forward Pinellas, as the planning council for Pinellas County as well as the metropolitan planning organization, considers the relationship between land use and transportation. This includes planning for transportation and land use together, so that places with higher density development also have sidewalks, bicycle facilities and transit facilities. Forward Pinellas produces a Countywide Plan Map that shows land uses in Pinellas County and includes multimodal corridors and activity centers.

Pinellas County is the most densely populated county in Florida, with 3,493 persons per square mile living within 280 square miles as of 2019 according to BEBR population estimates. The total population as of 2020 was estimated by the United States Census Bureau (American Community Survey) to be about 970,985. Nearly 25% of residents are over 65 and 18.3% of residents are below the poverty level (2013-2017 American Community Survey).

Table 1. 2020 American Community Survey Data, Five-Year Estimates

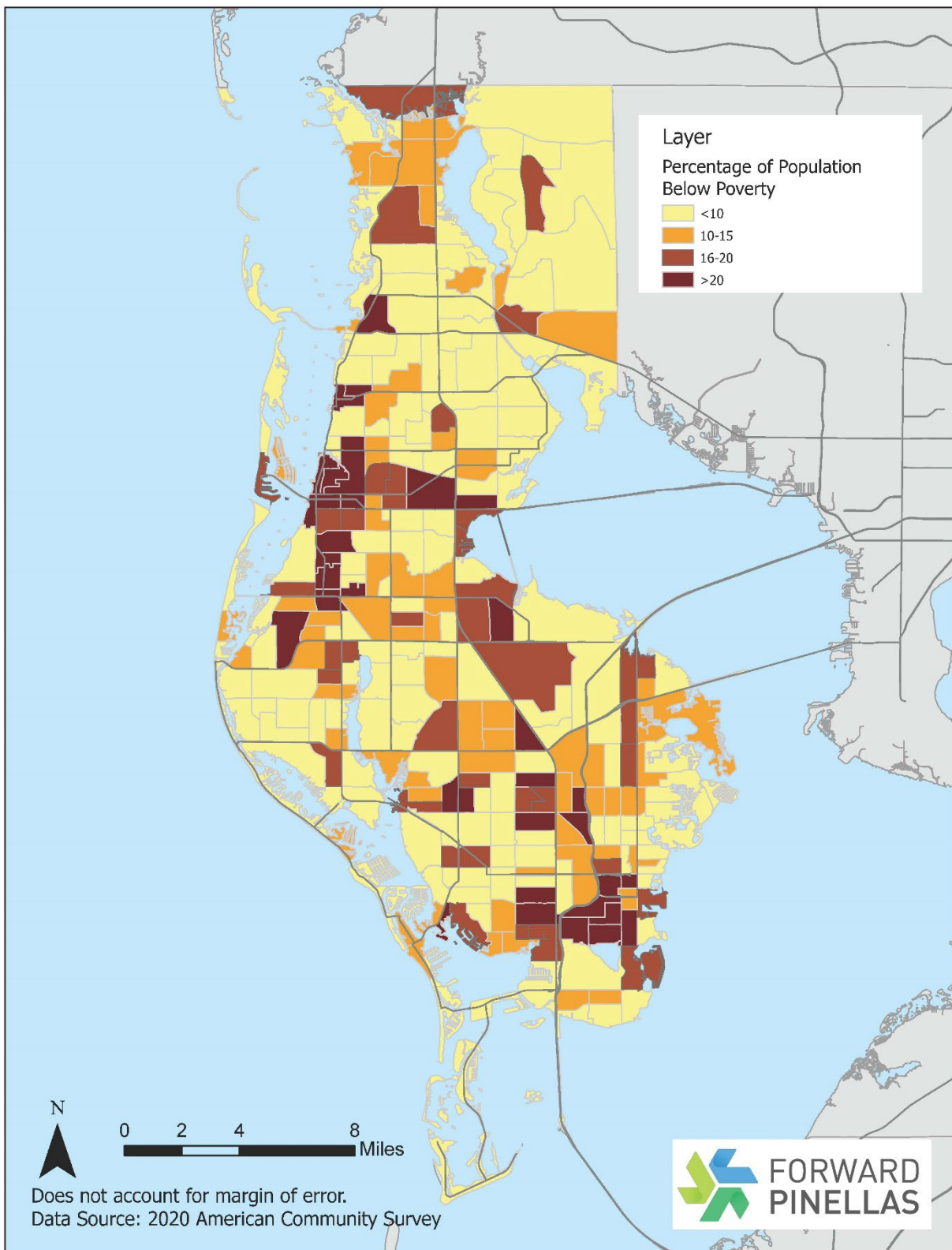
	<b>Estimate</b>	<b>Percent</b>
<b>Under 18</b>	156,932	16.2%
<b>18 years and older</b>	814,053	83.8%
<b>65 years and older</b>	241,177	24.8%
<b>Total households</b>	413,239	-
<b>Number of grandparents living with own grandchildren under 18 years</b>	17,543	-
<b>Median age</b>	48.4	-
<b>Median Income (households)</b>	\$56,419	-
<b>Mean income (households)</b>	\$81,769	-
<b>Per capita income</b>	\$36,754	-
<b>Labor Force Participation Rate (population 16+)</b>	-	58.4%
<b>Unemployment rate (population 16+)</b>	-	3%
<b>Educational Attainment, percent high school graduate or higher</b>	-	91.6%
<b>Educational Attainment, percent bachelor's degree or higher</b>	-	32.5%
<b>Civilian veterans</b>	80,084	-
<b>Civilian Noninstitutionalized population with a disability</b>	152,282	-
<b>Population living in different house from 1 year ago</b>	147,618	-
<b>Language spoken at home, other than English</b>	135,221	-
<b>Speak English less than "very well"</b>	46,452	-



<b>Percentage of all people whose income in the past 12 months is below the poverty level</b>	-	11.6%
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The following map (Figure 3) following shows the percentage of people whose income in the past 12 months is below the poverty level, by zip code. Figure 4 shows registered TD Program users by zip code. This is a snapshot in time, users are required to re-certify every year on a rolling basis, based on when they entered the TD Program.

Figure 2



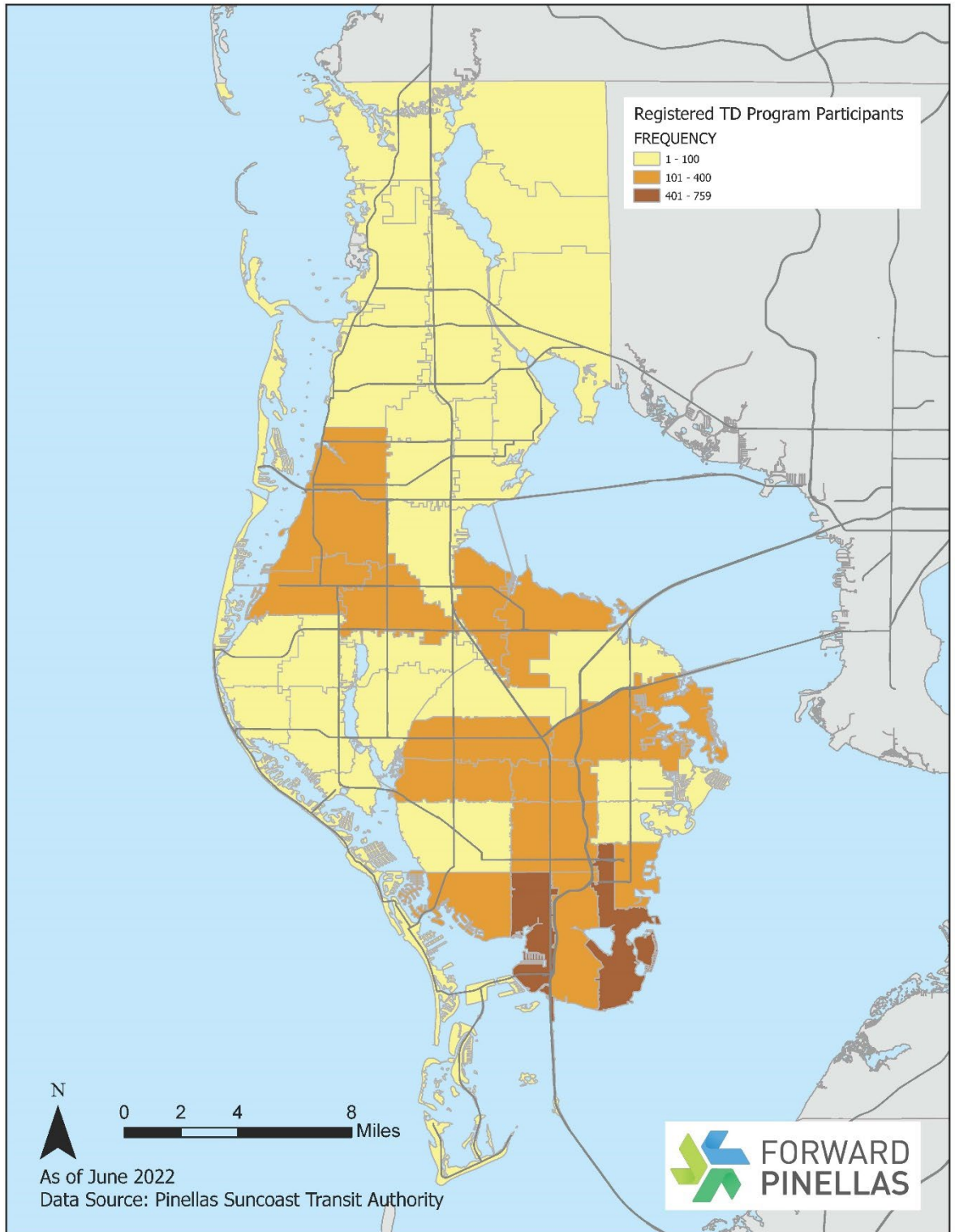


Figure 3

As mentioned in the service plan element, to qualify for TD Program, services in Pinellas County, individuals must be either low income (household income at or below 200% of the federal poverty guidelines), and/or unable to access transportation services on their own due to age or disability.

### *Trip Characteristics and Available TD Services*

According to past Annual Operating Reports, which are based upon sample data, the most common purpose of 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.

The PSTA is the primary public transportation provider in Pinellas County. It serves 22 of the 25 municipalities in Pinellas County as well as unincorporated areas (service is not provided within Belleair Beach, Belleair Shores or Kenneth City). PSTA's transportation services include fixed route bus service. Direct Connect first and last mile services using United Taxi, Uber, Lyft and Wheelchair Transport Service, Inc. express routes and paratransit services using TransDev, USURV and United Taxi. 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/>. PSTA also offers a first/last mile program for TD participants, TD Direct Connect, which gets people to frequent bus routes on Uber, Lyft, United Taxi, and Wheelchair Transport Service.

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. Approximately 57% of the agencies indicated that they provide transportation services, primarily bus passes. More than 68% of the agencies indicated that they assist TD customers. 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.

# Medical Facilities and Community Centers

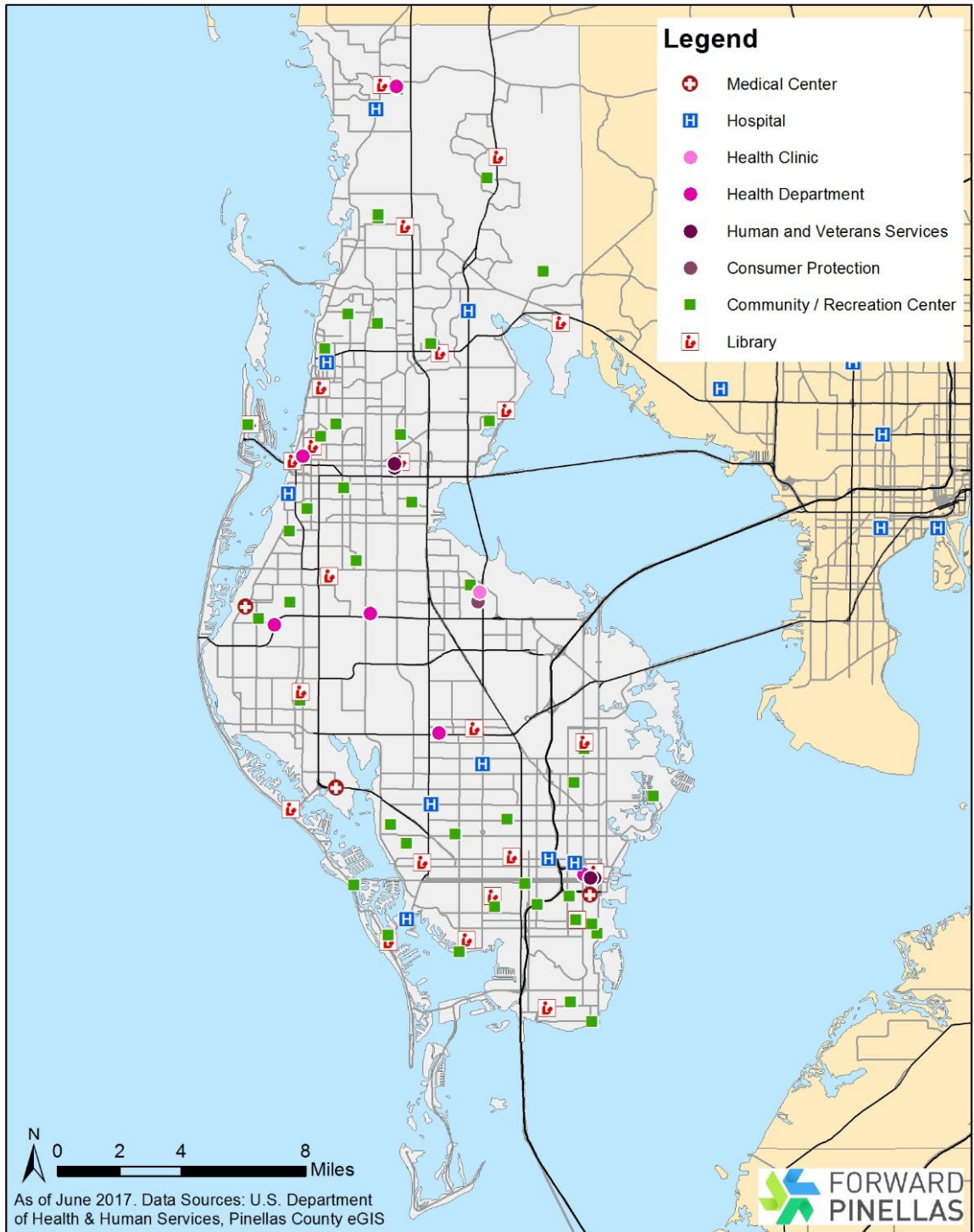


Figure 4

# Employment, Shopping and Higher Education Facilities

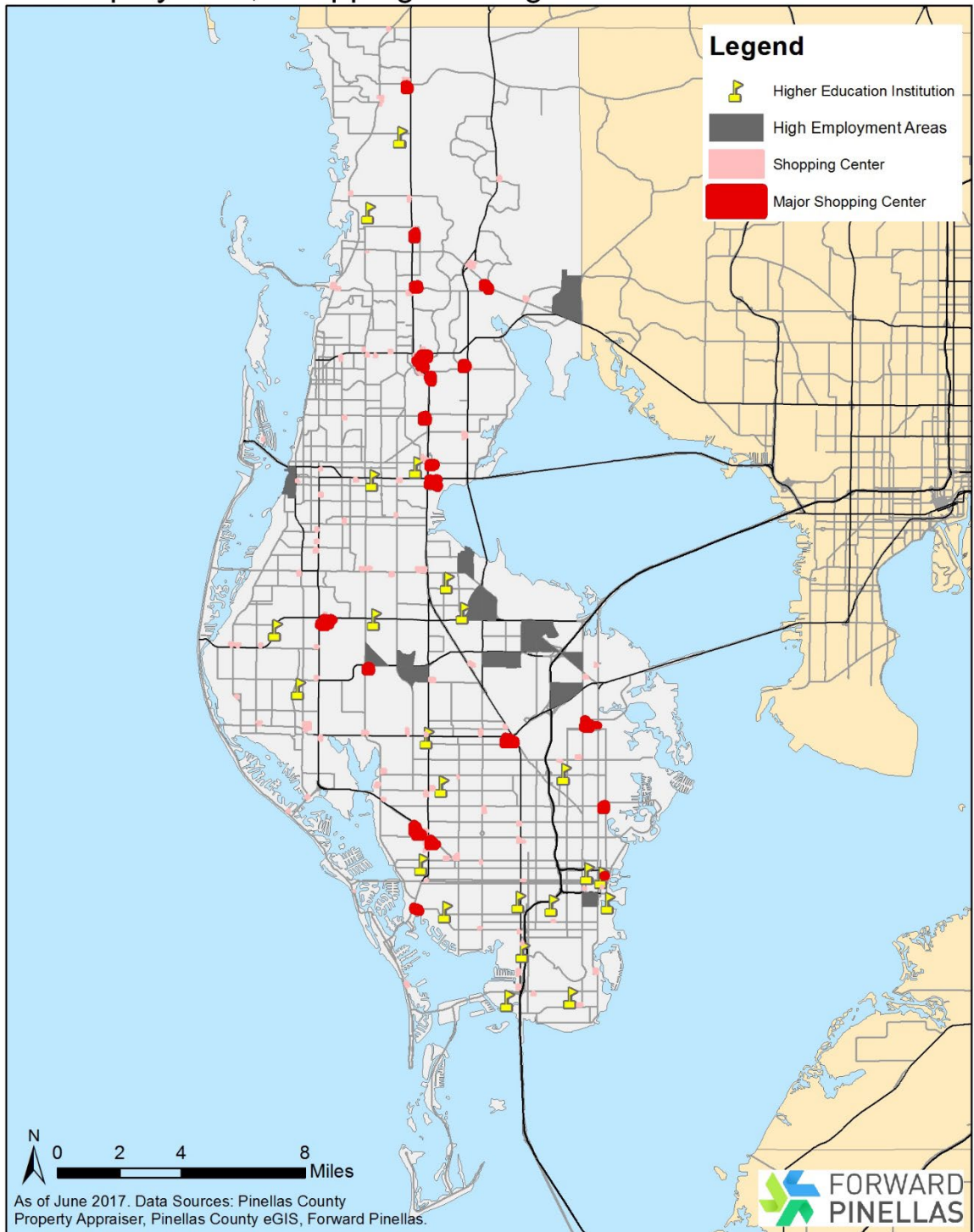


Figure 5

## C. SERVICE ANALYSIS

### Forecasts of TD Population

To project future TD population, Forward Pinellas utilizes the CTD forecast model developed by the Center for Urban Transportation Research (CUTR) in conjunction with the 2013 National Center for Transit Research “Forecasting Paratransit Service Demand – Review and Recommendations.” The forecast model includes inputs from the U.S. Census Bureau’s 2019 American Community Survey (ACS) on age, income and disability, as shown in Table 2.

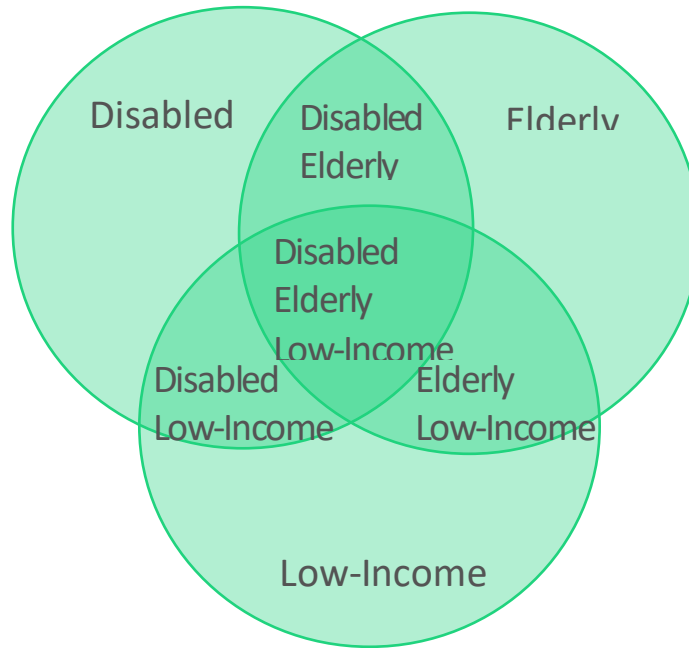
Table 2. 2019 Pinellas County TD Population

<b>Age Ranges</b>	<b>Population by Age</b>	<b>Population below Poverty</b>	<b>Population with a Disability</b>	<b>Population with a Disability and Below Poverty</b>
<b>&lt;5</b>	39,828	4,695	459	0
<b>5-17</b>	111,407	13,379	6,916	1,714
<b>18-34</b>	177,161	18,285	14,517	2,190
<b>35-64</b>	385,987	29,065	47,872	10,718
<b>Total Non-Elderly</b>	<b>714,383</b>	<b>65,424</b>	<b>69,764</b>	<b>14,622</b>
<b>65-74</b>	130,750	9,234	29,978	4,451
<b>75+</b>	111,201	7,799	51,099	6,031
<b>Total Elderly</b>	<b>241,951</b>	<b>17,033</b>	<b>81,077</b>	<b>10,482</b>
<b>Total</b>	<b>956,334</b>	<b>82,457</b>	<b>150,841</b>	<b>25,104</b>

Source: 2019 Census Data

Based on the inputs from Table 2, the model estimates that 362,517, or 37.9%, of the total Pinellas County population could be considered transportation disadvantaged. This includes those who may be transportation disadvantaged due

Figure 6



to age, poverty status and disability. Figure 6 shows the diagram utilized in the model to show the potential transportation disadvantaged population.

Based on population projections, the model shows that Pinellas County’s annual population growth will be 0.18%. The model estimates that 4.16% of the population has a severe disability. It also estimates that the transportation disadvantaged population will grow by approximately 1,600 individuals each year between 2017 and 2025. The following table shows estimates of Pinellas County’s transportation disadvantaged population in 2022 through 2027.

Table 3. Pinellas County TD Population Projections

		2022	2023	2024	2025	2026	2027
<b>Estimate non-elderly</b>	Low Income	51,070	51,159	51,249	51,339	51,429	51,519
	Disabled	55,433	55,530	55,627	55,725	55,823	55,920
	Both low income and disabled	14,699	14,725	14,751	14,777	14,802	14,828
<b>Estimate elderly</b>	Elderly	155,136	155,409	155,681	155,954	156,228	156,502
	Low Income	6,586	6,597	6,609	6,620	6,632	6,643
	Disabled	70,967	71,092	71,216	71,341	71,466	71,592



	Both low income and disabled	10,537	10,556	10,574	10,593	10,611	10,630	
<b>Total Non-Duplicated TD population</b>		364,428	365,068	365,707	366,349	366,991	367,634	

Utilizing this methodology, the percentage of the total population who are transportation disadvantaged continues to remain around 40% of the Pinellas County population. The needs assessment below details additional information about the potential future transportation disadvantaged population.

### Needs Assessment

The model provides projections on the future transportation disadvantaged population based on being elderly, low income or disabled. However, it is important to note that there are other factors to consider when forecasting the future transportation disadvantaged population. This includes considering children at risk and the aging population.

The Area Agency on Aging of Pinellas-Casco, Inc. 2019 Summary Plan Document includes population trends and characteristics of individuals 60+. The summary document shows that 32.2% over 30% of Pinellas County’s population is 60 or older (up from approximately 30% in 2014), and nearly 4% is 85 or older. Nearly 30% 30.6% of individuals 60+ live alone (up from less than 30%). The Census Bureau released a special study in 2018 entitled “The Population 65 Years and Older in the United States”. Highlights from that report show that the percentage of the population aged 65 and over is increasing, from approximately 12.4% of the total percentage in the nation in 2020 to 13.0% in 2030 and projected to reach 20.3% by 2030. The South is one of the regions that has experienced the fastest growth of those over 65 and over 85. Notably, the percentage of people with an independent living disability had one of the most noticeable increases: the disability rate for those aged 85 and older was almost six times the rate of those aged 65 to 74.

While not all of the elderly population will require the services of the TD Program, exploring how older adults are served is an increasing factor that must be considered. In 2014, the American Planning Association released its Aging in Community Policy Guide. As stated in the policy guide, more Americans are living longer and require a range in transportation choices. More recently, in a “Planning for the Needs of an Aging Population” webinar hosted by the American Planning Association, key takeaways from experts in aging were that 1) The built environment is not designed with everyone in mind; 2) What benefits older people is often helpful for everyone; and 3) People of all ages should have opportunities and places to engage with one another.

## **Barriers to Coordination**

Communication is a significant barrier to coordination. When the TDSP subcommittee met to discuss the TDSP survey results and goals, objectives and strategies for the TDSP, there was discussion on who to reach and how. Potential audiences are the public at large, elected officials, social service agencies (including those in the office and those on the “front lines”), families and friends of the transportation disadvantaged and the transportation disadvantaged themselves. For these potential audiences, the approach and materials needed to provide information on the TD Program may differ. Potential topics range and may include TD Program needs, services available and unmet needs. The range of audiences, their level of interest and the best way to reach them varies.

The Regional Mobility Needs Assessment (Appendix B) conducted for Hillsborough, Pasco and Pinellas counties addressed regional transportation disadvantaged concerns. Concerns continue to include the need for sustainable regional connections, travel training and assistance for individuals with disabilities, regional demand response service, expanded infrastructure, such as bus stops, and additional funding for nonprofit agency partners.

Regional service was piloted beginning in 2020 with the implementation of the Transportation Disadvantaged (TD) Tampa Bay program. Transportation Disadvantaged (TD) Tampa Bay provided service to the transportation disadvantaged within Tampa Bay Area Regional Transit Authority’s (TBARTA) five-county service area of Hernando, Hillsborough, Manatee, Pasco and Pinellas Counties until the funding was ended in 2021. Although regional funding temporarily lost funding, All of these are being addressed from a new contract for Travel Training implemented in 2022, to a Innovation and Service Development grant application to the CTD in coordination with Pasco and Hillsborough CTC’s to fund the regional trips.

The regional service was piloted beginning in 2020 with the implementation of the Transportation Disadvantaged (TD) Tampa Bay program. Transportation Disadvantaged (TD) Tampa Bay provided service to the transportation disadvantaged within Tampa Bay Area Regional Transit Authority’s (TBARTA) five-county service area of Hernando, Hillsborough, Manatee, Pasco and Pinellas Counties until the funding was ended in 2021.

## **D. GOALS, OBJECTIVES, STRATEGIES**

The following table documents the goals, objectives and strategies for the Pinellas TD Program, as well as measures and an evaluation of the measures which is completed annually during a review of the TDSP.

Table 4. Goals, Objectives and Strategies

Goal	Objective	Strategy	Measure	Evaluation of Measure*
1. Deliver cost-effective and efficient transportation services to the transportation disadvantaged in Pinellas County who do not have access to transportation to meet their transportation needs.	1.1. Utilize fixed route bus system with regional fare media (Flamingo) whenever possible	a. PSTA contracted Travel Trainer will provide training to transportation disadvantaged customers on how to utilize the fixed route system	· Number of trainings provided that resulted in using the fixed route system	
		b. Locate bus stops near common destinations for the transportation disadvantaged, including major employers, educational institutions, social service agencies, medical facilities and housing, with safe connections between the destination and transit stop	· Location of bus stops near common destinations · Number of safe connections (e.g. sidewalks) added between common destinations and bus stop	<ul style="list-style-type: none"> <li>▪ Expand Service Hours</li> <li>▪ Expand Service Frequency</li> <li>▪ Increase Service Area</li> <li>▪ Increase access to bus stops with free or \$1.00 Uber-style trips to/from bus stops</li> </ul>
	1.2. Promote trip sharing	a. Utilize group trips when feasible	· Number of group trips	
		b. Encourage paratransit service provider to book shared trips	· Number of shared trips	

\*Updated annually beginning with 2018 TDSP update, this evaluation may include establishing a baseline target or progress towards an established target.

<b>Goal</b>	<b>Objective</b>	<b>Strategy</b>	<b>Measure</b>	<b>Evaluation of Measure*</b>
2. Provide reliable transportation services to the transportation disadvantaged while also being innovative and responsive to community needs and local, state and federal policies.	2.1. Streamline application process to meet local and state requirements while being user-friendly	a. Internal review of application process, including required forms and application review timeframes	· Review of application process	
		b. Consult social services agencies regarding the application process and services provided	· Feedback from social service agencies	
		c. Explore ways to work with other agencies to provide efficiencies and improve services	· Development of ideas to provide efficiencies and improve services · Implementation of ideas developed	
	2.2. Conduct community outreach to promote TD Program and engage in discussion on community needs	a. Develop bulletin for social service agencies on services for the transportation disadvantaged	· Bulletin produced and distributed to social service agencies	
		b. Develop materials tailored to TD individuals, "front line" workers and social service agency office staff	· Materials developed for distinct audiences	
		c. Participate in community events	· Participation in community events	
		d. Speak and listen to interested groups about the transportation disadvantaged, available services and need	· Interactions with interested groups	
	2.3. Promote innovative services	a. Develop pilot programs to explore service delivery options	· Exploration of service delivery options · Development of pilot programs	

\*Updated annually beginning with 2018 TDSP update, this evaluation may include establishing a baseline target or progress towards an established target

<b>Goal</b>	<b>Objective</b>	<b>Strategy</b>	<b>Measure</b>	<b>Evaluation of Measure*</b>
3. Address the transportation needs of the elderly, disabled and low-income citizens within the Tampa Bay region.	3.1. Coordinate transportation disadvantaged planning in the Tampa Bay region.	a. Establish a regional LCB advisory committee with semi-annual meetings, at a minimum.	· Set up and maintain regional LCB subcommittee	
		b. Participate in FTA Section 5310 project review / selection process.	· Participation in regional project review / selection process	
		c. Monitor and update regional element of the Tampa Bay TDSPs.	· Up-to-date regional element	

\*Updated annually beginning with 2018 TDSP update this evaluation may include establishing a baseline target or progress towards an established target.

## E. IMPLEMENTATION SCHEDULE

The following table shows the general implementation schedule for annual TD Program milestones.

Table 5. Implementation Schedule

<b>Action</b>	<b>LCB Meeting</b>
CTC Evaluation	November
CTC Evaluation follow up	February
Bylaws Adoption	February
Grievance Procedures Adoption	May
CTC Agreements Approval	May
Rate Model	May
TDSP update	May
Annual Operating Report	September

Note: Should the LCB meetings or meeting dates be modified, the implementation schedule will be adjusted to ensure that all required actions occur as needed and will be reflected in LCB agendas and the Forward Pinellas website, as needed. Meeting notices for the LCB are published following CTD guidelines, which include advertisement in the newspaper with the largest circulation in Pinellas County.

## II. SERVICE PLAN

### A. OPERATIONS

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

- Bus fares 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. Fares are issued on reloadable Flamingo cards, a media which is accepted regionally and allows for partial fares to be transferred to a new card if the original is lost. Pinellas County considers individuals whose household income is at or below 200% of the federal poverty guidelines to be eligible for the TD bus 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. 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. These agencies include Arc Tampa Bay and Neighborly Care.

Group trips provided through Arc Tampa Bay, Neighborly Care Network and PARC are a cost-effective way to provide transportation services. Arc Tampa Bay provides service on a daily basis to individuals with developmental disabilities who range in age from eight weeks to over 80 years old. Neighborly Care Network transports individuals over 60 to adult day care centers, group dining sites, doctor's appointments and other sustenance-type destinations. In addition to group trips, Neighborly Care Network provides door-to-door ambulatory and wheelchair service, operating from 8 a.m. until 5 p.m., Monday through Friday. PARC provides transportation seven days a week for medical, recreational and work-related trips, serving individuals with disabilities. The Pinellas County TD Program also coordinates with and monitors transportation services provided by other agencies in the county through coordination contracts. All agencies receiving FTA Section 5310 Program funding in Pinellas County, for example, are required to have a coordination contract. Coordination contractors are listed in Appendix A, along with information on these agencies' transportation services.

Since 2016, PSTA has been awarded four Mobility Enhancement Grants and then an Innovation & Service Development grant from the Florida Commission for the Transportation Disadvantaged (CTD) to operate a pilot program, TD Late Shift. This program offers up to 25 rides a month to TD customers to or from priority trips, most often work, between the hours of 10 p.m. and 6 a.m. One ride is also available during the day for urgent trips through the Urgent Day program. This program, which utilizes Uber, Lyft, United Taxi, and Wheelchair Transport Services to provide services, is an innovative way to get people who work non-traditional hours to use lower-cost traditional fixed route services for their trip to or from work and get a door-to-door ride for the other trip (to or from work) that is outside fixed route service hours. This innovative service effectively extends the hours of public transportation. PSTA continues to work on program improvements include increasing program hours and adding a few stop locations. In 2019, PSTA's TD Late Shift program was designated the mobility innovation pilot of the month by the American Public Transportation Association (APTA). Other innovative pilot programs that meet a need should continue to be explored and encouraged, when able.

PSTA’s Direct Connect program began providing service to designated bus stops via Uber, United Taxi or Wheelchair Transport. Pinellas County was divided into zones and riders must take a trip within the zone around the designated bus stops. Under the program, the first \$5 of the trip is covered by PSTA and the remainder is paid for by the customer. In 2017, PSTA expanded its Direct Connect Program to 8 locations to provide more first/last mile connections throughout Pinellas County. In 2018, the Direct Connect Program expanded from a zone-based model with 8 locations to 24 locations without zones, and Lyft has been added. Additionally, TD Direct Connect was funded by the last CTD Innovation grant to increase the PSTA payment to the first \$9 for each ride for TD bus customers.

**Types, Hours, Days of Service**

Bus service varies depending on the route. Weekday service begins as early as 5:15 a.m. and ending as late as 1:020 a.m. Saturday service begins as early as 6:00 a.m. and ends as late as 1:00 a.m. Sunday service begins as early as 6:52 a.m. and ends as late as 11:11 p.m.

Ambulatory and wheelchair transportation services are available 24 hours a day, seven days a week. The Late Shift Program described above is also available to TD Program participants between the hours of 10:00 p.m. and 6:00 a.m. for priority trips that occur outside the hours of regular fixed route services. PSTA was also awarded a Mobility on Demand Sandbox grant to provide a same-day paratransit pilot program, which launched in the Summer of 2018. In 2019, PSTA began adding more riders resulting in ridership growth

**Accessing Services**

Information on PSTA, including the TD Program, is available via PSTA’s “InfoLine,” (727) 540-1900. Information regarding InfoLine is available to the public online at InfoLine | PSTA. In addition to the InfoLine’s regular operating hours, clients can leave a voicemail message 24 hours a day, 7 days per week. In addition, reservationists are available to take trip reservations for door to door TD Program trips.

Table 6. InfoLine Hours of Operation

Monday – Friday	6 a.m. – 8 p.m.
Saturday	7 a.m. – 8 p.m.
Sunday	8 a.m. – 4:30 p.m.

Table 7. Reservation Hours of Operation

Monday – Friday	8 a.m. – 5 p.m.
Saturday, Sunday, *holidays	9 a.m. – 5 p.m.

\*Holidays include Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas and New Year’s Day.



Provider phone lines are available for cancellations at any time. PSTA contracted providers have a supervisor/dispatcher on duty at any time a TD Program trip is on the road.

Individuals seeking access to TD Program services can find information on the PSTA website, [www.psta.net](http://www.psta.net), via the InfoLine, or in person at a local bus terminal. TD Program applications in English and Spanish are available through all of these sources, as is eligibility information and simple instructions explaining the application process.

Applicants are determined eligible for the TD Bus Fare and TD Door-to-Door if they reside in Pinellas County, have no access to a ride for priority trips, do not have access to a car, cannot get rides from others in their household, do not currently receive free bus rides through another program, and have an a documented income at or below 200% of the federal poverty level. Upon determining that an applicant is qualified for service, PSTA determines the appropriate mode of travel using the process described below. If a government agency has a formal agreement with the CTC, that agency can certify its own clients as meeting the eligibility criteria provided there is documentation that the client meets the Pinellas County TD Program requirements, serving as the client's TD application. This documentation must be available and produced if required for a CTC or state audit, inspection or review.

- Bus service availability. If bus service is available and usable within reasonable walking distance of TD-funded priority origins and destinations at times required, a bus card is assigned to the client. If bus service is not available or accessible for a TD-eligible trip, a difference accessible mode, typically ambulatory or wheelchair van service, is assigned for only those eligible trips for which the bus system will not meet the clients' trip needs.
- Ambulatory or wheelchair van. This is assigned if the client cannot transport themselves independently using other available modes for a priority trip(s).

Late Shift, TD Direct Connect, and Urgent Day are the three mobility programs available through the TD Program. Late shift is assigned when a client has a priority trip that must be taken overnight when local bus service is typically unavailable. Urgent Day is assigned during normal bus hours when an urgent priority trip is needed but normal bus service cannot provide the trip in a timely manner. TD Direct Connect pays the majority of the cost of an on-demand ride during bus hours to get to/from a nearby designated bus transfer location at the TD bus customer's direction and control.

All individuals not found eligible are promptly notified in writing of their eligibility determination, including subsequent steps necessary to appeal a denied application and to resubmit an application.

Individuals found eligible for ambulatory or wheelchair van service are notified in writing on how to access these services. Ambulatory or wheelchair van trips require trip reservations at least two days in advance of the ride. Return trips are available on both a scheduled and will-call basis. Trips are prioritized based on the type of trip, as shown in Appendix D. Customers are instructed to call PSTA's Mobility Reservation line directly to check on the status of their trip. Co-payment must be paid to the driver at the time of pick-up in accordance with the rates in Table 9. Should the customer need to cancel the trip, the rider must do so no less than two hours before the scheduled pick-up time. If the customer is not present at the scheduled pick-up time, the driver will wait at the pick-up location for five minutes. If after five minutes the client is still not present, the driver may consider the client a no-show and leave. No-show clients are subject to the No-Show Policy in Appendix E. In all cases involving a no-show, the operator shall inform PSTA.

Clients able to utilize the fixed route system are given the option to purchase a 10 non-consecutive day or 31 consecutive day bus fare with a copayment. Clients issued bus cards must pick them up at a local PSTA terminal or from an agency that has an agreement with PSTA to distribute passes. Passes may be mailed to individuals in situations where an eligible person is unable to access a local PSTA terminal due to special circumstances as determined by PSTA.

## **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 competitive procurement process to secure private providers for the TD Program. This has traditionally occurred simultaneously with the procurement for complementary ADA paratransit service. Paratransit services help people who cannot utilize PSTA's fixed route system. Eligible individuals receive door-to-door transportation service during the same hours as PSTA's fixed route bus service.

In October 2020 PSTA conducted a request for proposals (RFP) for paratransit service providers. The solicitation was posted on PSTA's website, and six proposals were received. Proposals were submitted by providers and reviewed by PSTA. The RFP included standards for performance expectations, as well as penalties and incentives. TransDev and Bay Area Metro were selected as the providers of paratransit services. PSTA approved a five-year contract with one five-year option for paratransit operation services with TransDev and Bay Area Metro. UZURV is a subcontractor to TransDev, so it can conduct ambulatory TD trips. Only TransDev will conduct wheelchair trips.

TD Program funding is also allocated to non-profit operators. The agencies receiving funding have demonstrated the ability to cost-effectively transport their TD-eligible clients and are therefore able to provide an acceptable alternative to the TD service provided through PSTA. Eligibility for transportation by one of the non-profit operators is determined by the operators based on the TD Program requirements related to age, disability and access to transportation. The LCB reviews the operator contract agreements annually. 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.

### **Public Transit Utilization**

In addition to its role as the CTC, PSTA is the public transportation provider for Pinellas County. As such, PSTA operates fixed route and paratransit services through much of Pinellas County. The paratransit service area map is shown in Figure 2. The fixed route network includes express bus service, local routes, and trolley services. The Suncoast Beach Trolley and Central Avenue Trolley are operated directly by PSTA and the Jolley Trolley is operated through a contract with a private provider. All PSTA bus passes, including the TD bus cards can be used on all of the routes listed above. The agency also has agreements with a transportation network company, taxicab provider and a wheelchair provider to provide connections to select transit stations through the Direct Connect program and to TD customers for late shift, TD Direct Connect, and urgent day trips.

Bus cards with TD fare products are provided to TD program participants with a co-payment, provided they meet the criteria discussed previously. These bus fares are a cost-effective way to provide transportation services for multiple trip needs.

Complementary ADA paratransit known as Access are provided by PSTA to persons eligible under the Americans with Disabilities Act (ADA). PSTA certifies whether a person has the ability to use fixed route service, including traveling to a bus stop, boarding a bus, and navigating the bus system. If the certification process determines a person is unable to use regular fixed route service, they will become eligible for Access, which is available to and from locations within  $\frac{3}{4}$  mile of PSTA's existing fixed route service and during the same days and hours of operation as the regular bus service. Additional information on PSTA's paratransit services can be found at [www.psta.net](http://www.psta.net) or by calling PSTA at (727) 540-1800. Per the State's requirements for the TD program, TD Door-to-Door service is not available for trips that can be provided through the Access service. TD Door-to-Door may be used to access destinations not accessible by bus service or Access service for those qualified (e.g. as to a toll collector job at Fort DeSoto Park because of the distance from the nearest bus stop and relationship to the Access/ADA service area.)

### **School Bus Utilization**

School bus utilization is considerably higher than the traditional multi-load transportation services in Pinellas County. Availability is also extremely limited. In 2021, PSTA entered into a contract with Pinellas County Public Schools to offer free PSTA bus rides to all public school students in the county on any PSTA bus at any time. Only occasional school bus transportation is provided when there are larger specialized group needs.

### **Vehicle Inventory**

The vehicle inventory is included in Appendix F.

### **System Safety Program Plan Certification**

All providers, operators and coordination contractors are required to develop a System Safety Program Plan (SSPP) in accordance with Chapter 427, Florida Statutes and Rule 14-90, Florida Administrative Code. Each SSPP must include specific procedures to follow in the event of a crash, fire or any other type of emergency. During the annual monitoring process mentioned previously, the CTC reviews the SSPP to ensure that vehicle and equipment safety, driver training, insurance, crash procedures and required regulations are addressed.

### **Intercounty Services**

PSTA operates two express routes that serve Hillsborough County. PSTA also has a local bus route that provides service between north Pinellas County and northwest Hillsborough County. The 100X Route provides an express service from St. Petersburg to Downtown Tampa. PSTA and the Pasco County Transit Authority (PCPT) meet in northern Pinellas County, providing an opportunity for riders to transfer between the two services. PSTA has a similar service arranged with Manatee County Transit crossing the Sunshine Skyway.

PSTA and HART have partnered to allow transit agencies in both Pinellas and Hillsborough County to utilize the same fare media. Branded Flamingo Fares Tampa Bay, the relatively new regional fare payment system simplifies transit use by enabling transit customers to purchase reloadable smart card passes for regional travel as at the prices described below. Customers may sign up to use Flamingo Fares Tampa at <https://flamingofares.com>. Participating counties include Hernando (TheBus), Hillsborough (HART/TECO Line Streetcar System), Pasco (PCPT), and Pinellas (PSTA/Jolley Trolley).

3 Consecutive Day Regional Pass\* . . . . . \$18.00  
7 Consecutive Day Regional Pass\* . . . . . \$25.00  
(Pilot Program March 13 - September 12)

Passport Monthly Pass\* . . . . . \$85.00

TECO Line Streetcar. ONLY.

1 Day Pass\*\* . . . . . \$5.00

Family Pass\*\* . . . . . \$12.50

\* Use on all PSTA and HART bus services, including the TECO Line Streetcar System, Looper Trolley and Jolley Trolley (excludes HARTPlus and PSTA DART paratransit).

\*\* Use on ONLY the TECO Line Streetcar System. A Family is considered 2 Adults and 3 Children, or 1 Adult and 4 Children. Adults: Age 18+ / Youth: Ages 5-17.

As described on page 16, significant progress was made beginning in December 2020 with regard to the provision of transportation services for the transportation disadvantaged at a cross-county level with the implementation of the Transportation Disadvantaged (TD) Tampa Bay program. Transportation Disadvantaged (TD) Tampa Bay provided service to the transportation disadvantaged within Tampa Bay Area Regional Transit Authority's (TBARTA) five-county service area of Hernando, Hillsborough, Manatee, Pasco and Pinellas Counties, in addition to existing services provided by the local service providers. The services included not only regional connectivity via cross-county trips, but also evening and weekend service for eligible transportation disadvantaged individuals to and from job training, employment, health care, and other life-sustaining services in the Tampa Bay region.

TD Tampa Bay was funded by a grant from the Commission for the Transportation Disadvantaged (CTD) and made possible by a partnership between TBARTA, UZURV and PSTA. Although, this service discontinued on July 1, 2021 when the governor signed legislation repealing the M-CORES statute that included the CTD grant funding TD Tampa Bay, the Florida Legislature subsequently provided funding in 2022 for the Commission for the Transportation Disadvantaged's (CTD's) Innovative Service Development (ISD) Grant program for State Fiscal Year 2022-23. The ISD Grant awards funding through a competitive grant process, for innovative TD service projects that support greater access to life-sustaining activities, regional mobility options, and connectivity to existing public transportation services.

PSTA applied for the ISD grant on behalf of Pinellas, Hillsborough, and Pasco County CTCs. This regional grant proposal would continue and help expand highly successful and transformational service for Transportation Disadvantaged (TD) citizens across the region. It would enable partnerships with Uber, Lyft, taxi, and wheelchair van service providers to provide cross-county trips for medical, work, or other life sustaining purposes, rides outside of regular operating hours for TD customers to and from work and other destinations and urgent same day trips. The proposed program, known as

Tampa Bay Mobility on Demand (MOD), would address transportation needs and provide a life-altering resource for our most vulnerable populations. With funding from this program, TD customers would have more affordable and high-quality transportation options for critical, life-sustaining trips.

Eligibility for this program is based on whether a person cannot access transportation due to age, income, or disability, does not own a vehicle, or does not reside with someone else in the household that can assist with transportation.

PSTA is working on intercounty service agreements with the CTCs from Hillsborough and Pasco counties for the TD Tampa Bay program that PSTA was awarded funds for starting in July 2022.

### **Emergency Preparedness and Response**

All individuals who become eligible for TD ambulatory or wheelchair service receive notice approved by the Emergency Operations Center (EOC) about evacuation and special needs shelter registration.

### **Educational Efforts/Marketing**

PSTA has a public outreach team that provides information on PSTA services and programs, including the TD Program. In addition, staff working with the TD Program presents information to interested agencies. Additional educational efforts and marketing documents are being considered that provide information on the TD Program, but that do not contain information that changes on a frequent basis. PSTA is also in the process of developing a new TD palm card that can be used with a How to Ride Guide and during travel training.

### **Acceptable Alternatives**

Chapter 427.016 Florida Statutes and Rule 41-2 Florida Administrative Code discuss alternative transportation disadvantaged services when alternate operators are proven to have more cost-effective rates, are not a risk to public health, safety, or welfare and where unique needs of a transportation disadvantaged individual cannot be purchased through the coordinated system. At this time, no alternative transportation disadvantaged services have been identified. Should the need for these services be identified, any services provided would be done in accordance with state and local regulations.

## Service Standards

Table 8. Service Standards

<b>Policy Area</b>	<b>Policy</b>	<b>Standard/Measure (if applicable)</b>
Drug and Alcohol	Each operator is required to have a Drug and Alcohol testing policy for all safety sensitive job positions. The policy must meet the requirements of the Federal Highway Administration and FTA provisions.	Drug and Alcohol testing policy for all safety sensitive job positions (yes/no)  Policy meets all required provisions (yes/no)

<b>Policy Area</b>	<b>Policy</b>	<b>Standard/Measure (if applicable)</b>
Transport of Personal Care Attendances (PCAs) and Dependent Children	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 and Responsibility of Child Restraint Devices Policy	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	N/A

	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.	
Passenger Property Policy	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
Vehicle Transfer Points Policy	As applicable, the operator must ensure that vehicle transfer points (e.g. PSTA terminals, bus stops, etc.) are safe. Shelters should provide reasonable protection from the elements.	N/A
Local Toll Free Phone Number	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 (yes/no)
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
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 (yes/no)  Safe and comfortable for passengers (yes/no)
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 approval of the invoice.	Billing data within ten days  Reimbursed within thirty days



<b>Policy Area</b>	<b>Policy</b>	<b>Standard/Measure (if applicable)</b>
Adequate Seating	Operators shall provide seating based on the vehicle manufacturer's specifications.	Seating based on vehicle manufacturer's specifications
Driver Identification	All coordinated system drivers are required to have an identification badge.	ID badge
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 Rob, on this & D&A I'm struggling with "coordinated system" vs. Operators & coordination contractors – I'd be more comfortable with the latter.
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
Passenger No-Show	The No-show policy is in Appendix E.	N/A
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
Two-Way Communication	All vehicles in the Coordinated System should have a two-way communications system in good working order.	Working two-way communications system (
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>Policy Area</b>	<b>Policy</b>	<b>Standard/Measure (if applicable)</b>
Service Effectiveness	The effectiveness of the transportation services provided by the Coordinated System will be evaluated by the CTC annually. The evaluation will include the review of operating data such as passenger trips per vehicle mile, operating expense per vehicle mile and passenger trips, and crashes per 100,000 vehicle miles.	<p>Passenger trips per vehicle mile</p> <p>Operating expense per vehicle mile</p> <p>Operating expense per passenger trips</p> <p>Crashes per 100,000 vehicle miles</p>
Public Transit Ridership Standard	The CTC has established a Public Transit Ridership Performance Standard that 100% of people who are able to access and utilize public transit will do so.	100% of people who are able to access and utilize public transit do so
Contract Monitoring	As part of the CTC's contract compliance review process, the CTC shall provide written results of the annual site visit to each transportation provider. Additionally, these results shall be provided to the LCB.	Written results of annual review to provider
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 schedule time (yes/no)
On-Time Performance Standard	The On-Time Performance Standard is in Appendix G. Compliance with these standards at or above 95% of the time shall be considered satisfactory.	On-time at or above 95% of the time
Advance Reservation	A minimum two day advance notification time is required to obtain traditional TD door-to-door services.	N/A
Customer Call Hold Time	95% of all ride-scheduling callers will remain on hold for no longer than one minute. No one shall be placed on hold for over three minutes.	95% of ride-scheduling callers on hold for no longer than one minute (yes/no)

		No one on hold for over three minutes (yes/no)
<b>Policy Area</b>	<b>Policy</b>	<b>Standard/Measure (if applicable)</b>
Local Crash Standard	The CTC has established a local crash standard of no more than ten crashes per 100,000 vehicle miles	No more than ten crashes per 100,000 vehicle miles (yes/no)
Local Roadcall Standard	The CTC has established a roadcall performance standard of no more than 1,500 roadcalls per year	No more than 1,500 roadcalls per year (yes/no)
Passenger database	The CTC maintains a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system also maintain passenger information files.	PSTA manages the required passenger database
Accessible Materials	Materials provided to the public by shall also be provided upon request in an accessible format in accordance with Title II of the Americans with Disabilities Act.	N/A

In compliance with Rule 41-2 Florida Administrative Code, pertaining to performance and operational standards, the Pinellas County CTC has established the policies and standards set below.

### **Local Complaint & Grievance Procedures/Process**

The complaint and grievance process will be conducted in accordance with state regulations and the Memorandum of Agreement between PSTA and the Commission for the Transportation Disadvantaged (CTD). All TD Program complaints received by the CTC are registered and require the call-taker to document the nature of the complaint on a standard form. The complaint is either addressed immediately if possible or researched further. The LCB shall receive updates on complaints and commendations.

If the complaint is not able to be resolved to the satisfaction of the customer through contact with PSTA or the CTD Ombudsman Program, the formal grievance process may be initiated following the established grievance procedures (available in Appendix H). The grievance procedures are reviewed and approved annually by the LCB.

### **CTC Monitoring of Contracted Operators/Coordinated System**

PSTA, as the CTC, annually reviews contracted operators and coordination contractors. As part of this review, the CTC reviews files provided by the

operator/contractor for required driver and insurance coverage information, vehicle maintenance and audit records, and the availability of a SSSP.

In addition to the annual review, the CTC conducts random field reviews of ride-scheduling services and vehicle inspections.

All the review information is documented in the forms provided in Appendix I. These forms are kept on file in the CTC's office and the transportation provider receives a copy of the form for their records. Review information is shared with the LCB.

As part of the annual evaluation of the CTC, information from the provider, operators and coordination contracts may be reviewed. Surveys of riders may also be conducted at that time.

### **Coordination Contract Evaluation Criteria**

To enter into a coordinated contractor agreement with the CTC, participating agencies must agree to comply with the coordinated transportation operator and/or contractor provisions contained in Chapter 427 Florida Statutes, and Rule 41-2, Florida Administrative Code. These provisions include the following:

- A minimum vehicle liability insurance requirement of \$200,000 per person and \$300,000 per incident;
- Development of a SSPP;
- Reporting requirements that include, but are not limited to the following:
  - A brief description of the overall agency function and transportation program;
  - The expected amount of funds to be used for transportation and per trip or unit cost;
  - The estimated number of one-way trips to be provided; and
  - Other information as required by the CTC to complete its Annual Operating Report

Agencies working with the CTC through coordination contracts are evaluated regularly to verifying whether they are providing trips in the most effective and efficient manner. The CTC receives an annual operating report with information on the services provided, such as the number of clients and cost of the trips.

## **B. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION**

The cost and revenue allocation method for coordinated transportation services, including the different types of trips and modes, takes into account the overall structure of the Coordinated System and how services are provided. The current ambulatory and non-ambulatory provider rates were set through a competitive RFP

process using service criteria established by PSTA. Co-payments for TD Program trips go directly to the provider and are considered part of the total trip cost; however, they are not shown in the reimbursement rates table.

Each year, the LCB reviews and approves a rate model, available in Appendix J. This model, which is provided by the Commission for the Transportation Disadvantaged and completed by the CTC, lists the rates at which the CTC and operators are reimbursed for TD Trips.

Table 9. Costs and Rates

Type of Service Provided	Unit	CTD Reimbursement Rate	Actual Cost per Unit	Customer Co-Payment
Ambulatory	Trip	\$27.70	*	\$3.00
Wheelchair	Trip	\$47.49	*	\$3.00
Group	Trip	\$12.94	**	(paid by agency)
31- Day Bus Fare	Pass		\$70.00	\$11.00
10-Day Bus Fare***	Pass		\$45.00	\$5.00

\*Per PSTA agreement with operator

\*\*Varies by group trip operator

\*\*\*The 10-Day fare can be purchased from PSTA or it may be provided by Pinellas County Human Services which has an agreement with PSTA. If provided by Pinellas County Human Services, an individual can upgrade to the 31-day fare by paying the \$6 difference between the regular 10-Day and 31-Day copayments.

Note: The TD Late Shift Program has a co-payment of \$9 per month.

### III. QUALITY ASSURANCE

A quality assurance review of PSTA is conducted annually. The review evaluates how well PSTA is following the guidelines set forth by the CTD in the quality assurance manual. This includes a review of PSTA's services; surveys of TD customers, purchasing agencies and transportation operators; and recommendations on potential changes for the next year. Whenever possible, a subcommittee of the LCB works with the Planning Agency on the initial review. A comprehensive review is then presented to the entire LCB and the recommendations are then presented to the Planning Agency Board (Forward Pinellas). Follow up regarding any concerns or outstanding issues is presented at the LCB meeting following the presentation and review of PSTA in their role as the CTC.

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- B. Regional Mobility Needs Assessment
- C. Survey Results
- D. Trip Prioritization
- E. No Show Policy
- F. Vehicle Inventory
- G. On Time Performance Standards
- H. Grievance Procedures
- I. Operator/Coordination Contractor Review Forms
- J. Rate Model

## Appendix A. Operators & Coordination Contractors

**Coordinating Contractors**

ACTS

Boley Centers

Creative Clay

City of Gulfport

Homeless Emergency Project

Louise Graham/R' Club

Operation PAR

PEMHS

Van Gogh's/Vincent House

Westcare

**Operators**

TransDev

Bay Area Metro

Neighborly Care Network

PARC

ARC Tampa Bay



## Appendix B. Regional Mobility Needs Assessment

February 2014

# Tri-County Area Regional Mobility Needs



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## Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation required that projects selected for funding under the Special Needs of the Elderly and Individuals with Disabilities (E&D, Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (NF, Section 5317) programs be derived from a locally developed, coordinated public transit human services transportation plan (LCHSTP). The LCHSTP must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public. The LCHSTP should contain enough information on the demographic composition and travel markets of the transportation disadvantaged population to be used as a tool for identifying and selecting projects that would provide the greatest benefit to the community.

The Tri-County Access Plan (TCAP) was developed as the LCHSTP in 2007 through an extensive public outreach process led by the Pasco, Pinellas, and Hillsborough Metropolitan Planning Organizations (MPOs) in partnership with the Florida Department of Transportation (FDOT) District 7 to meet the criteria of the SAFETEA-LU legislation. The plan resulted in a people-based approach to identify the region's mobility needs and potential solutions and strategies to meet those needs. The planning effort focused on improving the coordinated transportation services for the Tampa Bay area by combining MPO resources to leverage the available funding and support projects of regional significance that serve the target populations, as well as, projects that can improve local transportation. Following the development of the 2007 TCAP, the MPOs advertised for projects that could be funded under the JARC and New Freedom programs to meet the needs identified in the document. While FDOT administered and selected projects for the E&D program, the selected projects were required to be derived from the TCAP.

The TCAP was updated in 2009 to reflect more recent mobility needs of the target populations and to identify strategies and projects that may be funded under the JARC, NF, and 5310 programs to achieve the TCAP goals and address the existing needs and barriers to coordination. Projects that were submitted for JARC, NF, and/or E&D funding that addressed the TCAP strategies received additional consideration during the project selection process. The TCAP Update strategies are listed below along with the potential funding sources that could be used to achieve each of the strategies.

- Create a transportation network comprised of fixed-route, vanpool/carpool, and shuttle services that allows for expanded mobility in the evening hours and on weekends (JARC, NF, E&D).
- Improve coordination among public transit providers, human services agencies, and volunteer-based driver programs to provide greater mobility throughout the tri-county area (JARC, NF, E&D).
- Obtain additional funding for transit by pursuing grant opportunities, creating partnerships with local governments, and establishing transit funding taskforces (JARC, NF).

- Improve access to information about available transportation options and coordinate eligibility processes (JARC, NF).
- Create a network of transportation options that provides more personal service for persons with disabilities (NF, E&D).
- Establish a centralized location that provides information, training, and materials explaining the available transportation options in the tri-county area and coordinated eligibility (JARC, NF).
- Improve Americans with Disabilities Act (ADA) accessibility and mobility throughout the tri-county area (NF, E&D).
- Improve mobility and accessibility to transportation options in rural areas and areas without public transportation (JARC, NF).
- Expand the availability of transportation options to provide additional trips for older adults, people with disabilities, and individuals with lower incomes (JARC, NF, E&D).

The SAFETEA-LU law expired on September 30, 2012 and Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) took effect on October 1, 2012. With the implementation of MAP-21, several grant programs were consolidated or repealed. As such, no new funding was authorized for the JARC and NF programs. JARC activities are now eligible under the Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311). Activities eligible under the former New Freedom program are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310). MAP-21 retained the requirement that projects that are funded through the 5310 program be included in an LCHSTP. Transportation Disadvantaged Service Plans (TDSPs) that are developed through and approved by the input of Local Coordinating Boards (LCBs) whose membership includes citizens, public transportation, and human services providers may be used as the LCHSTP.

FDOT has been designated as the recipient for the tri-county area's Section 5310 funding to oversee the requests for funding and qualifications process for the tri-county area and the administration of the program. As partners in this process, the Hillsborough, Pasco, and Pinellas MPOs are responsible for ensuring that projects selected for Section 5310 funding are consistent with the objectives of the LCHSTP. Therefore, with the legislative changes affecting the JARC and New Freedom programs, the tri-county MPOs initiated a study to identify the travel needs of the region's transportation disadvantaged population. The results of this study are presented in this report which will be utilized as a regional mobility needs chapter for inclusion in the TDSPs of the MPOs. This chapter will, in turn, serve as a guide for the selection of projects eligible for Section 5310 funding. The TDSPs, with the regional mobility needs chapter included, replace the TCAP as the LCHSTP for the tri-county MPOs.

## **Program Description**

This section includes a description of the funding program that applies to the regional mobility needs documented in this update to the TDSPs. While MAP-21 requires that projects funded through the

Section 5310 program be included in the LCHSTP, the tri-county area has previously funded projects through the JARC program, which has been eliminated with the option to continue funding those projects out of the respective Section 5307 and/or Section 5311 funds. Therefore, the JARC program is not specifically discussed in this document, but needs that were identified during the public outreach process that specifically relate to the JARC program (transportation for low-income individuals to and from jobs and activities related to employment and for reverse commute projects) have been included in this report for consideration. In addition, the map series included in the next section presents low-income households and persons below the poverty level to depict areas within the three counties with greater than average low-income populations.

- **Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)** - This program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.
  - **Eligible Activities**
    - At least 55% of program funds must be used on capital projects that are:
      - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
    - The remaining 45% may be used for:
      - Public transportation projects that exceed the requirements of the ADA.
      - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
      - Alternatives to public transportation that assist seniors and individuals with disabilities.
  - **Funding**
    - Funds are apportioned for urbanized and rural areas based on the number of seniors and individuals with disabilities.
    - Federal share for program administration activities is 100 percent of up to 10 percent of the apportionment for recipients and can also be passed through to sub-recipients for similar program administration and planning activities.
    - Federal share for capital and mobility management projects (including acquisition of public transportation services) is 80%.
    - Federal share for operating assistance is 50%.
    - Federal share is 90 percent for vehicle-related equipment and facilities required by the Clean Air Act (CAA) or the ADA.
    - Adopts New Freedom funding allocations:
      - 60% to designated recipients in urbanized areas with a population over 200,000.
      - 20% to states for small urbanized areas.

- 20% to states for rural areas.
- **Ongoing Provisions**
  - Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204 (as in former Section 5310 program).
  - Permits designated recipients and states to carry out competitive process to select subrecipients.
  - Recipients must certify that projects selected are included in a LCHSTP. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.
  - Permits acquisition of public transportation services as a capital expense.

## **Status of New Freedom Program Funding**

The FTA created the New Freedom program to encourage services and facility improvements that address the needs of persons with disabilities that go beyond the requirements of the ADA. New Freedom program details are listed below.

- Funds are allocated through a formula based upon population of persons with disabilities.
- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the New Freedom program since the MPOs established the regional partnership are listed below by service area.

### ***Hillsborough County***

*Hillsborough Area Regional Transit* – Construction of 20 ADA-compliant bus pads and sidewalk improvements at sites that meet a combination of high ridership usage, key destinations including employment, and a need for ADA compatible improvements.

*Hillsborough Area Regional Transit* – Adding a bilingual travel trainer to the travel training program to train individuals with disabilities, lower-income persons, or seniors who are transportation disadvantaged on how to use the fixed-route bus or paratransit service to go to work and attend other activities.

*Quality of Life Services* – Expand the transportation mobility options available to more than 4,000 seniors and adults with disabilities in Hillsborough County using daytime, evening, and weekend door-



to-door services. This program also includes specialized driver training, consumer/rider education, outreach services, program administration, and implementation.

### ***Pinellas County***

*Pinellas Suncoast Transit Authority* - Secured funding to hire a full-time Mobility Manager that will lead the coordination of the TD, demand response transportation (DART), and Medicaid programs. Additionally, some of the funding from the grant will be used to develop a public information campaign and conduct travel training.

*Pinellas Suncoast Transit Authority* – Development of “one-stop” information center; travel training; trip planning; coordinating providers, funding agencies, and persons needing trips; planning and implementing coordinated services; and creating a network of transportation options that provides more personal service for persons with disabilities.

*Pinellas Suncoast Transit Authority* – Implement new connector service in the Dunedin/Palm Harbor area. This service will offer passengers the option of calling for a ride, route deviation service, or being picked up by the vehicle at one of its regularly scheduled stops along the service corridor.

*Neighborly Care Network* – Expansion of the EZride program which is a pre-paid fee volunteer-based transportation program that enhances the quality of life for elderly and disabled populations by providing more transportation options to community activities.

*Faith in Action* – Expand the transportation service of the Independent Living Program providing transportation to medical and business appointments, grocery shopping, and running errands for elderly and disabled persons in the Northern Pinellas County area.

### ***Pasco County***

*Center for Independence* – Continuation and enhancement of on-demand transportation services to adults with disabilities throughout Pasco County; expand on-demand services on weekdays, evenings, and weekends; offer on-demand links to existing public transportation services; and maintain a call center and community outreach coordinator.

*Harbor Behavioral Health Care Institute* – Comprehensive educational, training, and information program to increase the use of fixed-route transit by people in the target populations through the implementation of a Transportation Awareness Program (TAP).

## **Status of JARC Funding**

The FTA created the JARC program to provide funding for projects that transport low income individuals to and from jobs and activities related to employment, and for reverse commute projects. JARC program details are listed below.

- Funds are allocated through a formula based upon the number of eligible low-income and welfare recipients.
- States and designated recipients must select grantees competitively.
- Local match may be derived from other Federal non-Department of Transportation funds that are eligible to be expended for transportation, other than from the DOT programs.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation such as Health and Human Services or Agriculture.
- Projects must be included in a LCHSTP beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

Projects that have been funded in part by the JARC program since the MPOs established the regional partnership are listed below by service area.

### ***Hillsborough County***

*Hillsborough Area Regional Transit* – Using JARC funds, HART implemented late night weekday service on 8 routes, increased weekday frequency on Route 39, Saturday service on 7 routes, and Sunday service on 9 routes. These routes connect low-income workers with employment opportunities.

*Hillsborough County Sunshine Line* – Transportation for low-income residents to work and work-related activities such as job training and interviews.

*Pyramid, Inc.* – Purchase of a wheelchair accessible vehicle and associated maintenance, operations, and administration to provide students with developmental disabilities with transportation.

### ***Pinellas County***

*Pinellas Suncoast Transit Authority* – Enhanced frequency from 75<sup>th</sup> and Gulf Boulevard to Pass a Grille on the Central Avenue Trolley. This route serves numerous employment destinations for service industry workers, including hotels and restaurants.

*Suncoast Center, Inc.* – Small loans through the Ways to Work program for low-income working parents to purchase or repair cars.

### ***Tri-County Area***

*WorkNet Pinellas, Inc.* – Voucher-type incentive system to provide gas cards to help cover the cost of fuel for economically disadvantaged participants. This is a Workforce Partnership project comprised of three Regional Workforce Boards and operates in Hillsborough, Pasco, and Pinellas counties.

## **Assessment of Target Populations**

This section includes an overview of the target population trends in the State of Florida, the available transportation services, the target population trends within the tri-county area, and a review of plans

and policies that affect transportation for individuals with disabilities, older adults, and people with low incomes living within the tri-county area.

## State of Florida

The State of Florida has been characterized as having a high elderly population in comparison to other states, which can directly affect the provision of transportation services. Elderly populations tend to have higher demand for transportation alternatives to sustain a healthy quality of life. As their ability to drive decreases or income restrictions prevent access to private automobiles, public services help serve the needs of these individuals. Based on the 2012 U.S. Census American Community Survey (ACS), Florida's population is comprised of 18 percent or 3.4 million people that are age sixty-five and older. Of those persons age 65 and older, 10.2 percent are below the federal poverty level.

In addition to the many older residents, 13 percent of Florida's population qualifies as having a disability according to the 2012 ACS. These individuals often require transportation services to both life sustaining and quality of life activities. The New Freedom program previously provided a resource to assist in the delivery of public transportation to this group; however, these activities are now eligible under the Section 5310 program administered by FDOT.

Low-income populations were addressed in the TCAP Update to determine persons who cannot access transportation based upon affordability. Transportation for low-income persons to access jobs and job-related activities was an eligible activity under the previous JARC program. The JARC program was repealed but the transportation needs for persons living below the poverty level remain and therefore, were reviewed as part of this needs assessment. Approximately 27 percent of the households in the State of Florida earn less than \$24,999 annually. In fact, 17 percent of Florida's population lived below the federal poverty level based on the 2012 ACS. The federal poverty level is measured by size of family and number of related children under the age of 18. The 2012 poverty levels are displayed in Table 1. It should be noted that many public transportation programs define low income as some percentage of the Federal Poverty Level, i.e., 200%, 150%.

Census data for individuals with disabilities was not updated with the completion of the 2010 U.S. Census; therefore, geographic data was not produced and was not available for mapping purposes. The 2012 ACS data for individuals with disabilities was reviewed as part of this analysis. The ACS has replaced the Census long form for collecting the data on individuals with disabilities; however, it is noted that the ACS and Census should not be used for comparison purposes as the ACS uses a narrower definition of disability. The estimated State of Florida 2012 population with a disability according to the ACS definition was 2,373,359 or 12.8 percent of the population.

**Table 1: Poverty Thresholds for 2012 by Size of Family and Number of Related Children Under 18**

Size of family unit	Weighted average thresholds									
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual).....	11,720									
Under 65 years.....	11,945	11,945								
65 years and over.....	11,011	11,011								
Two people.....	14,937									
Householder under 65 years.....	15,450	15,374	15,825							
Householder 65 years and over.....	13,892	13,878	15,765							
Three people.....	18,284	17,959	18,480	18,498						
Four people.....	23,492	23,681	24,069	23,283	23,364					
Five people.....	27,827	28,558	28,974	28,087	27,400	26,981				
Six people.....	31,471	32,847	32,978	32,298	31,647	30,678	30,104			
Seven people.....	35,743	37,795	38,031	37,217	36,651	35,594	34,362	33,009		
Eight people.....	39,688	42,271	42,644	41,876	41,204	40,249	39,038	37,777	37,457	
Nine people or more.....	47,297	50,849	51,095	50,416	49,845	48,908	47,620	46,454	46,165	44,387

Source: U.S. Census Bureau

## Hillsborough County

Hillsborough County is located on Florida’s West Coast adjacent to Pasco and Pinellas counties. The majority of the county is urbanized, but there are still outlying rural areas that have limited public transit access. The estimated 2012 population for Hillsborough County totaled 1.3 million. Of this population, approximately 12 percent are age 65 and older, 12 percent have some type of disability, 19 percent are living in poverty as defined by the U.S. Census Bureau, and 27 percent of households earn \$24,999 or less annually.

Maps 1 through 4 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the south near Wimauma and Ruskin, along U.S. Highway 301 near Big Bend Road and Sun City Center Boulevard, Plant City, to the north along Paul Buchman Highway, north along Morris Bridge Road near the Pasco County line, and west near Patterson Road along the Pinellas County line. Greater proportions of persons below the poverty line are residing in North Tampa along E. Fletcher Avenue and E. Fowler Avenue, Martin Luther King, Jr. Boulevard in Plant City, and Brandon.

To gain an understanding of the transportation needs of Limited English Proficiency (LEP) persons, the number and proportion of LEP persons in Hillsborough County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 2 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Hillsborough County. Approximately 10 percent of the Hillsborough County population age 5 and older speaks a language other than English.

# TDSP REGIONAL MOBILITY NEEDS

## Map - 1 Hillsborough County Elderly (60+) Population

### Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

### Elderly (60+) Population

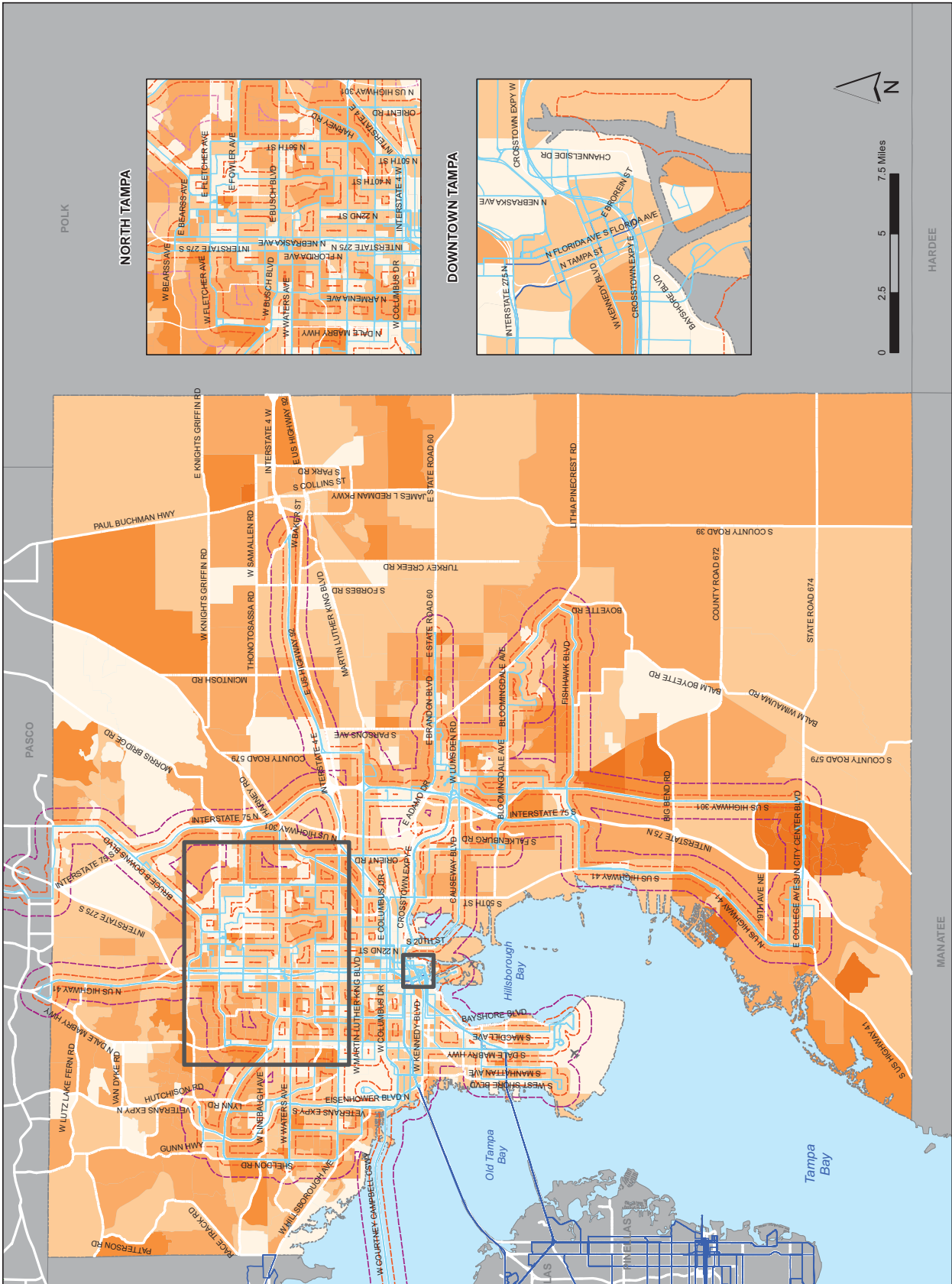
- < 100
- 100 - 250
- 250 - 500
- 500 - 750
- > 750

(per Census Block Group)



ACCORD: It is intended that the accuracy of this map is as shown. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



**TDSP REGIONAL MOBILITY NEEDS**

**Map - 2 Hillsborough County Households Below Poverty Line**

**Legend**

- HART Routes
- PCPT Routes
- PSSTA Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area

**Below Poverty Line**

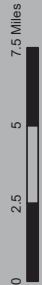
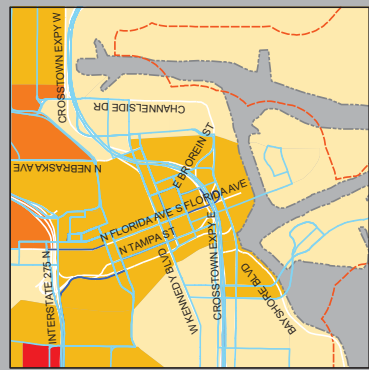
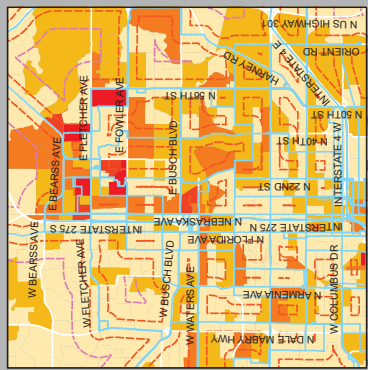
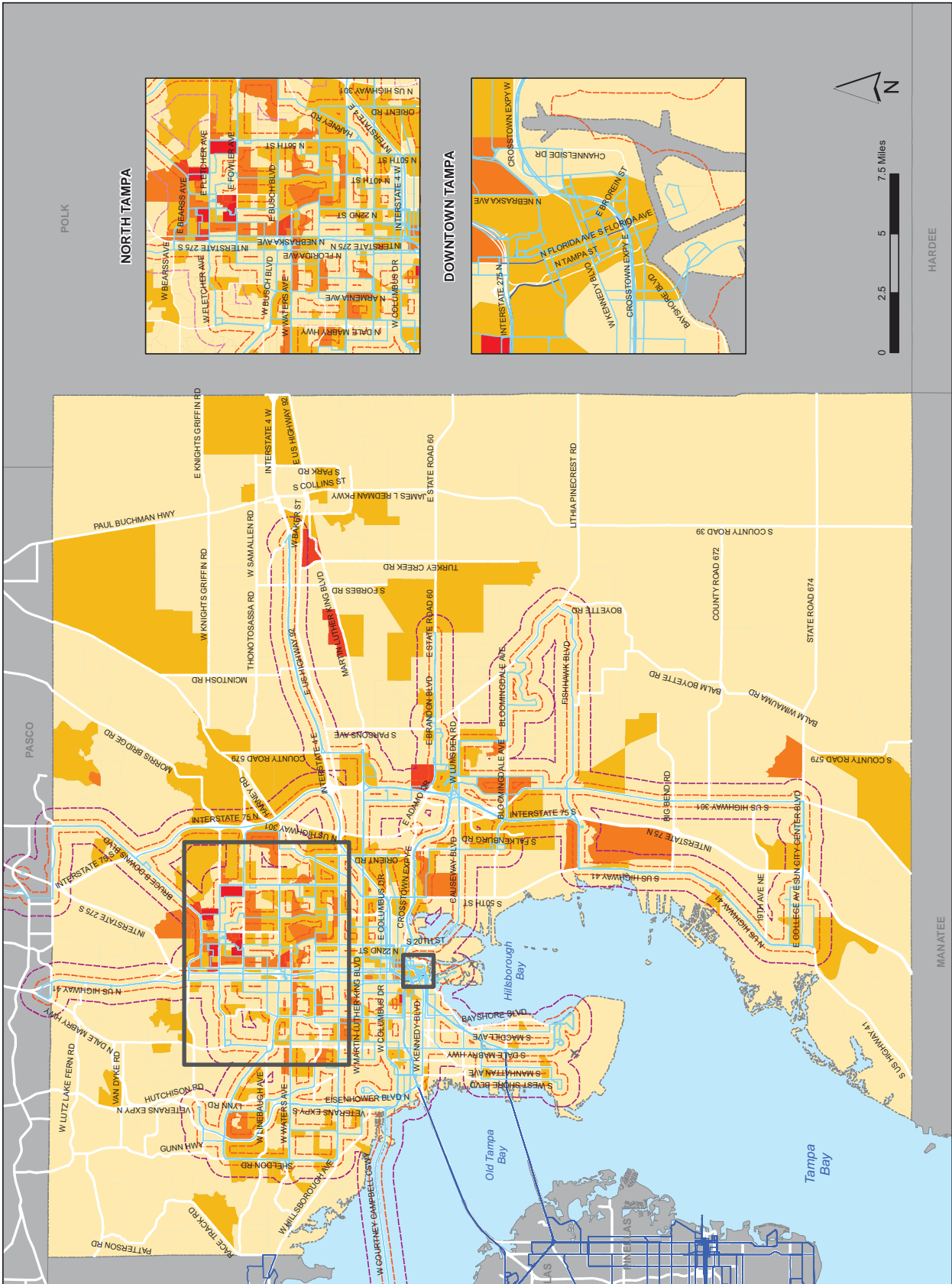
- < 100
- 100 - 200
- 200 - 300
- 300 - 400
- > 400

(per Census Block Group)

**Tindale-Oliver & Associates, Inc.**  
Planning and Engineering

ACCRIB: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013








HARDEE

MANATEE






**TDSP REGIONAL MOBILITY NEEDS**

Map - 3  
 Hillsborough County  
 Low-Income Households  
 (< \$ 25,000)

**Legend**

-  HART Routes
-  PCPT Routes
-  PSTA Routes
-  HART 1/4 Mile Service Area
-  HART 3/4 Mile Service Area

Low-Income Households

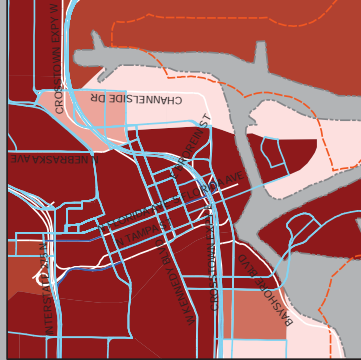
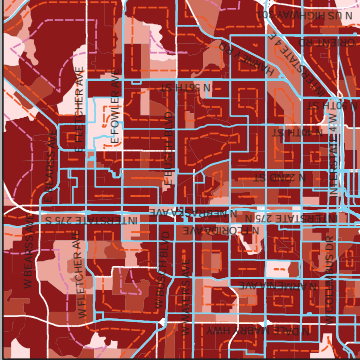
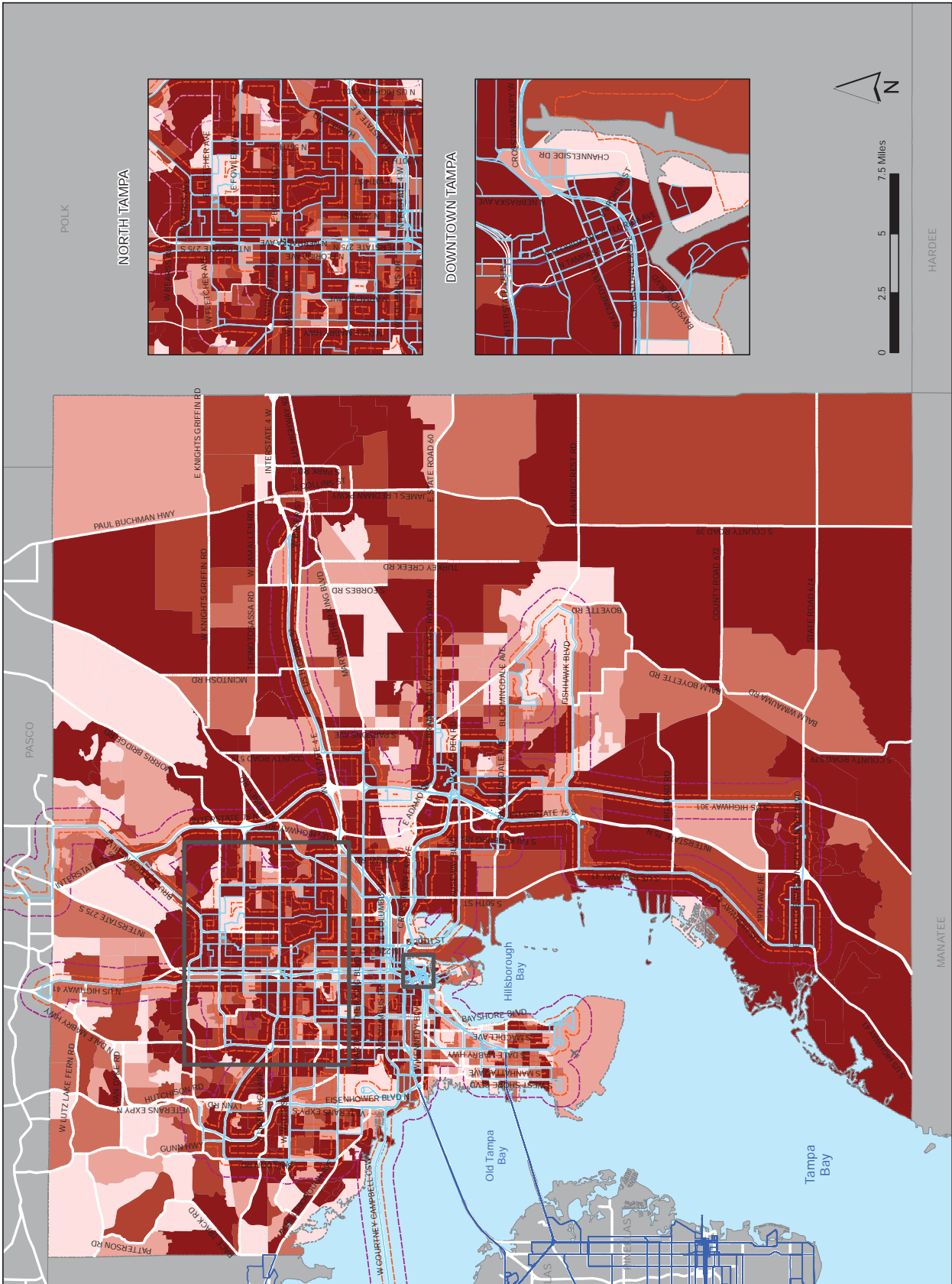
	< 25
	26 - 50
	51 - 75
	76 - 100
	> 100

(per Census Block Group)



ACDIS: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



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## TDSP REGIONAL MOBILITY NEEDS


Map - 4  
Hillsborough County  
Population Density

### Legend

- HART Routes
- HART 1/4 Mile Service Area
- HART 3/4 Mile Service Area
- PCPT Routes
- PSTA Routes

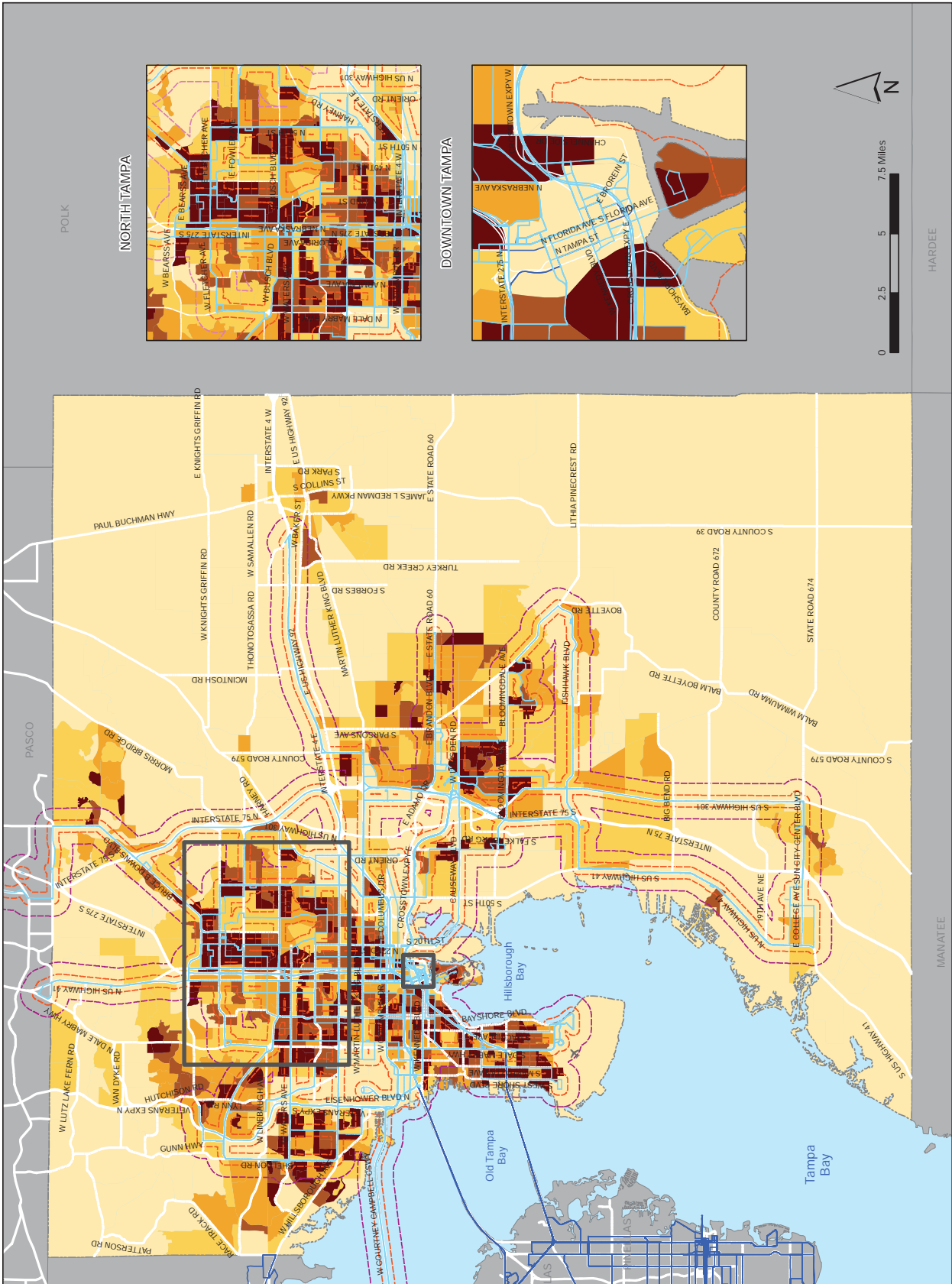
Persons per Acre

- 0 - 2
- 2 - 4
- 4 - 6
- 6 - 10
- 10+



ACCRIB: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Sources: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013





**Table 2: Hillsborough County LEP Population**

Hillsborough County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
94,365	8,560	10,291	1,992	115,208	1,138,570	10%

Source: 2012 ACS.

Map 5 present the above average LEP block groups and the Hillsborough Area Regional Transit (HART) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing to the north along the Pasco County line, west Tampa, Plant City, Brandon, Gibsonton, Wimauma, and Ruskin.

### Pasco County

Pasco County is located on Florida’s West Coast just north of Hillsborough and Pinellas counties. The unincorporated portions of Pasco County include approximately 84 percent of the total land area. The estimated 2012 population for Pasco County totaled 464,239. Of this population, approximately 22 percent are age 65 and older, 16 percent have some type of disability, 13 percent are living in poverty as defined by the U.S. Census Bureau, and 28 percent of households earn \$24,999 or less annually.

Maps 6 through 9 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in Pasco County. Higher than average populations of older adults are shown in portions of Zephyrhills, New Port Richey, south Pasco between Trinity Boulevard and Gunn Highway, and north of SR 52 to the Hernando County Line. Greater proportions of persons below the poverty line are residing in south Zephyrhills along SR 39, Shady Hills, Ladoochee, and portions of New Port Richey.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pasco County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 3 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pasco County. Approximately 4 percent of the Pasco County population age 5 and older speaks a language other than English.

**Table 3: Pasco County LEP Population**

Pasco County						
Total Spanish	Total Indo-European	Total Asian and Island Pacific	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
13,287	3,767	1,915	561	19,530	436,142	4%

# TDSP REGIONAL MOBILITY NEEDS

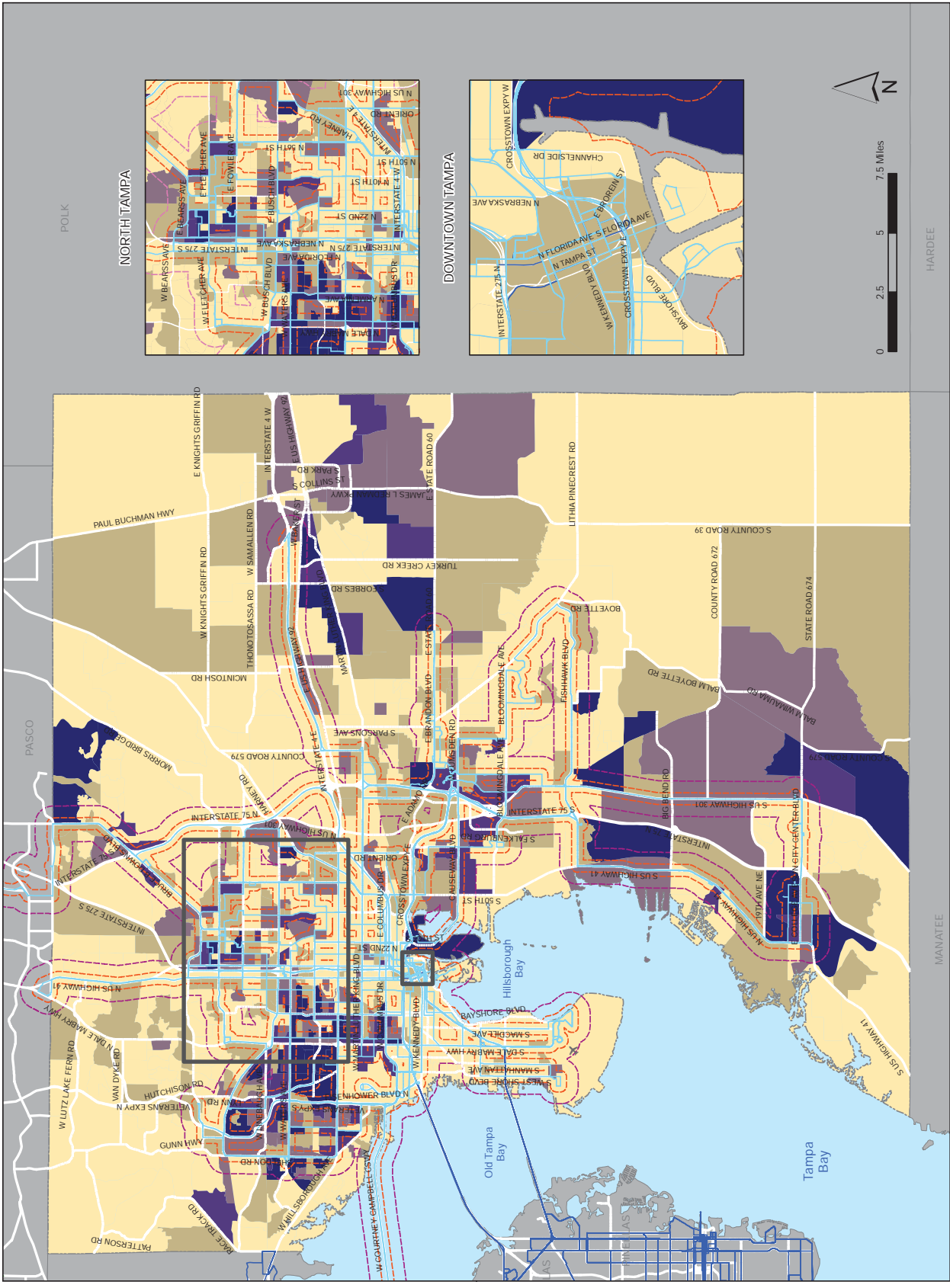
Map - 5  
 Hillsborough County  
 Limited English  
 Proficiency

- ## Legend
- HART Routes
  - HART 1/4 Mile Service Area
  - HART 3/4 Mile Service Area
  - PCPT Routes
  - PSTA Routes
  - LEP Persons
- < 100
  - 100 - 200
  - 200 - 300
  - 300 - 400
  - > 400
- (per Census Block Group)



ACQUIROR: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013

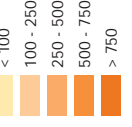


# TDSP REGIONAL MOBILITY NEEDS

Map - 6  
Pasco County  
Elderly (60+) Population

## Legend

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes
- Elderly (60+) Population

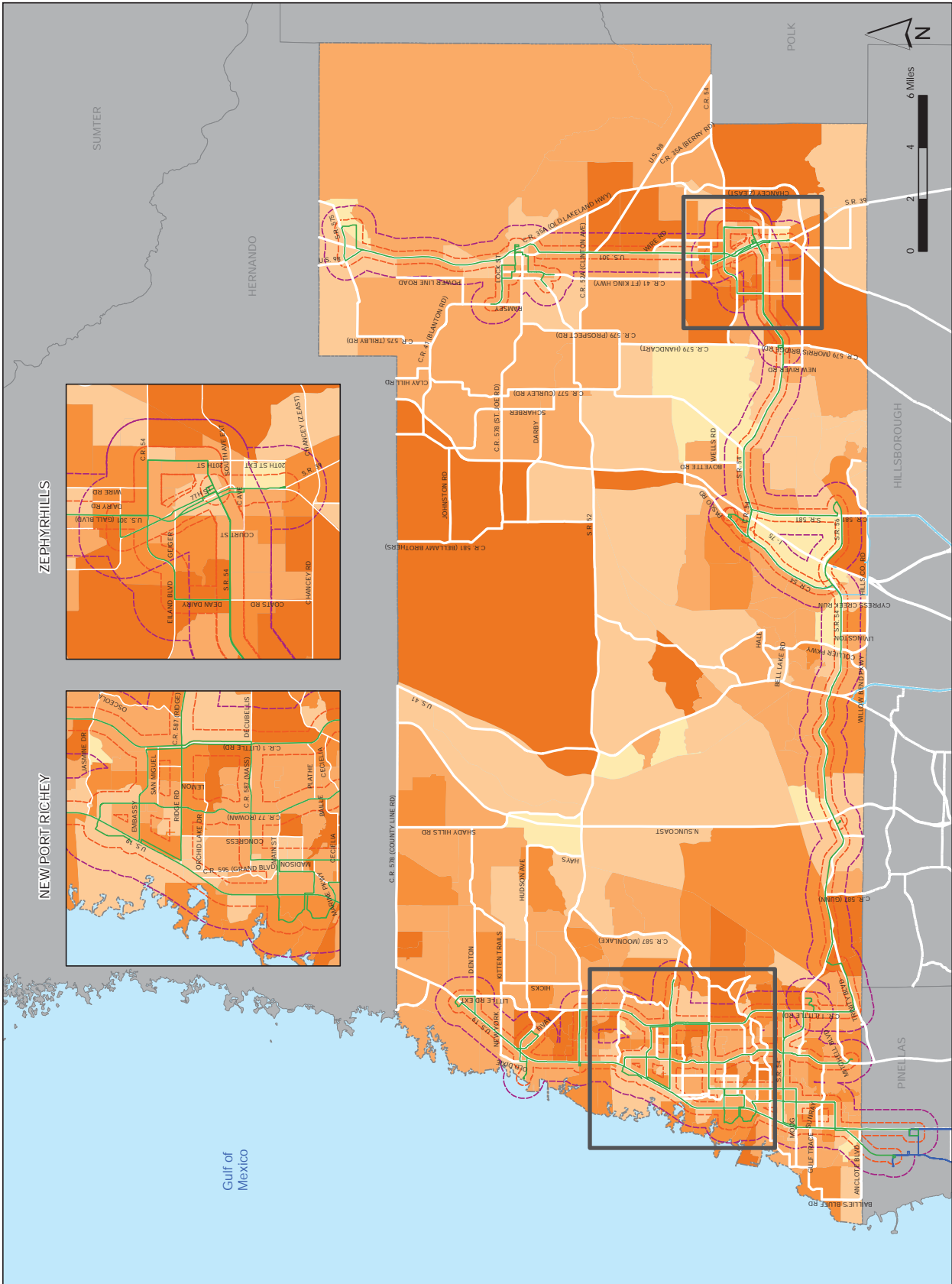


(per Census Block Group)



ACDIS: It is intended that the accuracy of this map However, such accuracy is not guaranteed. This map is for illustrative purposes only.

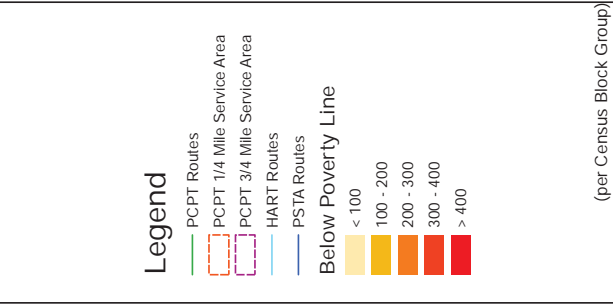
Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



# TDSP REGIONAL MOBILITY NEEDS

## Map - 7

### Pasco County Households Below Poverty Line

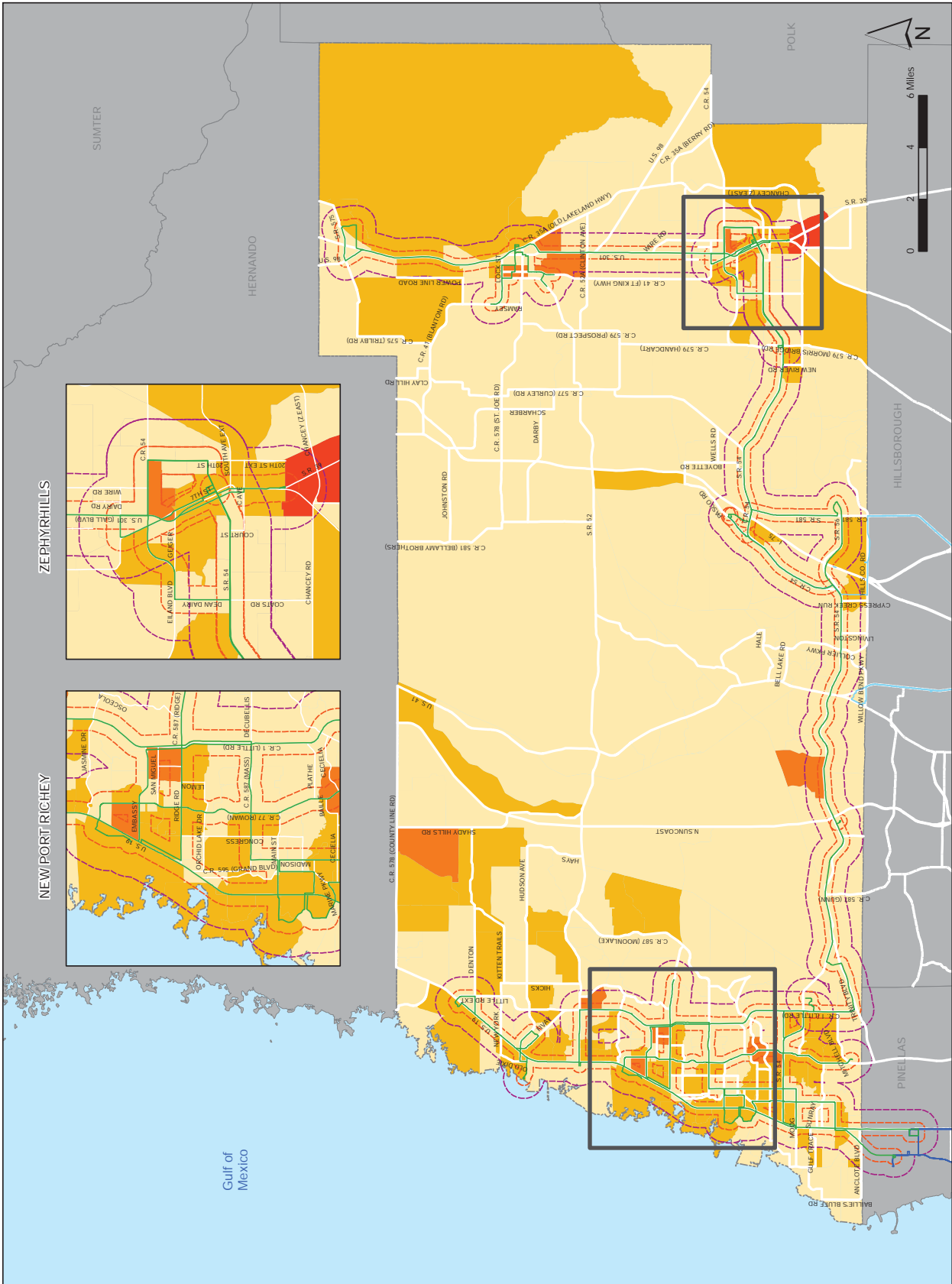


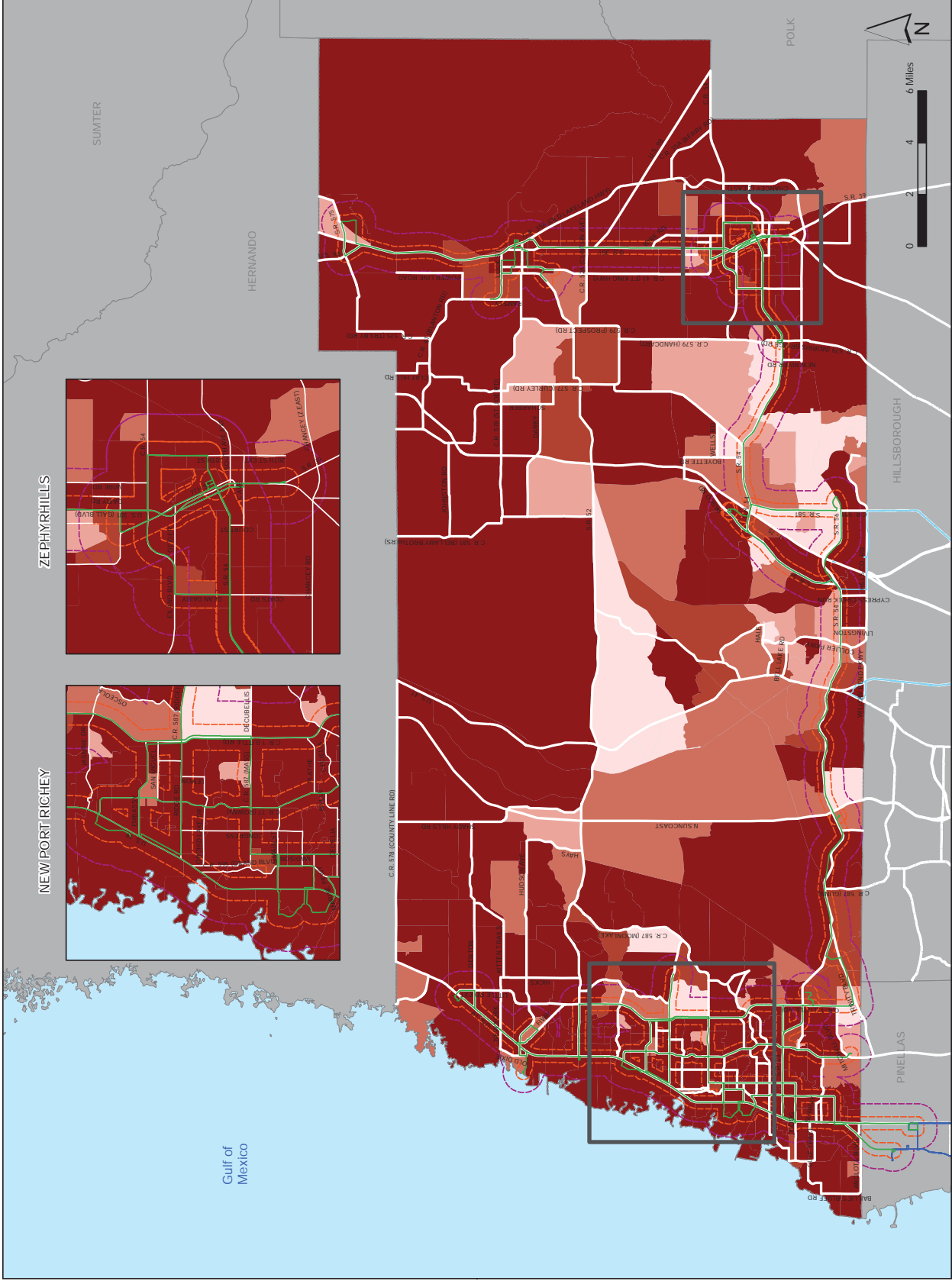
(per Census Block Group)

**Tindale-Oliver & Associates, Inc.**  
**Planning and Engineering**

ACDIS: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013





# TDSP REGIONAL MOBILITY NEEDS

Map - 8  
 Pasco County  
 Low-Income Households  
 (<\$25,000)

## Legend

- PCPT Routes
  - PCPT 1/4 Mile Service Area
  - PCPT 3/4 Mile Service Area
  - HART Routes
  - PSTA Routes
  - Low-Income Households
- |          |
|----------|
| < 25     |
| 26 - 50  |
| 51 - 75  |
| 76 - 100 |
| > 100    |

(per Census Block Group)



ACDIS: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



# TDSP REGIONAL MOBILITY NEEDS

## Map - 9 Pasco County Population Density

### Legend

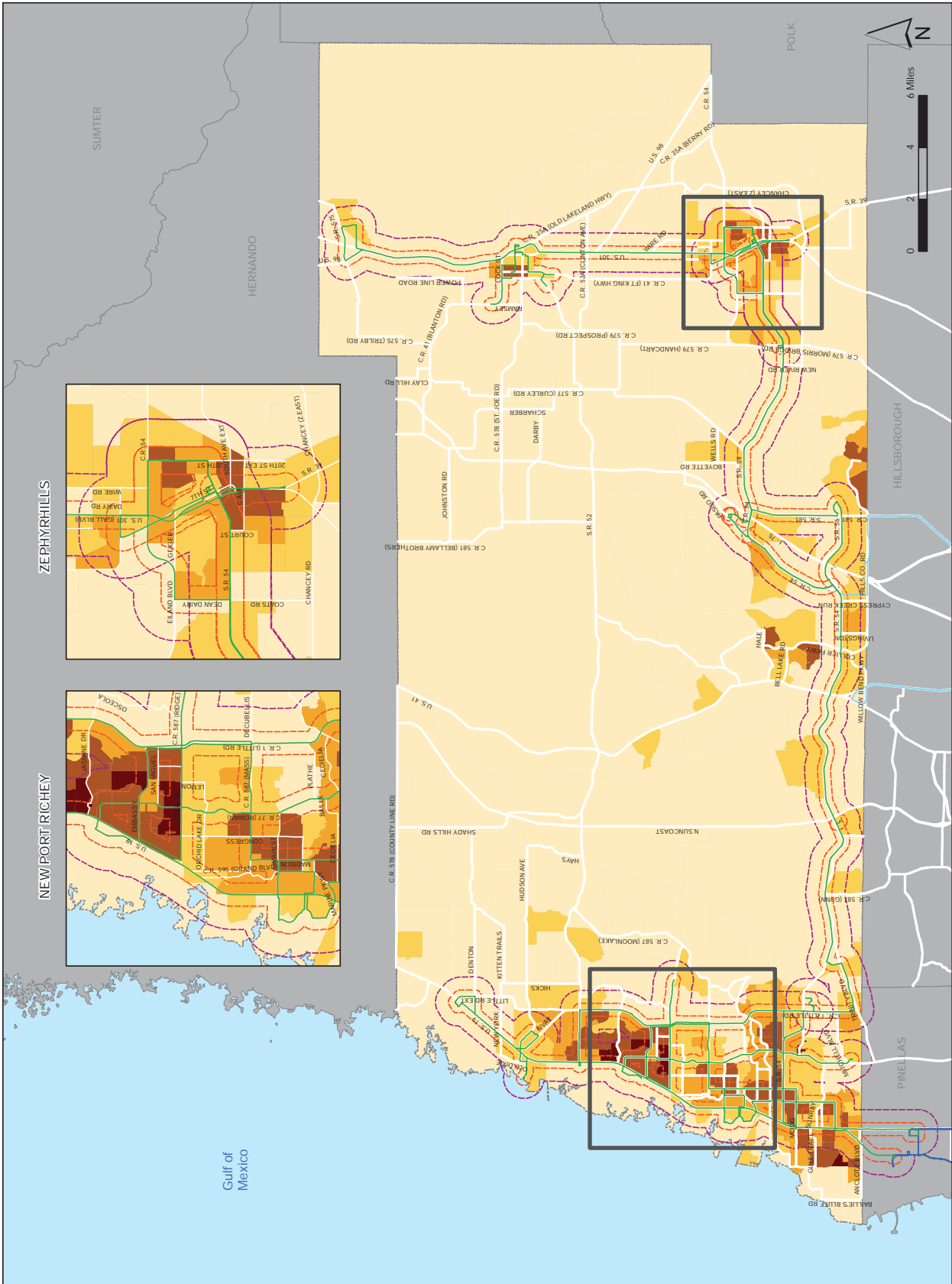
- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes
- 0 - 2
- 2 - 4
- 4 - 6
- 6 - 10
- 10+

Persons per Acre



ACCORD: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



Map 10 present the above average LEP block groups and the Pasco County Public Transportation (PCPT) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Zephyrhills, along I-75 near the Hillsborough County line, Lacochee, and Dade City.

## Pinellas County

Pinellas County is located on Florida’s West Coast just south of Pasco County and west of Hillsborough County. Less than five percent of the county’s land area is vacant and suitable for development. Consequently, development patterns in the county revolve around redevelopment and infill development activity. The estimated 2012 population for Pinellas County totaled 910,651. Of this population, approximately 22 percent are age 65 and older, 15 percent have some type of disability, 14 percent are living in poverty as defined by the U.S. Census Bureau, and 26 percent of households earn \$24,999 or less annually.

Maps 11 through 14 illustrate the populations of older adults, persons below the poverty line, low-income households, and the population density in the county. Higher than average populations of older adults are shown to the north along the County Line, in the central portion of the county along Ulmerton Road, and in the Clearwater area. Greater proportions of persons below the poverty line are residing along US Highway 19 N near Tarpon Springs, along Ulmerton Road, and Saint Petersburg near 1<sup>st</sup> Avenue and 3<sup>rd</sup> Street North.

To gain an understanding of the transportation needs of LEP persons, the number and proportion of LEP persons in Pinellas County was assessed using the 2011 ACS estimates. The ACS data were reviewed to determine the number of people who speak English “very well” and “less than very well” for each Census block group within the county. Table 4 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals in Pinellas County. Approximately 5 percent of the Pinellas County population age 5 and older speaks a language other than English.

**Table 4: Pinellas County LEP Population**

Pinellas County						
Total Spanish LEP Population	Total Indo-European LEP Population	Total Asian and Island Pacific LEP Population	Total Other Language	Total LEP Population	Total Population (Age 5 Years and Over)	Percent LEP Population
22,087	13,867	9,938	899	46,791	874,218	5%

Map 15 present the above average LEP block groups and the Pinellas Suncoast Transit Authority (PSTA) existing fixed-routes. The map also shows the ¼-mile fixed-route service area and the ¾-mile paratransit service area. As shown on the maps, higher proportions of LEP persons are residing in Clearwater and Pinellas Park.

# TDSP REGIONAL MOBILITY NEEDS

Map - 10  
Pasco County  
Limited English Proficiency

### Legend

- PCPT Routes
- PCPT 1/4 Mile Service Area
- PCPT 3/4 Mile Service Area
- HART Routes
- PSTA Routes
- LEP Persons

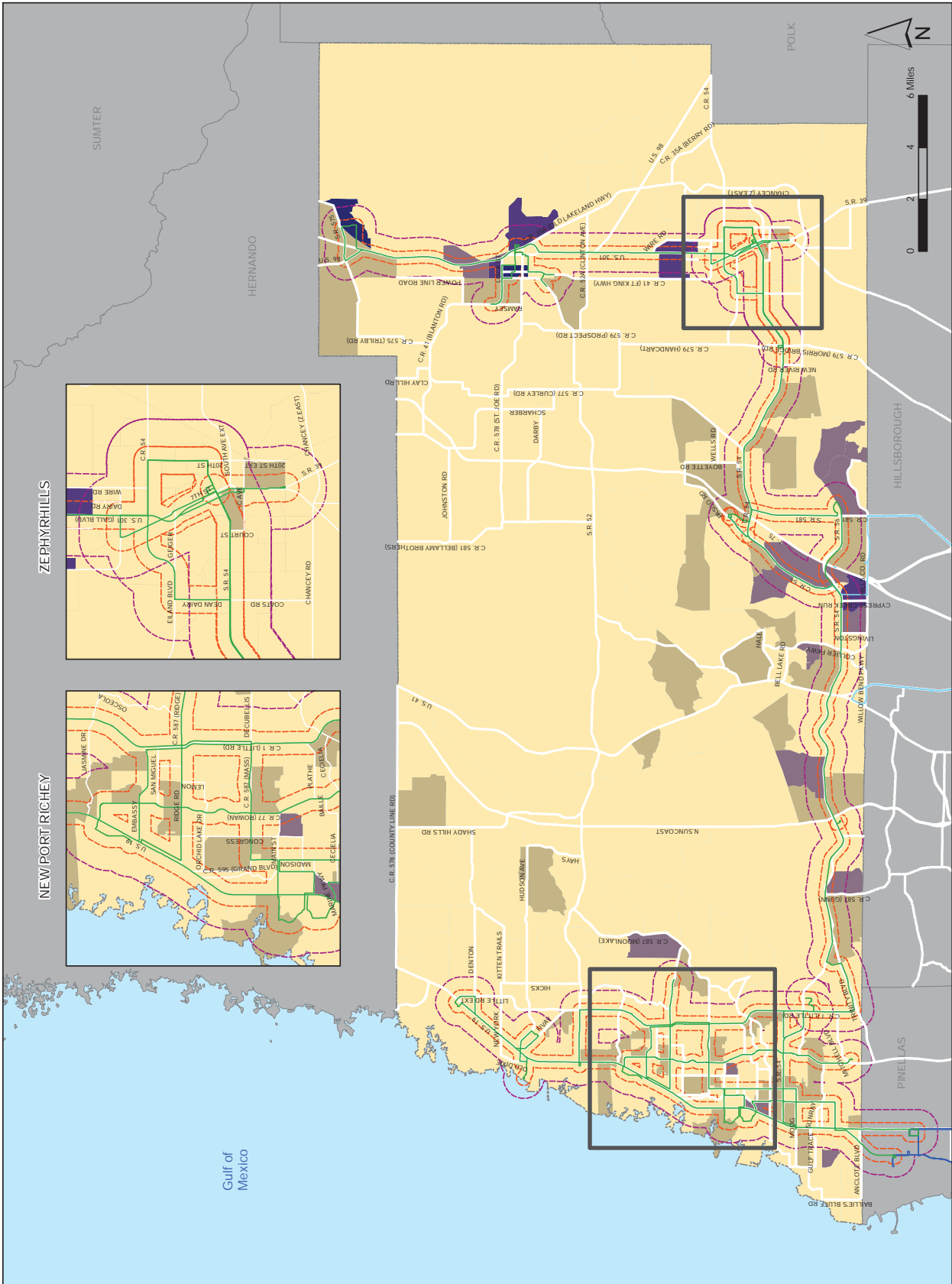
Color	LEP Persons
Lightest Yellow	< 100
Light Yellow	100 - 200
Yellow	200 - 300
Orange	300 - 400
Dark Orange	> 400

(per Census Block Group)

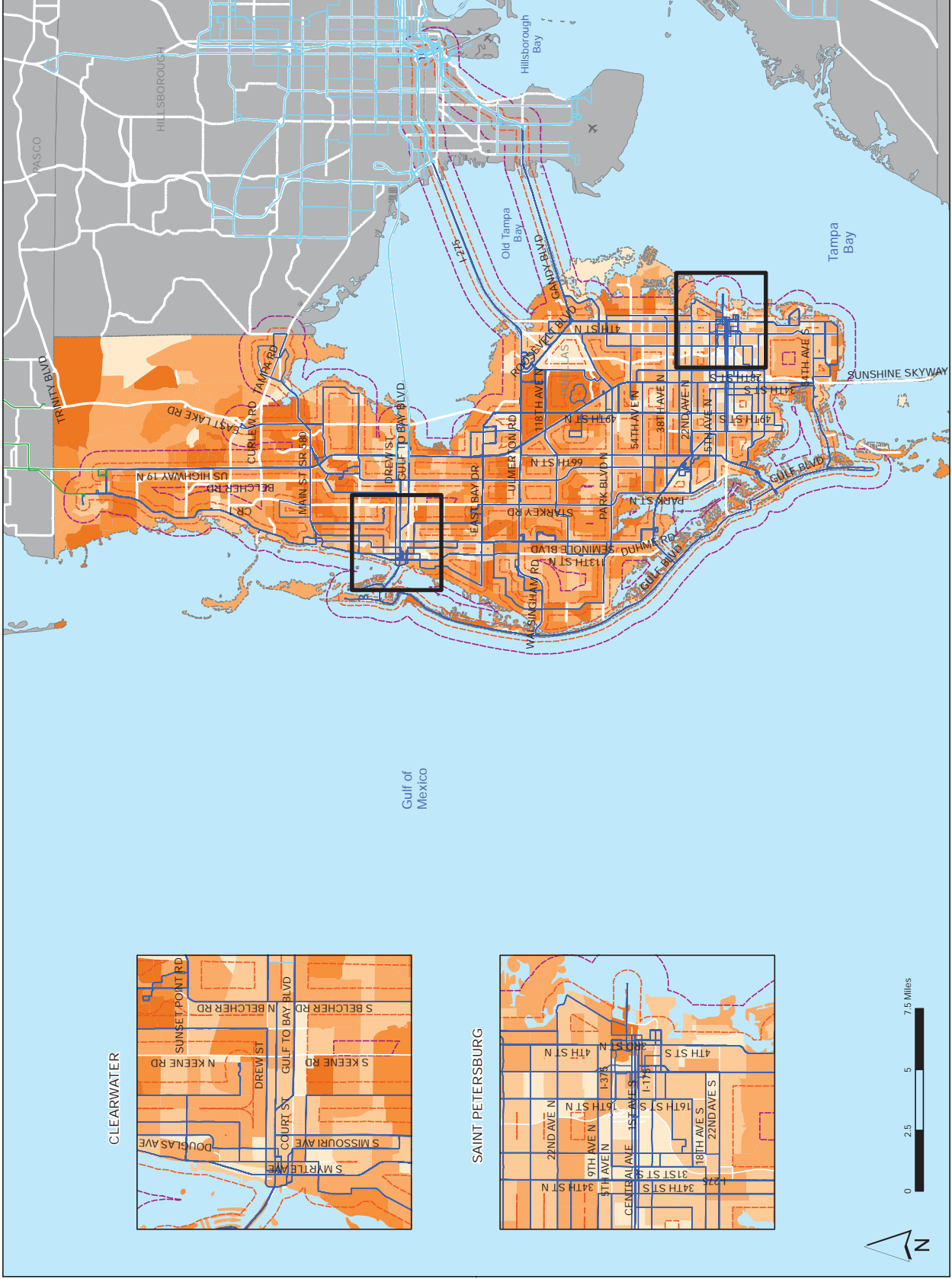


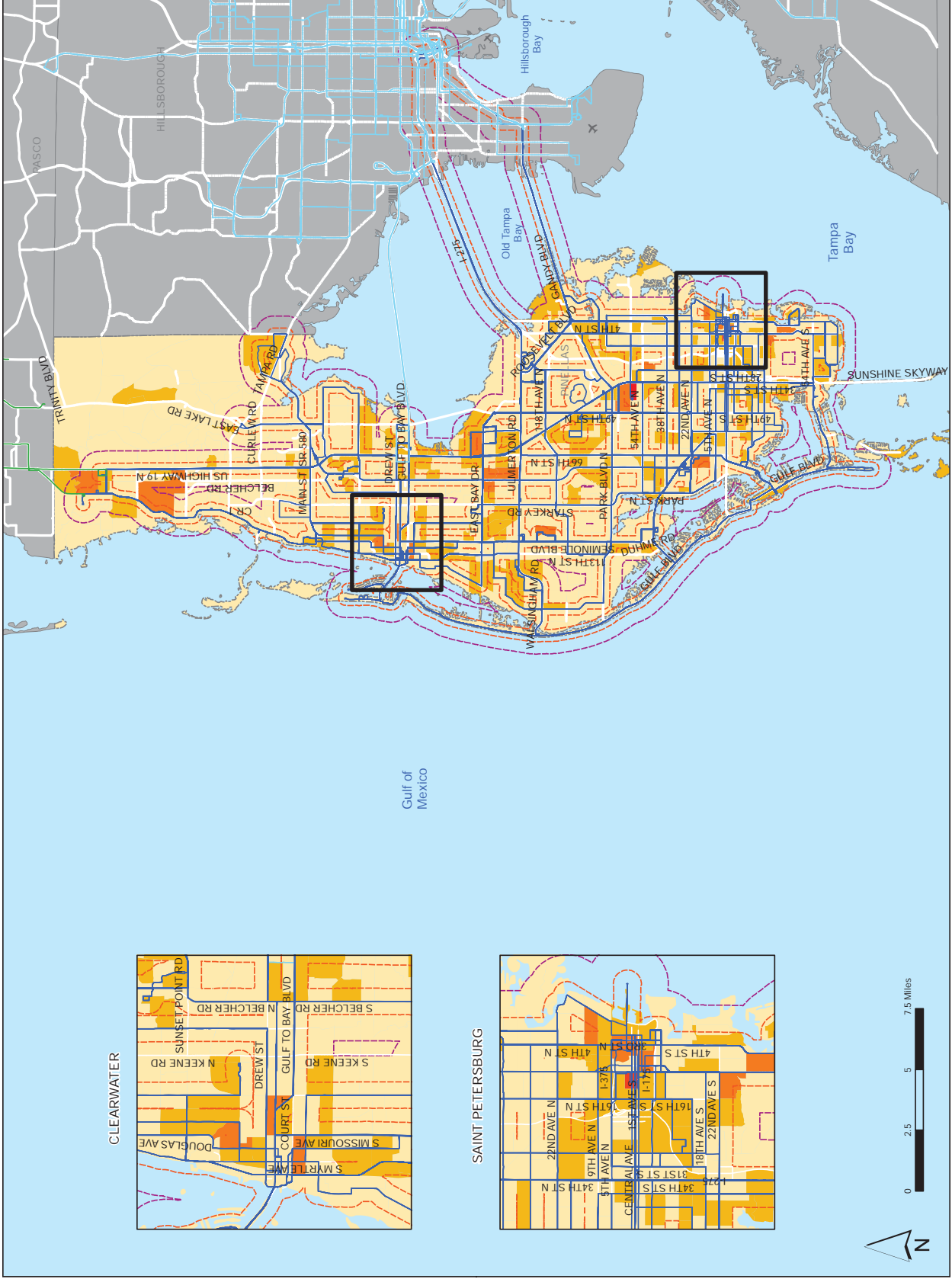
ACDIS: It is intended that the accuracy of this map is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013









# TDSP REGIONAL MOBILITY NEEDS

Map - 12  
 Pinellas County  
 Households Below  
 Poverty Line

## Legend

- PSTA Routes
  - PSTA 1/4 Mile Service Area
  - PSTA 3/4 Mile Service Area
  - HART Routes
  - PCPT Routes
  - Below Poverty Line
- | Below Poverty Line |           |
|--------------------|-----------|
|                    | < 100     |
|                    | 100 - 200 |
|                    | 200 - 300 |
|                    | 300 - 400 |
|                    | > 400     |

(per Census Block Group)



ACCRIB: It is intended that the accuracy of this map However, such accuracy is not guaranteed. This map is for illustrative purposes only.











Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



# TDSP REGIONAL MOBILITY NEEDS

Map - 13  
 Pinellas County  
 Low-Income Households  
 (< \$ 25,000)

## Legend

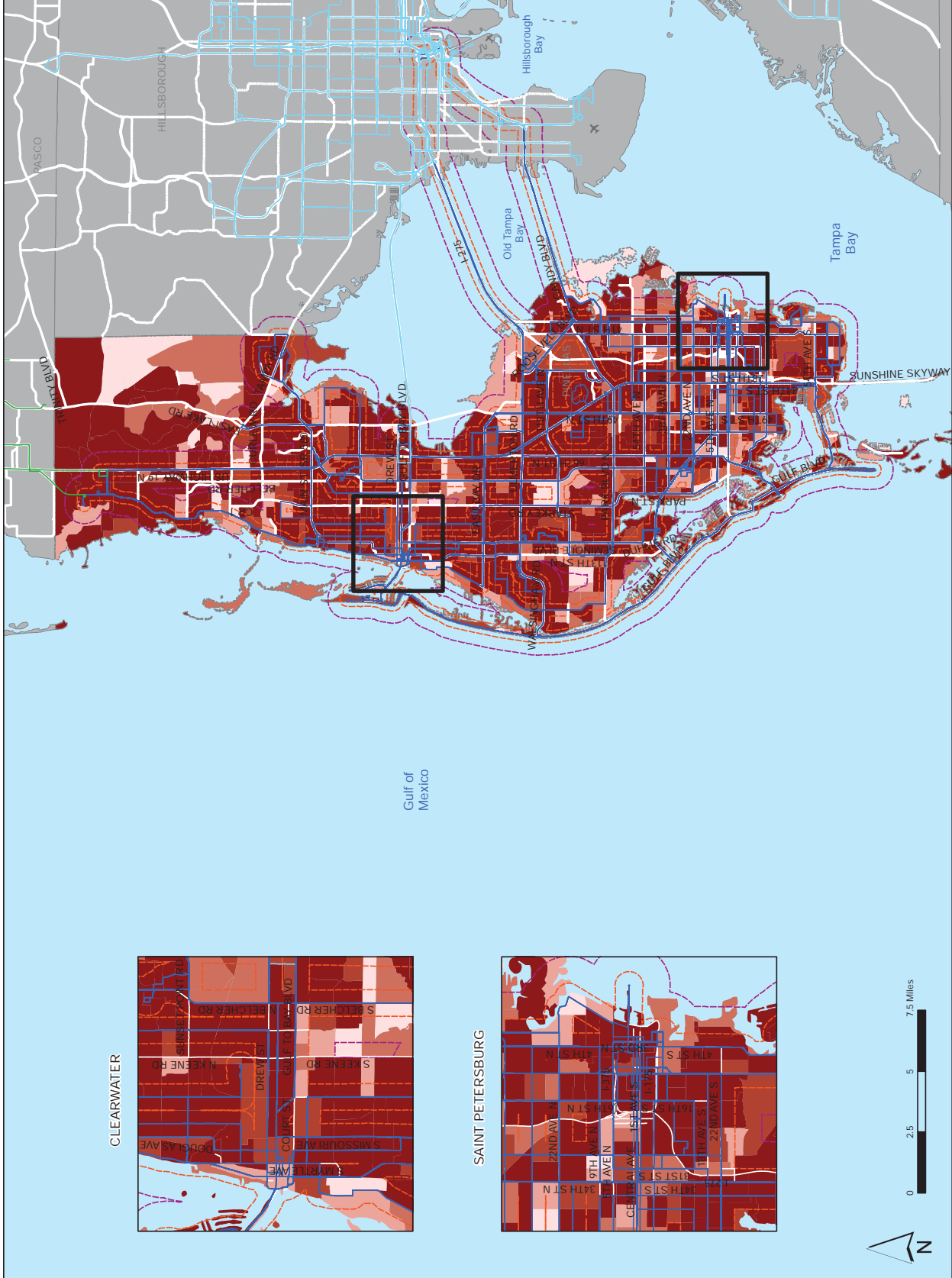
-  PSTA Routes
  -  PSTA 1/4 Mile Service Area
  -  PSTA 3/4 Mile Service Area
  -  HART Routes
  -  PCPT Routes
- Low-Income Households
-  < 25
  -  26 - 50
  -  51 - 75
  -  76 - 100
  -  > 100

(per Census Block Group)

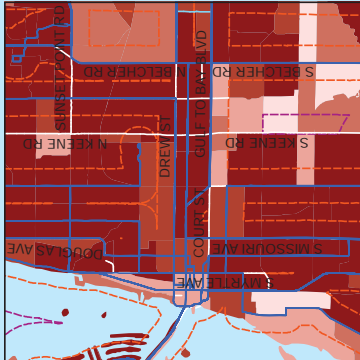


ACDIS: It is intended that the accuracy of this map is not guaranteed. This map is for illustrative purposes only.

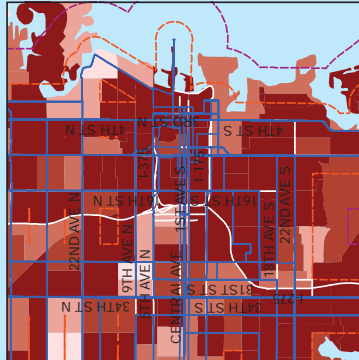
Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



CLEARWATER













SAINT PETERSBURG



# TDSP REGIONAL MOBILITY NEEDS

Map - 14  
Pinellas County  
Population Density

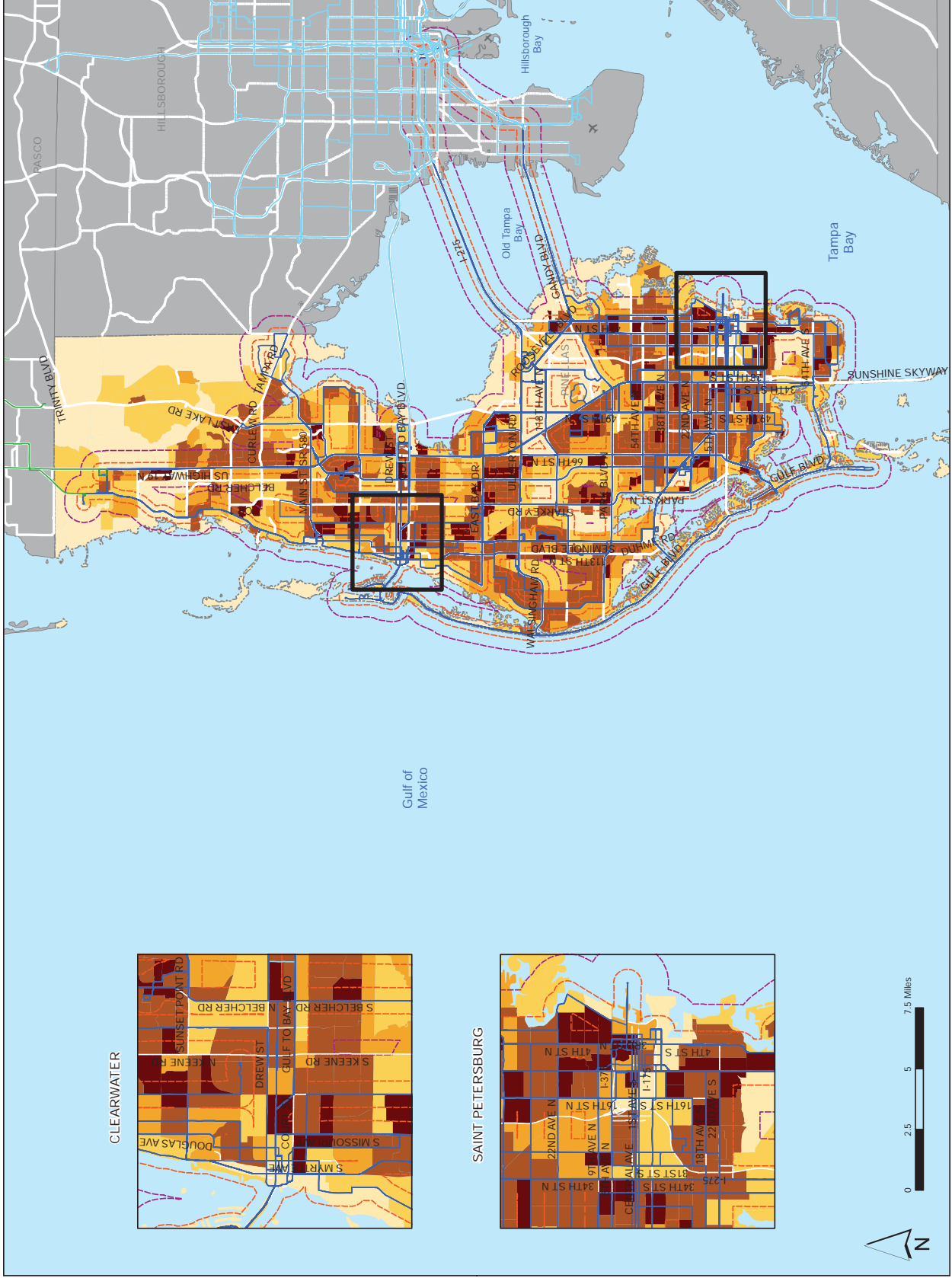
## Legend

-  PSTA Routes
  -  PSTA 1/4 Mile Service Area
  -  PSTA 3/4 Mile Service Area
  -  HART Routes
  -  PCPT Routes
- Persons per Acre
-  0 - 2
  -  2 - 4
  -  4 - 6
  -  6 - 10
  -  10+

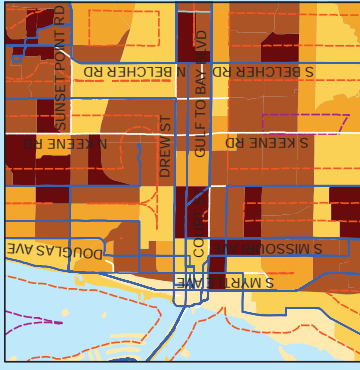


ACDIS: It is intended that the accuracy of this map is not guaranteed. This map is for illustrative purposes only.

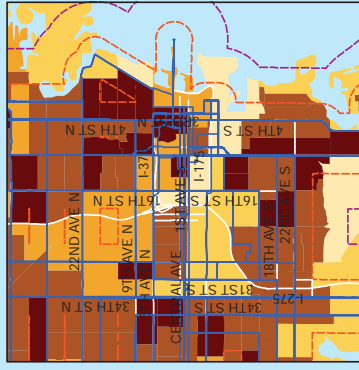
Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



CLEARWATER



SAINT PETERSBURG



# TDSP REGIONAL MOBILITY NEEDS

Map - 15  
 Pinellas County  
 Limited English  
 Proficiency (LEP)

## Legend

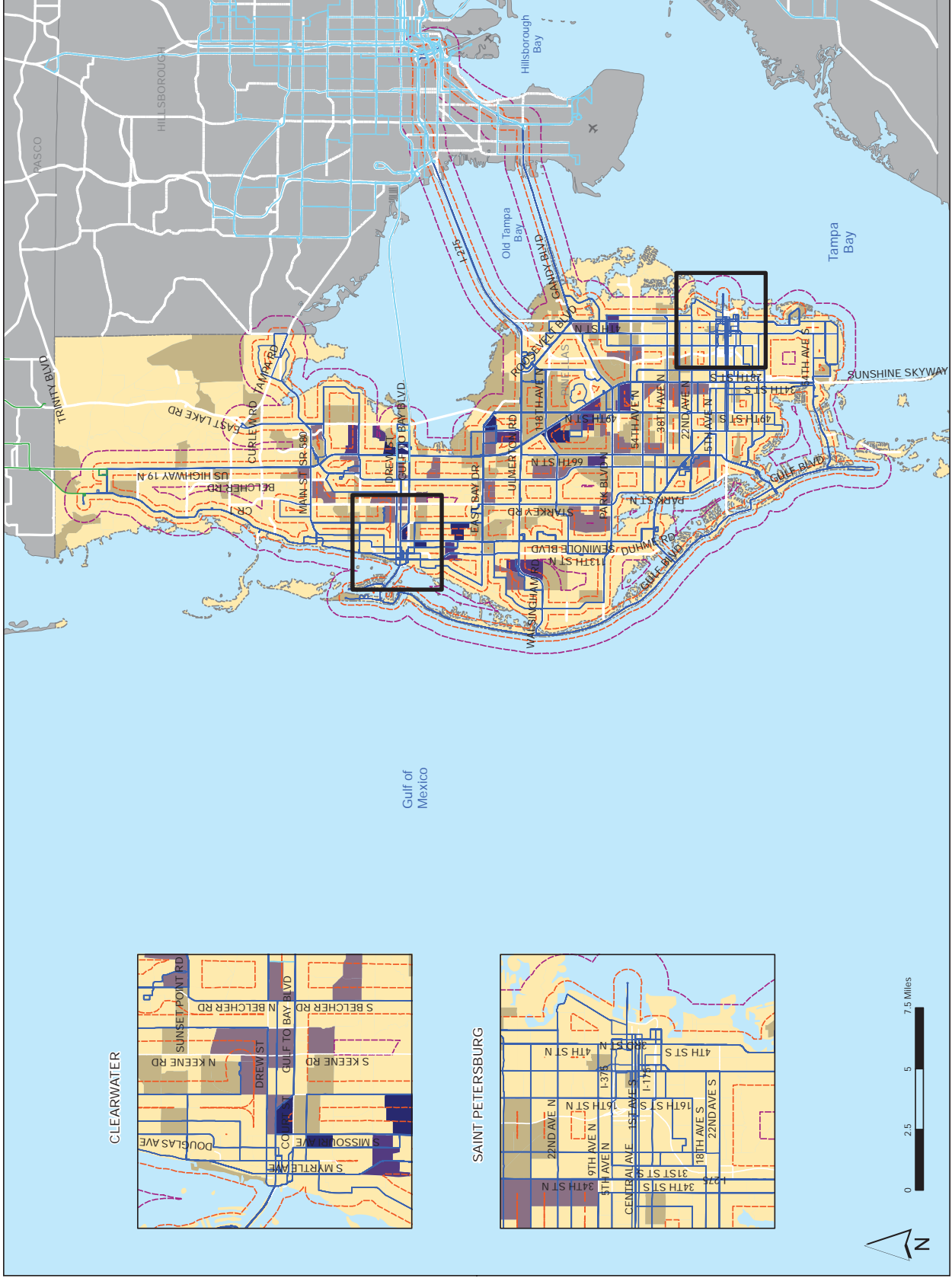
- PSTA Routes
  - PSTA 1/4 Mile Service Area
  - PSTA 3/4 Mile Service Area
  - HART Routes
  - PCPT Routes
- LEP Persons
- < 100
  - 100 - 200
  - 200 - 300
  - 300 - 400
  - > 400

(per Census Block Group)



ACCLAIM: It is intended that the accuracy of this map is as high as possible. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



## Existing Transportation Services

This section provides an overview of the existing transportation services within the tri-county area. In addition to the review of existing providers, the proximity of the public transit system to the major medical facilities, senior centers, and assisted living facilities was also assessed. Map 16 presents the tri-county area fixed-route services, including HART, PCPT, and PSTA routes. Maps 17 through 19 depict the fixed-route transit services and paratransit service areas in proximity to the facilities that are frequently required by older adults and individuals with disabilities. The mapping analysis helps to identify areas in need of additional transit services due to having limited or no transportation services available.

### Hillsborough County

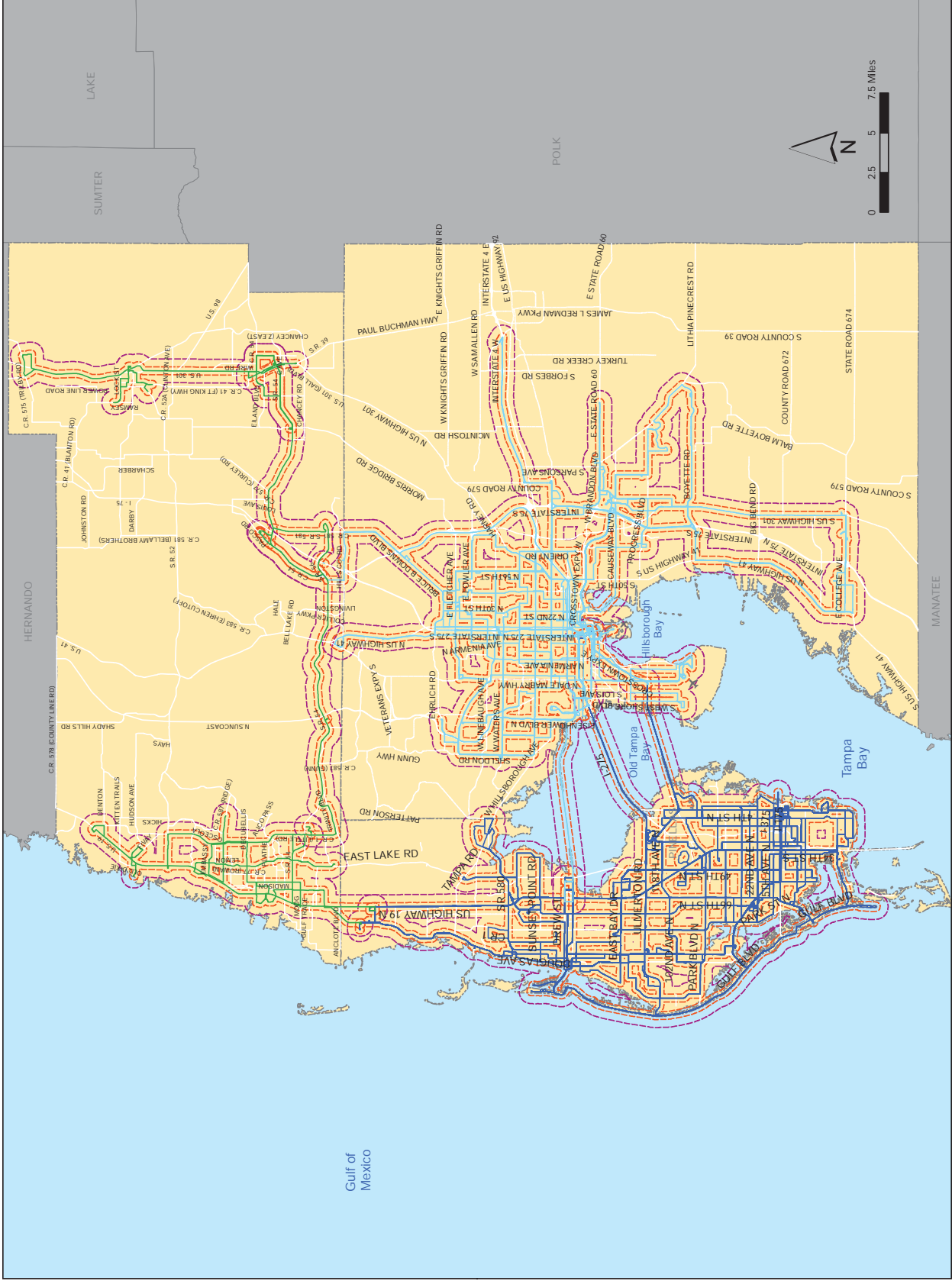
HART currently offers local fixed-route bus service on 27 routes, one limited stop MetroRapid north-south, five flex routes (Brandon, South County, South Tampa, Town 'N Country, and Northdale), an In-Town Trolley, 11 commuter express routes, vanpools, and complementary HARTPlus paratransit service. The paratransit service area is three-quarters of a mile around the existing local bus system. In addition, the Sunshine Line and an array of private transportation providers also provide service in Hillsborough County. Hillsborough County's Sunshine Line provides door-to-door transportation and bus passes for elderly, low-income, and disabled persons who do not have or cannot afford their own transportation. Transportation is provided primarily to medical appointments and Aging Services day care and nutrition sites, but non-medical trips are provided on a space-available basis.

MMG Transportation provides federally-mandated non-emergency transportation (NET) to eligible Medicaid beneficiaries in Hillsborough County. This service is used for rides to and from medical appointments only and is covered by Medicaid. MMG provides door-to-door service-pick up and bus passes. Their fleet consists of ambulatory and wheelchair accessible vans.

The review of assisted living facilities in Hillsborough County showed 27 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to transit, include Plant City, Lithia, Thonotosassa, Dover, Ruskin, Seffner, Lutz, and Valrico. Projects or programs that bring services to these areas may be beneficial to seniors and the elderly and improve overall mobility. The facilities that may be in need of transportation services are listed below. Beds operated by private individuals out of their homes are not included in the assessment.

#### Assisted Living Facilities without Transit Service

Sunshine Manor, Plant City	Heritage ALF of Plant City, Plant City
Community Convalescent Center, Plant City	Heritage View ALF Inc., Plant City
Sharick's Deck Retirement Ranch, Plant City	An Oasis Of Hope, LLC., Plant City
Patty's House, Plant City	Health Center Of Plant City, Plant City
Patty's House, Lithia	Allcare Rehabilitation Inc., Plant City
Pleasant Manor, Plant City	Country Manor Assisted Living, Plant City
Jovvia Comfort Home, Plant City	Coventry Assisted Living, Plant City
The Florry House, Plant City	Country Oaks Manor, Dover
Cox Adult Living Facility, Plant City	Stone Ledge Manor, Thonotosassa



# TDSP REGIONAL MOBILITY NEEDS

## Map - 16

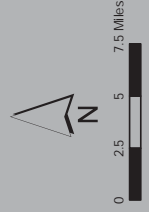
### Tri-County Fixed-Route Transit Services

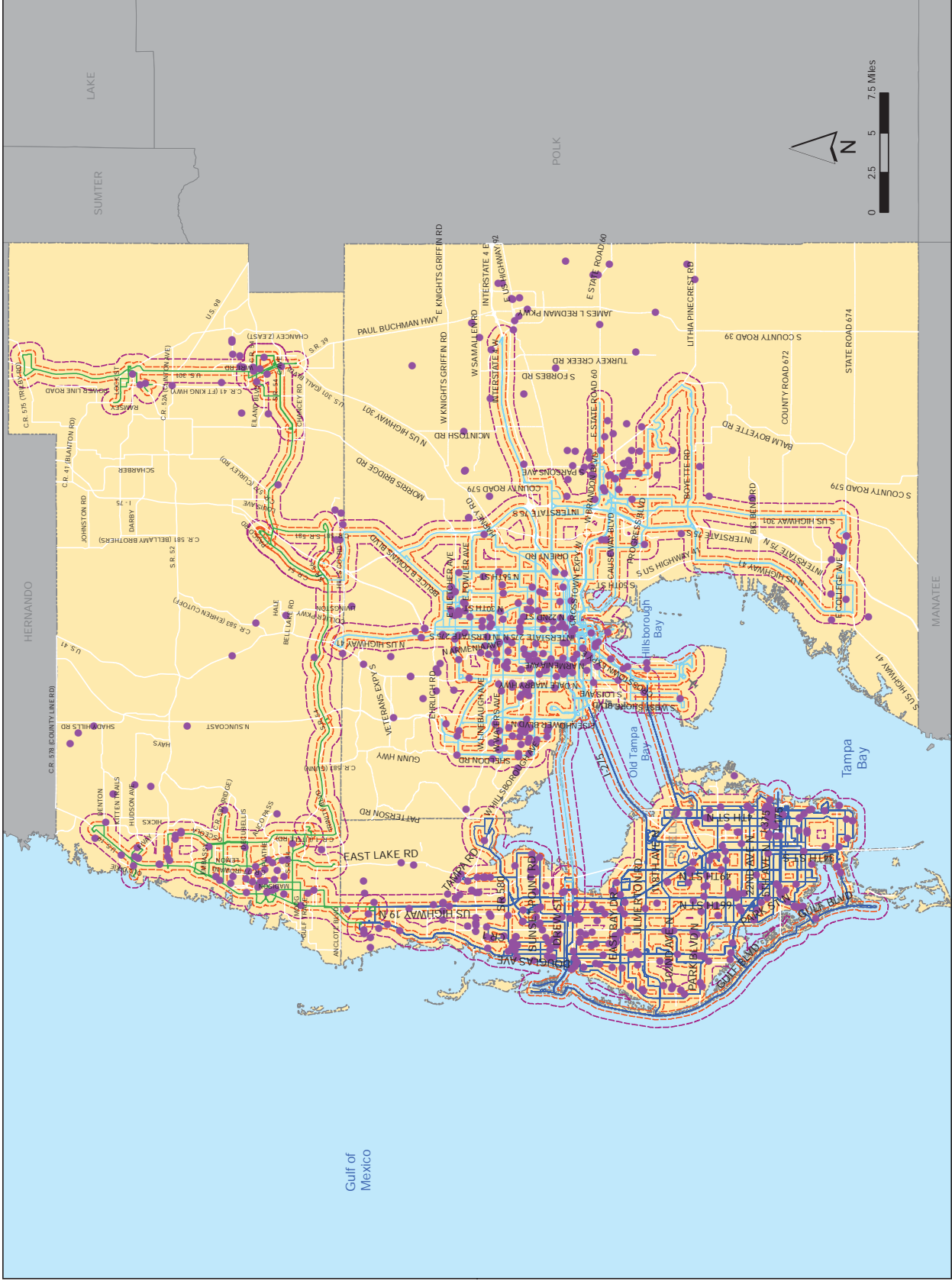
- ### Legend
- HART Routes
  - PCPT Routes
  - PSTA Routes
  - 1/4 Mile Service Area
  - 3/4 Mile Service Area



ACSBKCH: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013





**TDSP REGIONAL MOBILITY NEEDS**

Map - 17  
Tri-County Assisted Living Facilities

- Legend**
- Assisted Living Facilities
  - HART Routes
  - PCPT Routes
  - PSTA Routes
  - 1/4 Mile Service Area
  - 3/4 Mile Service Area



ACCBACK: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013







# TDSP REGIONAL MOBILITY NEEDS

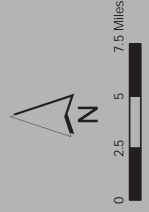
## Map - 18 Tri-County Medical Facilities

- ### Legend
- ▲ Medical Facilities
  - HART Routes
  - PCPT Routes
  - PSTA Routes
  - 1/4 Mile Service Area
  - 3/4 Mile Service Area



ACSB/CAC: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013





# TDSP REGIONAL MOBILITY NEEDS

## Map - 19 Tri-County Senior Centers

### Legend

- Senior Centers
- HART Routes
- PCPT Routes
- PSTA Routes
- 1/4 Mile Service Area
- 3/4 Mile Service Area



ACDIS: It is intended that the accuracy of this map however, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART Date: October 2013



Lakeshore Living Inc., Thonotosassa  
Southern Comfort Inn, Ruskin  
Toria's Assisted Living Facility II, Brandon  
Tranquil Residence & Care Center, LLC., Valrico  
Brushwood Greens Assisted Living Facility,  
Seffner

Inn at Aston Gardens at Tampa Bay, Tampa  
Fatima's Estate ALF, Lutz  
Nuvista Living at Hillsborough Lakes, Lutz  
Magnolia Manor Assisted Living, Lutz

There are two senior centers in Hillsborough County without access to transit service: Plant City Senior Center, Plant City and Liberty Club Seniors, Inc., Tampa.

While there are many medical facilities within the tri-county area, some facilities have specializations that may be needed by the target populations and are outside of the ¼- and ¾-mile buffers for public transit fixed-route and paratransit services, respectively. The areas listed have medical facilities without public transportation access making it more difficult for elderly persons and seniors that rely on public transportation to access these areas and the respective medical services provided. There are 13 medical facilities in Hillsborough County without access to transit service. Those facilities are listed below and are primarily located in Plant City, Tampa, Lutz, and Seffner. St. Joseph's Hospital North is listed but located within the HART flex Northdale service area; therefore, transit service is available. Customers must make an advance reservation to use the Northdale Flex, or catch the HARTFlex van at a designated bus stop (marked with a HARTFlex decal) along the route.

#### **Medical Facilities without Transit Service**

Continucare Medical Center, Plant City  
Integrity Therapy Solutions, Inc., Tampa  
Anista Westchase, LLC., Tampa  
Sleep Testing Center at Westchase, LLC., Tampa  
Gulf-to-Bay Anesthesiology Associates, LLC.,  
Lutz  
Minute Clinic, LLC., Seffner

Sunlake Medical Associates, Lutz  
St. Joseph's Hospital North, Lutz  
Neurorestorative Florida, Lutz  
Take Care Health Services, Plant City  
Specialist Doctors' Group, Plant City  
Urgent Care USA, LLC., Plant City  
South Florida Baptist Hospital, Plant City

### **Pasco County**

PCPT provides 10 fixed-route bus lines and paratransit advance reservation services. Paratransit transportation services are provided countywide and fixed-route bus service is provided in the urbanized areas of West Pasco and Zephyrhills, as well as in Dade City, including connections between Dade City and Zephyrhills. In addition, PCPT recently implemented Route 54, a Cross County Connector on SR 54/SR 56. PCPT service currently connects with PSTA at Huey Avenue and Tarpon Avenue in Tarpon Springs. In addition to the PCPT routes, HART also provides commuter service with two routes that connect Pasco County to Downtown Tampa. Paratransit services are offered by PCPT directly and also by contracted providers.

The review of assisted living facilities in Pasco County showed 11 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to

transit, include Land O’ Lakes, Trinity, Spring Hill, Hudson, Wesley Chapel, and Zephyrhills. The facilities that may be in need of transportation services are listed below.

**Assisted Living Facilities**

Baldomero Lopez Memorial Veterans Nursing Home, Land O’ Lakes	Rose Manor ALF, Zephyrhills
Trinity Regional Rehab Center, Trinity	Williams Palace ALF of Zephyrhills, Zephyrhills
Southern Elegance ALF, Spring Hill	Connerton Court, Land O’ Lakes
Serenity Assisted Living Facility, Hudson	Magnolia House ALF, Spring Hill
Wesley House, Wesley Chapel	Little Ranch of Hope, Spring Hill
	Hudson Manor Assisted Living, Hudson

According to the mapping analysis, Florida Hospital at Connerton Long Term Acute Care in Land O’ Lakes is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that were identified are located either within the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit ADA service area.

**Pinellas County**

PSTA currently operates buses on 40 local routes (28 fixed routes, 2 circulators, 3 connector routes, 3 commuter routes, 2 express routes, and 2 trolley services). In addition, Routes 100X and 300X provide express service to Tampa. PSTA provides service to St. Pete Beach and Treasure Island via a service contract, although these areas are not part of the transit authority. In addition, PSTA provides demand response service to persons with disabilities in accordance with the Americans with Disabilities Act (ADA) implementing regulations.

PSTA’s DART paratransit service provides trips to people who are determined to be functionally unable to ride the fixed-route service. Trips are provided to and from locations within ¾-mile of the fixed-route system and during regular service hours. Other transit providers in the county include the Looper Group Downtown Trolley and the Jolley Trolleys. These systems serve specific geographic areas within the county.

The review of assisted living facilities in Pinellas County showed 5 facilities that were outside of the ¾-mile paratransit service area. Primary areas with assisted living facilities that do not have access to transit, include Tarpon Springs, Palm Harbor, and St. Petersburg. The facilities that may be in need of transportation services are listed below.

**Assisted Living Facilities**

TBI Residential Services Inc., Tarpon Springs	Forest Hills Home at Palm Harbor, Palm Harbor
Allegro at East Lake LLC., Tarpon Springs	Shore Acres Rehabilitation and Health Center, St. Petersburg
John-Nell Manor, Tarpon Springs	

According to the mapping analysis, CMHC of Hudson, Inc., Tarpon Springs is the only medical facility in the county that was identified without access to transit. All of the senior centers in the county that

were identified are located either with the ¼-mile area defined as a comfortable walking distance to the fixed-route system or within the ¾-mile paratransit service area.

## **Tampa Bay Area Regional Transportation Authority Transportation Provider Inventory**

The Tampa Bay Area Regional Transportation Authority (TBARTA) has compiled data on transportation providers within the seven-county West Central Florida region consisting of Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas and Sarasota counties. A total of 182 transportation service providers are included in the inventory. The majority of the providers accommodate older adults, individuals with disabilities, and private pay passengers and charge hourly or mileage-based fees for transportation service. Non-profit social service agencies were also listed that provide transportation service to day training activities at the agencies' facilities. These services often do not charge a fee for their clients, but do ask for donations and require that the passengers are part of the agency's program; therefore, these services are not available to the general public.

The Department of Veterans Affairs operates a free shuttle to Veterans Administration medical facilities for injured and ill veterans. The vans are driven by volunteers and the rides are coordinated by almost 200 hospital coordinators around the country. Sun City Center Disabled American Veterans provides free shuttle service for veterans with access to the Department of Veterans Affairs.

Faith in Action Upper Pinellas provides transportation service to frail older adults and older disabled persons that are on Medicare and/or Medicaid; however, the agency does welcome donations. Pinellas County provides free Transportation Disadvantaged bus passes to Medicaid recipients allowing them to use the fixed-route bus service at no charge. In addition, MMG Transportation and Yellow Cab of Tampa do not charge Medicaid approved and qualified riders.

TBARTA has developed a one-stop transportation resource called *My Ride* that will include 250 resources for transportation services within the seven counties including paratransit, bus, public transit, private providers, taxis, and long distance buses. The resources will be available on the TBARTA website and through a call center operated by the Crisis Center of Tampa Bay. The service should be available beginning in early 2014.

## **Review of Relevant Plans and Policies**

As part of the TDSP Regional Mobility Needs chapter, a review of applicable policies, documents, and other relevant information was conducted. The results of the review are presented as Appendix A. Below are some of the key findings from the review that are applicable to the regional mobility needs of Pinellas, Pasco, and Hillsborough counties.

- Hillsborough County has plans to create MetroRapid along major corridors from Temple Terrace to Tampa International Airport (TIA), TIA to Kennedy Boulevard, New Tampa, Brandon, Dale Mabry, and Gunn Highway to Busch Boulevard. The MetroRapid will feature increased speeds, fewer stops, transit signal priority, and special low floor buses. Accessibility

improvements are also planned along several of the Hillsborough Area Regional Transit routes. These projects are planned, but not currently funded.

- Hillsborough County supports the expansion of HART in an effort to eliminate the need for additional door-to-door trips with the increasing TD population. The JARC grant has also been identified as funding to support transportation services for access to employment and employment-related services.
- The most frequently mentioned issue in Hillsborough County is the need for coordination of paratransit trips among available resources. Due to difficulty coordinating trips with purchasing agencies based on the individual's needs, program requirements, and service standards coordination is not occurring at maximum levels.
- Pasco County has identified new service expansion needs to improve mobility within Pasco County, including connectors in Moon Lake, Spring Hill, Wiregrass, Cross-County, Land O' Lakes, and St. Leo University and express service on US 19, Wesley Chapel to University of South Florida, and along Suncoast Parkway. Other needs include frequency improvements, expansion of service hours, and adding limited Sunday service on all of the routes. Bus stop infrastructure and ADA accessibility also needs improvement.
- Needs established by Pasco County include more personal door-to-door service for disabled persons, volunteer drivers, and more immediate transportation services for the elderly. One of the largest barriers to coordination in Pasco County is the need for training current paratransit clients on how to use the fixed-route system as the fixed-route system continues to expand.
- Pinellas County identified the need for new passenger shelters and landing pad installations and intermodal transfer facilities in Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater.
- Pinellas County indicated that the needs established in both the 2007 and the 2009 TCAP reports continue to create barriers to coordination. Individuals must contact multiple agencies for transportation services since the availability of centralized information is lacking and program eligibility requirements differ among funding sources.
- PSTA offers 31-day unlimited use bus passes to TD program clients to reduce costs and improve mobility.

## Public Outreach

As part of the development of the TDSP Regional Mobility Needs chapter, public outreach was conducted to obtain input on the needs of older persons and individuals with disabilities. The public input along with the technical analysis described in this document were used to identify the tri-county area's regional needs and develop recommendations and potential projects to meet those needs in the future.

## Public Workshops

The MPOs, in coordination with FDOT, held three public workshops within each of the three counties. Each workshop began with a presentation that included an overview of the regional partnership between the three counties, previous JARC and New Freedom efforts and projects that were funded,

TDSP components, MAP-21 program changes, Section 5310 program overview and eligibility, and the needs identified from the mapping analysis.

After the presentation, meeting participants were given handheld electronic polling devices and asked to participate in an interactive series of 35 questions relating to mobility needs. During the exercise, the meeting participants asked questions and the meeting facilitators asked for the participants to expand on some of the answers, depending on the responses that were received. The combined polling results are included as Appendix B of this report. Key results of the interactive exercise and the discussions that occurred are presented below by meeting locations.

#### *Pasco County Public Workshop*

The Pasco County public workshop was held on Tuesday, November 5, 2013. Approximately 20 persons attended the workshop, including the general public, FDOT, the Pasco County MPO, PCPT. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities, particularly to church, dating, evening trips, work, and college classes.
- The time for making reservations needs to be reduced.
- Expanded local service is more important than regional services, particularly fixed-route services to new areas. Some of the areas in need of services include:
  - Shady Hills, Moon Lake, Carver Heights, Little Road to US 41, Wesley Chapel, Land O' Lakes, Woods Housing Facility, east on 52, Hudson, and Spring Hill
  - Transportation to the School Board and jail on US 41
- PCPT routes 18 and 19 connect with PSTA in Tarpon Springs; however, workshop attendees commented that after local services are improved there is a need for additional regional services connecting Pasco County to Hernando County and Pasco County to Tarpon Springs and Palm Harbor (for access to the pain management clinics).
- Additional infrastructure is needed, including more benches and technologies (real-time bus and audible announcements).
- The future investment in the community should focus on expanded demand response service.
- Braille is needed on the bus stops.
- More bike racks are needed on the buses.

#### *Hillsborough County Public Workshop*

The Hillsborough County public workshop was held on November 6, 2013 at the Hillsborough County MPO. A good amount of discussion occurred at the Hillsborough County public workshop and input was received from the attendees; however, due to the low number of attendees at this meeting, those that did attend declined to participate in the polling exercise. Rather than officially record answers through the electronic polling system, attendees elected to openly discuss the questions and provide input based on their perceptions. Key topics that were discussed are listed below.

- Regional demand response services, expanded beyond the ¾-mile buffer, are needed.
- Expanded local service is more important than regional services now, particularly more flex routes are needed. Areas in need of additional service, include New Tampa, Ruskin, Carrollwood, and the Big Bend area.
- After local service is expanded, regional services are also needed to Pinellas County, Hillsborough County, Polk County, and Manatee County.
- Expanded infrastructure and improvements are needed, including sidewalks.
- Coordination and trip sharing among service providers is needed. The current coordination system is a barrier to transportation services for the target populations due to the eligibility requirements of the funding sources and providers not crossing service boundary lines.
- Additional wheelchair seating on the buses is needed.
- Emergency after hour service for people in wheelchairs is needed. Individuals with disabilities may be stranded if there are no available services that can accommodate wheelchairs.
- Travel training days for the general public to improve their level of comfort with using the transit system.

#### *Pinellas County Public Workshop*

The Pinellas County public workshop was held on November 7, 2013 at PSTA. Approximately 5 persons attended the workshop, including the general public, the Pinellas County MPO, and PSTA. Key discussions that occurred and needs that were identified during the workshop are listed below.

- Regional connectivity is more important than expanded local service, particularly rail connections are needed from St. Petersburg to Tarpon Springs and to provide other regional access. Transportation to and from Pinellas County and Hillsborough County is needed.
- Transportation services for seniors to access medical appointments are needed.
- Individuals with disabilities need travel assistance.
- Regional demand response services are needed.
- Expanded infrastructure is needed.
- Meals on Wheels and other non-profit agency providers are in need of funding.

## **Local Coordinating Boards**

#### *Pinellas County Meeting*

On November 19, 2013, a project overview presentation was given at the Pinellas County LCB meeting to update the board on the findings from the public outreach process and mapping analysis as well as the recent changes under MAP-21. Following the project presentation, the LCB discussion focused on ways to gather additional public input on mobility needs of the elderly and disabled.

#### *Pasco County Meeting*

At the December 5, 2013 Pasco County LCB meeting, a project overview presentation was given to update the board on the needs assessment project, the grant program changes, mapping analysis, and



findings from the series of geographic workshops. Following the presentation, the LCB discussion focused on guidelines that are in place to ensure previously funded JARC and New Freedom programs that are successful continue to have opportunities for funding. The LCB was also concerned with how notification of funding opportunities would be communicated to agencies that might be interested in applying for Section 5310 funding and the assistance available to these agencies to submit a competitive application.

### *Hillsborough County Meeting*

A presentation was given at the December 13, 2013 Hillsborough LCB meeting to update the members on the regional mobility needs assessment and ask for LCB input. The presentation included an overview of the previous TCAP efforts, the grant program changes, mapping analysis, and the public outreach results. Discussion that occurred following the presentation focused on the low number of attendees at the Hillsborough County public workshop on November 6, 2013. LCB members were interested in finding opportunities for additional input from social service agencies within the county as well as individuals with disabilities and older persons. It was mentioned that the Pinellas MPO had developed a SurveyMonkey survey using the same polling questions from the series of workshops that were held in November to gauge additional public input. The survey was posted online and the link would be sent out to the LCB members to complete the survey and disseminate to other interested persons. LCB members commented that SurveyMonkey is difficult for some people to use and not the most effective way to receive input. The LCB members were notified of the joint LCB meeting that was scheduled for January 16, 2014 and that there would be an opportunity at this meeting for public comment.

### *Joint Local Coordinating Boards Meeting*



A meeting of the Hillsborough, Pasco, and Pinellas Local Coordinating Boards (LCBs) was held on Thursday, January 16, 2014 at the FDOT District 7 Conference Room. The meeting began with an overview of the regional needs assessment followed by brief presentations on the projects that have been funded using the tri-county area's JARC and New Freedom dollars. The subrecipients that presented during the meeting included HART, Worknet Pinellas, Quality of Life, Neighborly

Care Network, Center for Independence, and PSTA. Topics that were covered for each of the programs included an overview of the services provided and how receiving the grant funds have impacted the community. After each presentation, attendees were given an opportunity to ask questions. Below is a summary of the discussions that occurred.



- An LCB member asked for clarification on how the needs and projects identified in the presentation will be prioritized for use in the selection of future projects and if the LCB will have time to discuss the projects at the local level. Clarification was

provided that the needs assessment has been completed to document the tri-county area's needs and potential projects to address those needs. FDOT, in coordination with the MPOs and LCBs, will decide how the projects should be prioritized and used in the selection of future 5310 projects.

- Another member asked if there are studies showing that paratransit users would switch to fixed-route service if it was available or would those persons be made to switch to the fixed-route system.
- St. Petersburg College is having a job fair soon and this event may be a good place for Neighborly Care Network to find drivers.
- Accessibility in Pasco County is not good with benches near ditches.
- Regional paratransit service is needed to get people to the Veterans Administration and Moffitt.
- More door-to-door service is needed for a wide range of daily activities on the weekend.
- Pasco County fixed-route service is limited and needs to be increased.
- Coordination and reciprocal services are needed from Hillsborough County to Pasco County and back.
- MPOs and the TD Boards need to be the educators in state. The final regional mobility needs chapter should be taken to Transportation Disadvantaged Legislative Awareness Day in March 2014 to increase awareness of the needs and the projects that have been funded with the resources available.
- Communication on this topic is important and every effort should be made to continue discussions focused on the mobility needs of seniors and the disabled.
- The recently formed transportation management area leadership group for Hillsborough, Pasco, and Pinellas County is a great idea and some LCB members would be interested in participating in this effort going forward.

## Online Survey

As part of the public outreach process, an online survey was generated using SurveyMonkey in an effort to reach the greatest number of survey participants and obtain input on the region's needs. A total of 116 responses were received; however, the respondents did not answer all of the questions that were included on the survey. Approximately 57 percent of the respondents were from Hillsborough County, 12 percent were from Pasco County, and 31 percent were from Pinellas County. The results of the survey are listed below.

- Transportation options for quality of life/social activities are needed for older adults and individuals with disabilities is the most important need.
- Service is the most important improvement and should be rail and bus.
- More shelters are needed.
- Paratransit services should be expanded to new areas.
- Fixed-route service needs frequency improvements.
- Shorter wait times are needed for paratransit pick-ups.

## Transit Orientation Index

The traditional transit market refers to population segments that historically have a higher propensity to use transit and/or are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low income and/or have no vehicles. A Transit Orientation Index (TOI) assists in identifying areas of the county where a traditional transit market exists. To create the TOI, 2011 ACS data estimates were compiled at the block group level and categorized according to each block group's relative ability to support transit based on the prevalence of specific demographic characteristics. For this analysis, four population and demographic characteristics were used to develop the TOI. Each characteristic traditionally is associated with the propensity to use transit. The four characteristics that were used to produce the index include the following:

- Population density (persons per square mile)
- Proportion of the population age 60 and over (older adults)
- Proportion of the population under age 16 (youths)
- Proportion of the population below the poverty level

Map 20 presents the 2011 TOI for the tri-county area. The 2011 TOI for the study area shows that, for the most part, Pinellas County has transit routes located in the areas with High or Very High transit orientation. Hillsborough County also has transit routes located in areas with High or Very High transit orientation; however, there are areas with High or Very High transit orientation that may benefit from additional transit services including Wimauma, Plant City, Dover, northeast along the Polk County line, and north along Morris Bridge Road. High or Very High TOI areas in Pasco County that could benefit from additional transit service, includes Ladoochee, south of Zephyrhills, Dade City, Land O' Lakes, Odessa, Hudson, and Spring Hill.

## Goals, Objectives, and Strategies



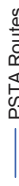






The goals from the TCAP were updated to support the development of the regional mobility needs chapter and the selection of projects for Section 5310 funding. The revised goals were presented to the public for concurrence and are as follows.

- Provide additional tools to overcome existing barriers facing Americans with disabilities who seek full participation into society.
- Remove duplications of transportation services in order to maximize transportation funding within the tri-county area.
- Increase coordination and communication between transportation and social service providers, through public forums.
- Increase support for public transportation programs and funding.
- Increase safety while utilizing public transportation within the tri-county area through pedestrian amenities.
- Enhance quality of life for elderly and disabled populations by providing greater public transportation access to the community.

# TDSP REGIONAL MOBILITY NEEDS

Map - 20  
Tri-County  
TOI

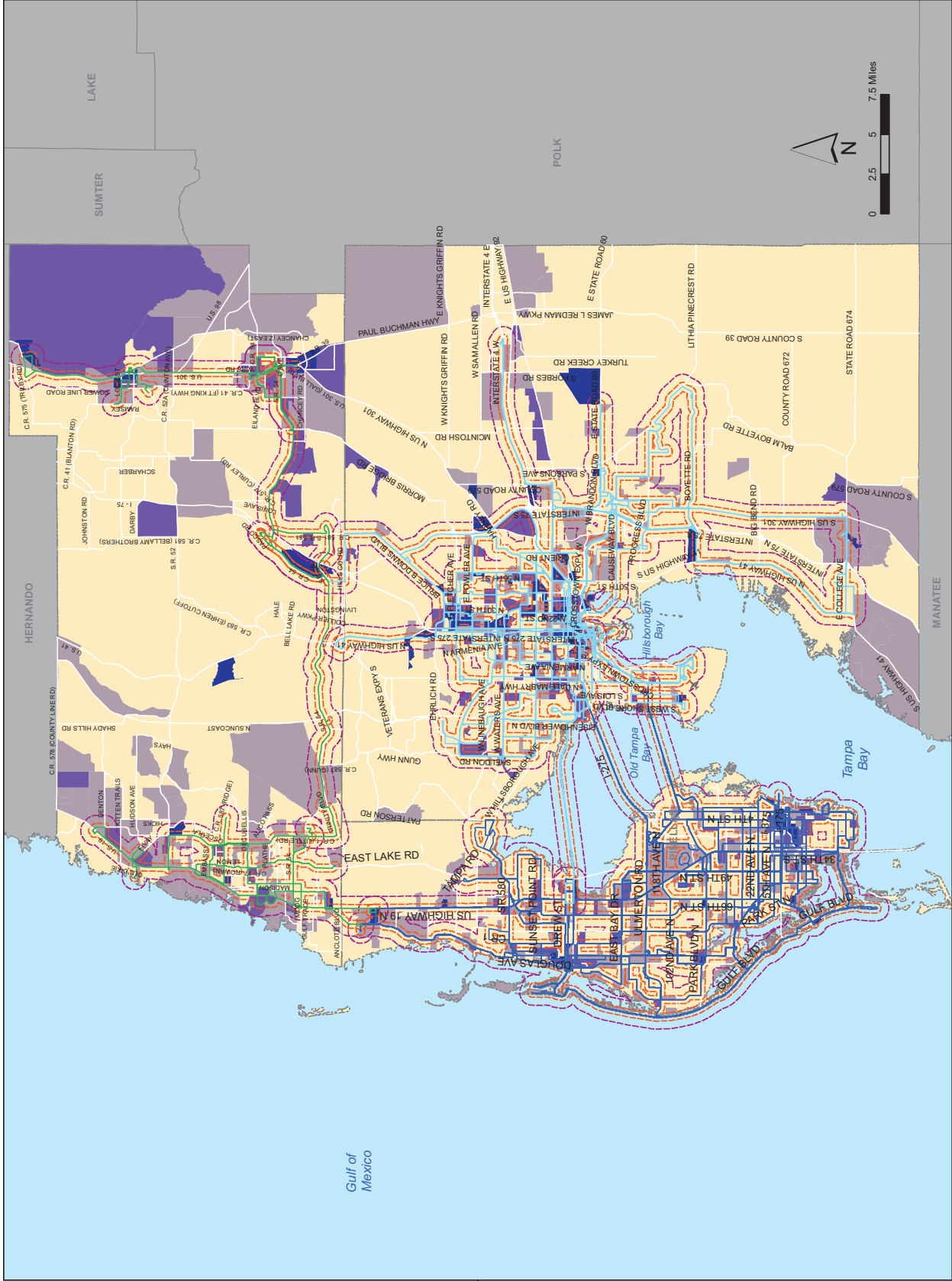
## Legend

-  HART Routes
  -  PCPT Routes
  -  PSTA Routes
  -  1/4 Mile Service Area
  -  3/4 Mile Service Area
- TOI Rank**
-  Very High
  -  High
  -  Medium
  -  Low



ACDIS: It is intended that the accuracy of this map be used for illustrative purposes only. However, such accuracy is not guaranteed. This map is for illustrative purposes only.

Source: 2007-2011 ACS, PCPT, PSTA, HART. Date: October 2013



- Increase housing and employment options by ensuring transportation connectivity throughout the tri-county area.

## Regional Mobility Needs

Based on the review of existing data, public participation process, and technical analysis, the following unmet transportation needs and barriers to coordination have been identified for consideration during future Section 5310 funding cycles. In addition, potential projects and services have been identified to meet the needs, where applicable.

- Continue existing transportation services for older adults and individuals with disabilities – the projects and services that are currently being provided should be sustained through future funding programs, if feasible.
- Projects selected for funding should benefit both seniors and individuals with disabilities – Projects that can benefit both of the target groups should be given greater priority during the project selection process. Coordination of services, leveraging resources, and vehicle sharing among providers may assist with providing transportation services to both of the targeted groups using limited resources.
- Regional paratransit services – Providing paratransit services across county lines will help older adults and individuals with disabilities access specialized services in other counties regardless of service boundaries. Coordination among providers to provide regional paratransit services on specific days or during certain trips could help to provide expanded service.
- Regional fixed-route/express services – While some regional routes exist, including PSTA to HART in Tampa, PCPT to PSTA in Tarpon Springs, HART to PCPT in Wesley Chapel, and HART to PSTA in Clearwater, additional services are needed that connect the tri-county area and the surrounding counties, including Hernando County.
- Fixed-route improvements, including improved frequency, later evening, and weekend service – Improvements on the fixed-route system will serve all users including the targeted populations and may reduce the need for door-to-door service in some areas where passengers cannot use the system due to long wait times in between buses or lack of service on the weekends and evenings.
- Infrastructure and technology improvements – Additional benches, shelters, audible announcements, sidewalk improvements, landing pads, etc. are needed in Hillsborough, Pasco, and Pinellas counties.
- Additional transportation services to quality of life/social activities – Transportation services that provide quality of life trips for the targeted populations are needed on the weekend and in the evenings. Trips to medical services and other life sustaining activities are often available under specific funding sources; however, trips to church and evening outings are more difficult to obtain since trips may be prioritized due to limited funding.
- Service connecting to major hospitals and hubs – Additional transportation services are needed providing access to the major hospitals, assisted living facilities, and senior centers noted earlier in this needs assessment. However, major hubs and activity centers would also benefit from

additional transportation services. The additional major hub/activity center services may be an avenue for providing quality of life trips to these areas for social interaction.

- Education services/travel training for individuals with disabilities – Additional travel training programs are needed to educate persons who may be able to use the fixed-route system but are currently not comfortable with independently using the system.
- Central phone number for information – A one-call, one-click center was identified as a need for minimizing the level of effort necessary to obtain information on available transportation services, fares, funding sources, service boundaries, eligibility requirements, etc.; however, the *My Ride* service being implemented by TBARTA in 2014 should help to fulfill this need. In addition, the [www.SafeandMobileSeniors.org/FindaRide.htm](http://www.SafeandMobileSeniors.org/FindaRide.htm) website provides a one-stop location to find information by county on over 700 transportation providers within the State of Florida which also helps to meet this identified need.
- Partnerships for vehicle sharing – With the New Freedom program being consolidated into the 5310 program and no new funding added to that program, partnerships for vehicle sharing may be an effective way of ensuring there are enough vehicles available and funding allocated to operating projects and services.
- Taxi vouchers for evening service – Vouchers for evening service may help to provide additional quality of life trips and/or trips for persons that may be stranded when other transportation services end.
- Funding for non-profit providers providing life sustaining services to older adults and individuals with disabilities – Social service providers offering services such as Meals on Wheels have experienced funding cuts and are in need of additional revenue to provide transportation and life sustaining services.
- Expanded fixed-route services to new areas – Based on the technical analysis, the following areas could benefit from expanded fixed-route services.
  - **Hillsborough County**
    - Thonotosassa
    - Lithia
    - Dover
    - Seffner
    - Valrico
    - Gibsonton
    - Lutz
    - Plant City
    - Ruskin
    - Wimauma
    - Tampa
  - **Pasco County**
    - Hudson
    - Shady Hills
    - Land O’ Lakes
    - Odessa
    - Spring Hill
    - Dade City
    - Lacochee
    - South of Zephyrhills
  - **Pinellas County**
    - Tarpon Springs
    - Palm Harbor
    - St. Petersburg

## Conclusion

Both regional and local needs were identified during the assessment. In Pasco County and Hillsborough County where areas remain with limited or no available fixed-route transit service, the residents would like to first have expanded local service to new areas that are currently difficult to access. The need for regional service to surrounding areas was also considered a priority; however, the consensus within these counties was that the local services should be improved first and then future resources should be focused on providing regional connections. In Pinellas County, where there is little vacant land and good fixed-route coverage, the majority of major attractors for older persons and individuals with disabilities are covered by fixed-route and/or paratransit service. For those reasons, the assessment concluded that regional services are considered a greater need in Pinellas County. Based on the responses from all three counties, respondents agreed that transportation services that assist older adults and individuals with disabilities with accessing quality of life activities, including evening and weekend trips to places other than medical appointments, should be considered the greatest need when planning future transportation services for the targeted populations.

Regional transportation connectivity is a priority; however, quantifying the importance of and demand for additional regional transportation options is best completed through travel demand modeling and public outreach tools (surveys and polls, meetings, general comments). It is clear that gaps exist in the collection of quantifiable information on regional demand that is not being met. Since regional paratransit service does not exist, many customers do not communicate their need to access locations outside of their current county of residence. Denials for regional trip requests are not kept for tally, because the requests are never made by customers based on their understanding of existing service limitations or customer service representatives tell persons inquiring that they do not provide that type of service. During development of this regional chapter requests were made for information to better assess regional mobility needs that are not currently met. Agency responses were that this information is not available or referrals were provided to other agencies that might have additional information. In addition, the Census Longitudinal Employer-Household (LEHD) maps provide information on current regional travel patterns, but that information does little to assist in identifying where unmet regional transportation needs may be present. The public outreach that was conducted provided the best information on desire for regional transportation options to meet existing needs. Those regional transportation needs such as Pinellas to Hillsborough and Pasco to Hernando were denoted earlier in this document.

In addition, having a regional agency such as TBARTA provides an avenue for regional transportation information to be identified, reviewed, and documented. Through TBARTA's planning efforts the following eight regional transportation projects were identified as priorities:

- Regional Projects
  - Short-Term Regional Premium Transportation Enhancements Study
- Central Projects
  - USF to Wesley Chapel

- Howard Frankland Bridge PD&E Study and Regional Transit Corridor Evaluation
- St. Petersburg to Clearwater through Greater Gateway area (Pinellas Alternatives Analysis)
- Northern Projects
  - Westshore Area to Crystal River/Inverness Transit Corridor Evaluation
  - I-75 Regional Bus Wesley Chapel to Downtown Tampa
  - SR 54/56
- Southern Projects
  - Extension of Premium Services from Sarasota to Bradenton & North Port
  - I-75 Regional Bus Sarasota/Bradenton to Downtown Tampa

Any improvement to the overall transportation system can benefit the elderly and persons with disabilities; therefore the projects recommended by TBARTA as priorities can assist with the improvement of mobility for these populations. The regional transportation enhancements study should provide additional information on unmet regional transportation needs. The priority areas identified by TBARTA also align with some of the areas identified in this regional TDSP chapter for consideration of mobility improvement projects or programs that may be funded under Section 5310.



## Appendix A: Plan Review

### Transit Development Plans

The most recent Transit Development Plans (TDPs) for the public transit providers in Hillsborough, Pasco, and Pinellas counties were reviewed and summarized in order to identify the existing transit and mobility needs of older persons, persons with disabilities, and low-income populations and projects that might provide benefit to the Transportation Disadvantaged (TD) population.

#### *Hillsborough County*

Hillsborough Area Regional Transit (HART) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs and projects within the HART TDP have been added to the 5-Year CIP (Capital Improvement Plan) and planned budget as currently unfunded, but have been identified as applicable to the TD population:

- Paratransit/Flex Vehicle Facility
- Plan City Expansion of Basic Transit Infrastructure
- MetroRapid East/West (Temple Terrace/Tampa International Airport (TIA))
- Additional Bus Maintenance Facility
- MetroRapid (Kennedy/TIA)
- MetroRapid (New Tampa)
- MetroRapid (Brandon)
- MetroRapid (Dale Mabry)
- MetroRapid (Gunn/Busch)

HART conducted community outreach in the form of discussions and visioning processes on the future of transit needs in the Tampa Bay area. The needs that were identified and are applicable to the TD population are listed below.

- Increased level of service
- Increased evening and weekend service

The detailed route analysis completed by HART in 2009 concluded that many stops could be consolidated and improved. As such, HART completed improvements on the stops and roadways listed below in FY 2013 to comply with ADA guidelines specific to TDP Goal 2 (Improve Mobility and Accessibility.) The accessibility improvements included landing pads, sidewalks, and realignments.

- Routes 16, 31, 36, 36, 39, 45, 46, 57, 24LX, 25LX, and 27LX
- 15th Street Sidewalk, Himes Avenue Sidewalk, and Broadway Avenue Sidewalk

HART provided enhanced connections and served additional markets through the opening of the MetroRapid North-South and the rehabilitation of the Yukon Transfer Center. Several route enhancements originally scheduled for implementation in FY 2013 are being implemented in FY 2014. The proposed weekday service improvements include: Route 5 expanding to a final trip at midnight,

Route 6 increasing to 20-minute midday frequency, and Route 46 being reinstated to one hour midday service. The proposed weekend service improvements include: Routes 2, 6, and 30 expanding to a final trip at midnight, Route 5 extending Saturday and Sunday service by 2 hours, Route 14 and 57 to commence Saturday service, and Route 37 to commence Sunday service.

### *Pasco County*

Pasco County Public Transportation (PCPT) completed its most recent TDP update in September 2013 for FY 2014 – FY 2023. The following needs within the PCPT TDP have been identified as applicable to the TD population:

- Improvements to existing routes
- New service expansion
- Capital/infrastructure improvements
- Other improvements

The new service expansion needs that could improve mobility and connectivity within the county include:

- Moon Lake Connector
- Spring Hill Connector LX
- Wiregrass Connector
- Cross-County Connector on SR 52
- Land O' Lakes Connector
- St. Leo University Connector
- Express Service on US 19
- Wesley Chapel/USF Express
- Express Service on Suncoast Parkway

The goals, objectives, and strategies that were developed as part of the PCPT TDP identified the following themes and/or specific statements that relate to the TD population:

Goal 1: Enhance the quality and quantity of service.

Objective 1.1: Double ridership from 1 million in 2013 to 2 million in 2023.

Strategy 1.1.4: Identify and address transportation needs of transit-oriented populations in the County.

Goal 4: Enhance the accessibility of transit services.

Objective 4.2: Strive to ensure accessibility at all transit facilities.

Strategy 4.2.1: Conduct transit infrastructure assessment.

Strategy 4.2.2: Continue to improve infrastructure including benches, shelters, signage, and accessibility at bus stops.

Strategy 4.2.3: Ensure that all new transit infrastructures meet accessibility requirements.

Goal 5: Pursue transit-friendly land use and regulations.

Objective 5.1: Review all relevant land development proposals and regulations to ensure transit-friendly development.

Strategy 5.1.1: Support the use of development incentives for developers and major employers to promote public transportation (e.g. impact fee credits to developers for transit amenities).

Strategy 5.1.2: Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.

Strategy 5.1.3: Coordinate with local jurisdictions, planning agencies and the development community to encourage transit-supportive development patterns and investments.

Strategy 5.1.4: Support community initiatives that align affordable housing with transit service.

The improvements to existing routes include changing Routes 14, 21, and 25 from 60-minute to 30-minute frequency, expanding Route 54 service to 6 days per week and the frequency to 60 minutes, and adding three hours of weekly service at night on Routes 14, 19, and 21. Longer term improvements include adding three hours of weekday service on all routes, adding limited Sunday service on all routes, and implementing 30-minute headways on all existing PCPT routes.

The potential capital/infrastructure improvements include expanding and improving bus stop infrastructure, establishing new transfer facilities, and improving bus stop safety and ADA accessibility.

### *Pinellas County*

The Pinellas Suncoast Transit Authority (PSTA) completed their most recent TDP Major Update in September of 2010 for FY 2011 – FY 2020. The PSTA vision is to further transition Pinellas County into a more livable community. The PSTA TDP identifies a need to increase mobility for limited income individuals without cars or access to cars and to promote the connection of residential areas and major activity centers for education, employment, and entertainment opportunities. The following needs within the PSTA TDP have been identified as applicable to the TD population:

- New passenger shelter and landing pad installation
- Intermodal Transit Facilities (Downtown St. Petersburg, Largo Town Center, and Downtown Clearwater)

A 2010 Medicaid Bus Pass user survey revealed a heavy reliance on the pass and that more weekend service, as well as bus shelters were the two most desired improvements.

PSTA has an extremely effective community outreach and liaison program. Ongoing efforts performed as part of that outreach, relating to the TD population, are summarized below.

- Regional Funding/Service Coordination: PSTA staff has coordinated with HART and PCPT on regional funding and services. The three agencies effectively share FTA Section 5307 formula funding and jointly developed a regional JARC program.
- WorkNet Pinellas: Marketing staff works with case managers to provide PSTA information relevant to jobseekers and employers. Participation in WorkNet job fairs is ongoing.
- Community Presentations and Local Public Involvement Programs: Marketing staff provides special presentations to various groups in the community with respect to PSTA service and programs. Life skills and presentations for bus travel are provided, particularly for supported employment and rehabilitation programs.
- Development Coordination & Review: Staff works closely with local communities to review development and redevelopment plans and incorporate passenger amenities as part of the projects. This program is very successful with regard to the placement of passenger shelters and benches throughout the community. Staff is also participating with local communities on redevelopment projects and providing input on conceptual designs.
- Accessible Bus Stop Signage: In coordination with PSTA's Transit Advisory Committee, new bus stop signs were developed to differentiate the bus stop from other "poles" along roadways. These tactile signs include raised and Braille characters for 100 selected PSTA bus stops, which were identified with input from visually-impaired passengers.
- Travel Training/Travel Aids Program: Training offered to persons with disabilities so they can gain the skills they need for independent travel.
- Social Service Agency Coordination: PSTA leases surplus paratransit vehicles to area social service agencies to increase the accessibility of the TD system.
- Inter-County Transit Service: Regional connection points and transfer centers are maintained by PSTA in Tarpon Springs and Clearwater. These centers facilitate transit service connections between PSTA, PCPT, and HART. Coordination efforts include the provision of benches and shelters, route/schedule information, shared bus stop locations, and planning requirements.
- PSTA Web Page: The website [www.PSTA.net](http://www.PSTA.net) is continuously updated with Board meeting information, special events, employment opportunities, planning, and financial reports.
- Community Programs: Staff participates in education programs, including new rider assistance for supported employment and social service programs.

### **Transportation Disadvantaged Service Plans**

The TDSPs for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify each county's transportation disadvantaged goals and objectives, transportation needs, and service gaps.

## *Hillsborough County*

HART completed their most recent TDSP in April of 2012 for FY 2012 – FY 2016. The estimated number of TD persons in Hillsborough County is 462,922 in 2013 and 472,815 in 2014. The following needs/projects have been identified as applicable to the TD population:

- Using JARC funds to provide job training trips in the County
- Using New Freedom funds to include more quality of life trips through public private partnerships

HART also identified the following service limitations/barriers to coordination and strategies to improve them within their TDSP:

- **Funding Issues will emerge**
  - TD population estimated to increase by 10,000 from 2013 to 2014
  - Short term local funding is limited
    - Improvement Strategy: Continue to advocate for increased TD funding through state (trust fund) and federal revenue sources for service provision.
- **Fixed-Route Bus Service**
  - Expansion of service would alleviate much of the door-to-door trips and assist in providing reliable service, reducing costs, and increasing the capacity of the TD system.
    - Improvement Strategy: Continue to support increased funding to HART for fixed-route service expansion in areas with high demand for TD services and work with Tampa Bay Area Regional Transportation Authority (TBARTA) to expand van pools to increase access to employment.
- **Inter-County Service**
  - Additional private operators available to contract with the Community Transportation Coordinator (CTC) could increase TD service in Hillsborough County. In particular, additional providers would create competition and lower costs for providing TD service in the County.
    - Improvement Strategy: Continue to work with Pasco and Pinellas counties to remove the barriers that impede the flow of tri-county transportation information, such as coordinated centers for trip appointments and available resources.
- **Jobs-Transportation Access**
  - The CTC supports access to transportation for employment related services and has partnered with several local agencies to further its transportation for jobs component.
    - Improvement Strategy: Continue to pursue grant funding, such as JARC, to provide transportation services that meet the transportation needs of the TD population for access to employment and employment-related activities.
- **Enforcement of Agency Cooperation**
  - In Florida, CTC's were established in each county to implement the concept of coordinated transportation, which is designed to have one entity (known as the broker)

arrange transportation between various users and funding information. A fundamental aspect of a coordinated transportation system is eliminating or reducing duplication and fragmentation of TD services.

- Improvement Strategy: Continue to advocate for legislative changes that strengthen enforcement of agency participation in the coordinated provision of “brokered” TD services.
- **Conflicting Requirements for Purchasing Agencies**
  - It can be difficult to coordinate trips with purchasing agencies due to their individual needs, requirements, and standards of service.

Hillsborough County has identified the following goals and strategies to address their TD needs through public participation listening sessions:

Goal 5: Ensure necessary funding to support the TD program. Increase the funding for TD trips to meet demand.

Strategy 5.1.a: Continue to pursue local government funding to provide the match for the Non-Sponsored Trip/Equipment Grant.

Strategy 5.1.b: Identify, Evaluate, and pursue possible alternative TD funding available through local, state, and federal sources.

Strategy 5.1.c: Continuously monitor and work with the Florida Legislature, the CTD, and other entities to increase TD funding and streamline operations and service requirements.

Strategy 5.1.d: Promote the state voluntary dollar program designed to encourage one dollar donations to the TD Program when renewing vehicle tags.

Goal 6: Ensure TD Program accountability.

Strategy 6.1.b: Continue to conduct planning, program development, and competitive selection for the JARC and NF programs in compliance with Federal Transit Administration (FTA) Circulars 9045 and 9050 and in coordination with the MPO’s LRTP and Transportation Improvement Program (TIP).

Strategy 6.1.c: Conduct outreach to ensure that the interests of the general public are reflected in the priorities of the TDSP.

HART is anticipating the replacement of a total of 14 vehicles in fiscal year (FY) 2013 and five in FY 2014.

### *Pasco County*

PCPT completed their most recent TDSP in July of 2013. The total number of persons estimated to be TD in Pasco County was 234,199 in 2012. The most heavily populated areas are located along US 19 in

West Pasco, where paratransit service demand is the highest due to a concentration of elderly and low-income populations. There are several areas in Pasco County where transit service is not provided. This includes the central portion of the County, including the growing populations of Land O' Lakes and Wesley Chapel.

Based on the TDSP needs assessment, the largest group in need of transportation-related assistance is the elderly. Pasco County is predominated by a large number of retirees (both permanent and seasonal residents). The elderly population has a demand for access to service related businesses, medical facilities, and social service agencies. In addition to the elderly, there are a large number of physically and mentally challenged residents in Pasco County who require assistance. The next largest segment of the TD population is low-income, primarily because they cannot reasonably afford their own transportation. Included with the low-income group are "high-risk" and "at-risk" children.

Pasco County's TDSP identified the following needs:

- Limited service in the evenings and on the weekends
- Lack of inter-county fixed route and paratransit services
- Lack of transportation funding
- Improve spending per capita on transit
- More personal door-to-door service for disabled persons
- Lack of immediate transportation services for the elderly
- Lack of volunteer drivers
- Lack of education of available services, programs, and requirements

Pasco County has identified the following goals for the TD population:

- Ensure availability of transportation services
- Ensure cost effective and efficient transportation services
- Provide quality of service
- Ensure necessary funding to support the program
- Ensure program accountability
- Develop and promote alternative transportation

Pasco County also identified barriers to coordination in their TDSP. One of these is transferring current paratransit clients to the fixed-route system as it expands, done through the training of individual riders. The large and growing TD population and their demands indicate the need for increased funding as current resources may not remain adequate.

### *Pinellas County*

PSTA completed their most recent TDSP in October 2012 for FY 2013 – FY 2017. The total number of persons estimated to be eligible for Transportation Disadvantaged (TD) Program services was 77,941 in 2012 and 85,263 in 2013. PSTA assumed the role of the community transportation coordinator (CTC) of the Pinellas County TD program in July, 2012. The MPO had been the CTC prior to that time. As the CTC,

PSTA was able to integrate its Dial A Ride paratransit services with the TD program. The goal of this transition is to improve cost effectiveness on multiple fronts and improve the utilization of the bus system to handle TD client needs. Those TD clients who are unable to ride the bus are provided with access to transportation via PSTA's contracts with Clearwater Yellow Cab and Care Ride for taxi sedan and wheelchair service.

The 2013 TDSP update identified the following unmet needs in the original 2007 Tri-County Area Plan (TCAP):

- Transportation services provided in the evenings and on the weekends
- Education on available services, various programs, and eligibility requirements
- Inter-county transportation for both fixed-route and paratransit trips
- Fixed-route transit system covering all areas of the county
- Paratransit services to provide shopping, recreational, and employment trips, especially for people working late night or early morning shifts when fixed-route transit is not available.

The 2013 TDSP also identified the 2009 TCAP unmet needs:

- One coordinated eligibility process for all applications
- A centralized one-stop center
- Sensitivity training for operators
- Ride guide for the available transportation program

These unmet needs continue to be a barrier to coordination. Needing to contact multiple agencies for various transportation needs due to a lack of centralization and different program eligibility requirements is still an issue. This has been articulated during various public outreach activities.

### **Long Range Transportation Plans**

The Long Range Transportation Plans for Hillsborough, Pasco, and Pinellas counties have been reviewed and summarized to identify the goals, values, needs, and service gaps for the region.

#### *Hillsborough County*

The goals, objectives, and policies that were developed as part of the Hillsborough County MPO's 2035 LRTP identified the following themes and/or specific statements that relate to the TD population:

Goal 3: Promote accessibility and mobility by increasing and improving multi-modal transportation choices, and the connectivity across and between modes.

Objective 3.1: Maximize access to the transportation system and improve the mobility of the transportation disadvantaged.

Policy 3.1A: Provide facilities that are ADA compliant and amenities that support all users of the multi-modal transportation system, including persons with



disabilities, the elderly, and economically disadvantaged (such as sidewalk connections, trails, and enhanced bus stop/shelters).

Policy 3.1B: Improve or expand the multi-modal transportation system serving the disadvantaged by enhancing service availability, and providing greater access to connecting bicycle and pedestrian facilities.

Policy 3.1C: Promote paratransit or alternative services where development patterns do not support fixed-route transit.

Objective 3.3: Support an integrated transit system with efficient connections between modes.

Policy 3.3A: Develop a multi-modal transportation system that integrates all modes into the planning, design, and implementation process.

Policy 3.3B: Promote a transit circulator, water taxi, bicycle, and pedestrian system serving major activity centers, such as hospitals, educational facilities, parks, malls, and other major employment and commercial centers.

Policy 3.3D: Support multi-modal improvements to address a system gap or deficiency at significant points such as major intersections and movable bridges that serve vehicular traffic and other modes.

Goal 4: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Objective 5.1: Enhance the safety and security of the transportation system for both motorized and non-motorized users.

Policy 5.1A: Promote safety in the planning, design, construction, and maintenance of all modes in transportation projects and programs (e.g., designing for the incorporation of emerging safety-related technologies).

Policy 5.1B: Work with local governments and other agencies to identify safety concerns and conditions, and recommend projects to address key deficiencies (such as high crash locations, lighting and signage).

The Hillsborough County MPOs 2035 LRTP references FDOT Safe Mobility for Life program that promotes safety and informs seniors on all aspects of transportation, to improve their safety and mobility. This program serves as a reference to national, state, and local programs that are available to the elderly segment of the TD population.

### *Pasco County*

As part of the Pasco County MPO 2035 LRTP, the goals were updated from the 2025 LRTP to comply with requirements stipulated under SAFETEA-LU. The goals, objectives, and policies that were developed as

part of the Pasco County MPO's 2035 LRTP, identified the following themes and/or specific statements that relate to the TD population:

- Preventing or avoiding disproportionate adverse impacts to low income and minority communities
- Preventing the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations
- Ensuring that the transportation planning process complies with all applicable ADA and US DOT regulations
- Increase the safety and security of the transportation system for motorized and non-motorized users.
- Increase accessibility and mobility
- Enhance the integration and connectivity of the transportation system across and between modes.

### *Pinellas County*

A review of the goals, objectives, and policies developed as part of the Pinellas County MPO's 2035 LRTP was undertaken to identify themes and/or specific statements that relate to the TD population. Applicable policies in the LRTP, also included in the TDSP, are listed below:

Objective 1.4: Mass Transit use shall be encouraged and promoted in order to increase ridership while reducing the number of single-occupant vehicles on the County's roadways and as a primary means of travel for the transportation disadvantaged population.

Policy 1.4.4: The MPO shall continue to ensure that the economically disadvantaged and physically impaired citizens of Pinellas County have access to cost-effective and efficient transportation services.

Policy 1.4.5: In its role as the Pinellas County CTC, the MPO shall provide, when appropriate, 31-day unlimited use PSTA bus passes to TD Program customers as a cost-effective way of providing needed transportation and improving overall mobility. *Although distribution of bus passes to TD customers remains an important part of the program, the MPO no longer serves as the CTC. The PSTA assumed this role in 2012.*

Policy 1.4.6: The MPO shall continue to work with local governments, communities, and PSTA to identify and assess transit needs in the County.

Policy 1.4.9: The MPO shall work with governments/counties to identify projects for JARC and New Freedom Funding.

Policy 1.4.10: The MPO shall include the public, local governments, the private sector, nonprofit agencies and PSTA in the development of plans addressing the needs of the TD population.

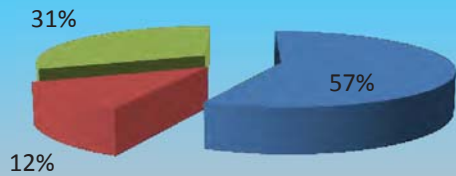
Policy 1.4.11: The MPO shall support/encourage provisions of ADA-compliant features and amenities at transit stops that accommodate the needs of persons with disabilities and the elderly.

Objective 1.5: Develop a long range intra-county and regionally accessible transit system in Pinellas County that features advanced technology, express service to intermodal transportation facilities, major employment centers, recreational points of interest, tourist destinations, and significant commercial activity.

Policy 1.5.4: The MPO shall work with local governments to ensure that mobility strategies and local land use plans are compatible and mutually supportive.

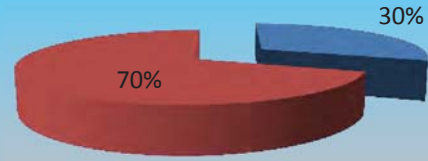
# Appendix B: Public Workshop Survey Results

**Which County do you live in?**



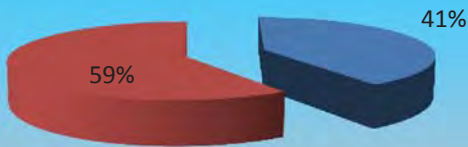
■ Hillsborough ■ Pasco ■ Pinellas

**Were you required by your employer to attend the workshop today?**



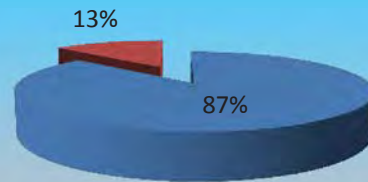
■ Yes ■ No

**What is your gender?**



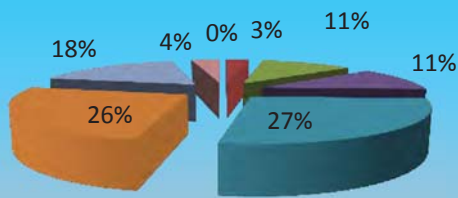
■ Male ■ Female

**Do you have access to a car or other personal vehicle?**



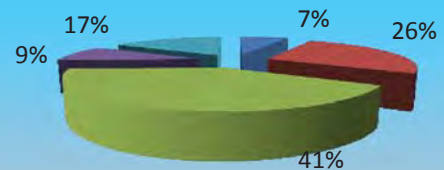
■ Yes ■ No

**What is your age?**



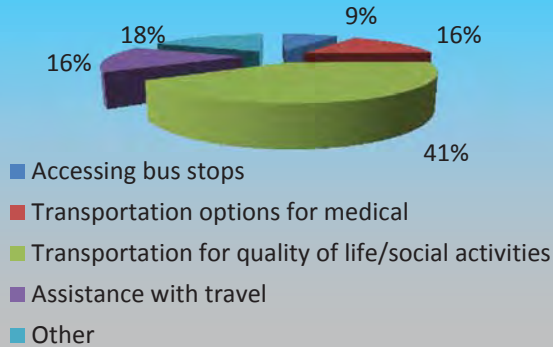
■ 15 or under ■ 16 to 24 ■ 25 to 34  
 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64  
 ■ 65 to 74 ■ Over 74

**What is the greatest need in the tri-county region for seniors?**

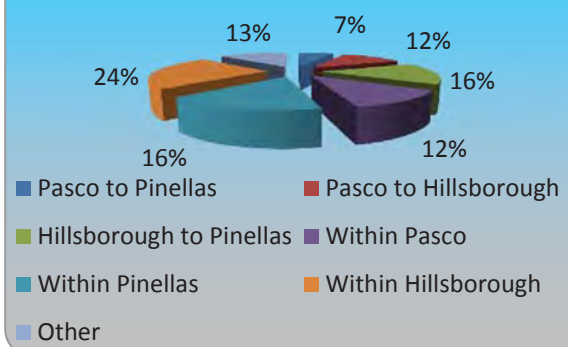


■ Accessing bus stops  
 ■ Transportation options for medical  
 ■ Transportation for quality of life/social activities  
 ■ Assistance with travel  
 ■ Other

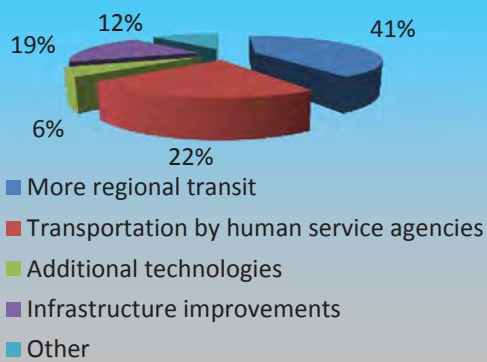
**What is the greatest need in the tri-county region for individuals with disabilities?**



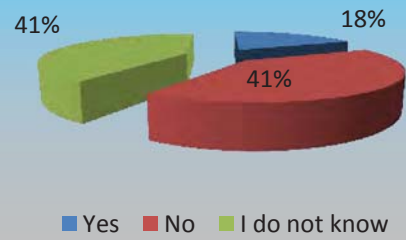
**Where should future transportation services be improved to meet the needs?**



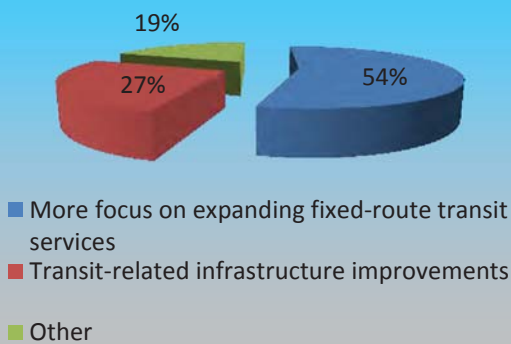
**What additional services are most important?**



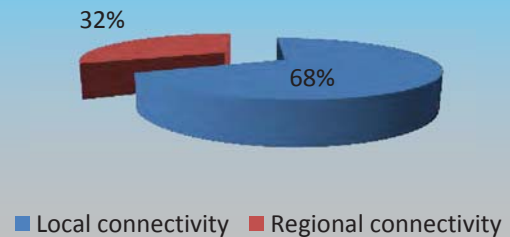
**Would you prefer that FDOT maintain providing 5310 funds as 100% capital and not use this funding source for operating grant support?**



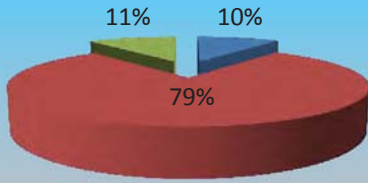
**Which improvement do you prefer?**



**Which is more important to you, local expansion of service or service that connects the region, i.e., connections to the surrounding counties?**

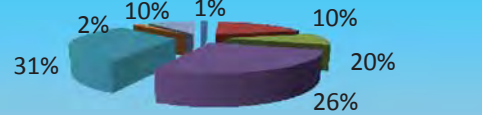


**Are you satisfied with the current level of public transportation service?**



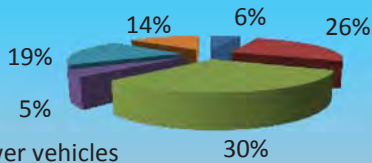
■ Yes ■ No ■ I do not know

**Which type of improvement would be your preference for fixed-route service?**



■ Earlier morning service hours (3 AM – 7 AM)  
 ■ Extended evening hours (8 PM – 2 AM)  
 ■ Additional weekend service  
 ■ Coverage to new areas not currently served  
 ■ Improved Frequency  
 ■ Training on system use  
 ■ Other

**Which type of fixed-route improvement would you prefer?**



■ Newer vehicles  
 ■ Real-time bus information via phone or computer  
 ■ More sheltered locations  
 ■ More bike storage on vehicles  
 ■ Additional seating for the elderly and disabled  
 ■ Other

**Which type of paratransit service improvement would you prefer?**



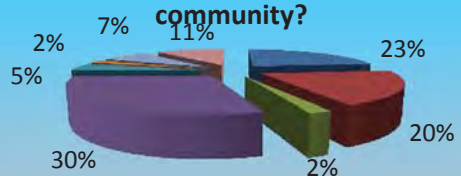
■ Expanded coverage area  
 ■ Extended hours of service  
 ■ Additional weekend service  
 ■ New or additional transfer areas to other paratransit service or fixed-route  
 ■ Other

**What demand response improvement is most important to you?**



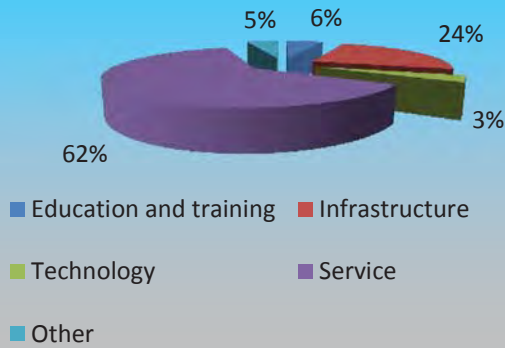
■ Reduced time to schedule trips (12 hours prior to trip)  
 ■ Shorter wait times for pick-up  
 ■ Ability to schedule trip online  
 ■ Newer vehicles  
 ■ Other

**Which type of transportation would you prefer to see financial investments focus on for your community?**

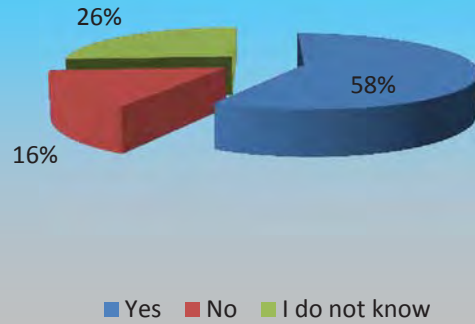


■ Bus  
 ■ Vanpool  
 ■ Rail  
 ■ Roads  
 ■ Sidewalks  
 ■ Bike Paths  
 ■ Other

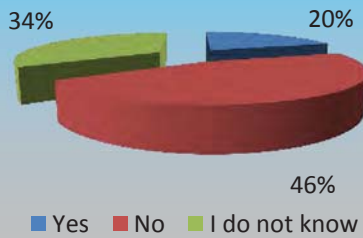
**What is most important to you with regard to transit improvements?**



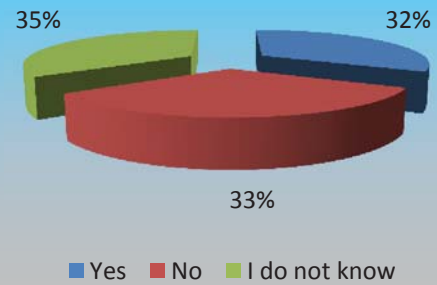
**Are public transit fares affordable?**



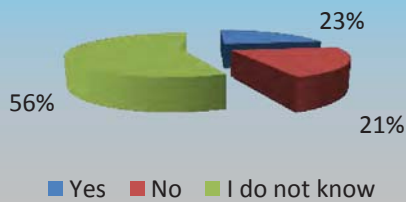
**Have you benefitted from any of the programs mentioned during the PowerPoint funded by the previous JARC and/or New Freedom programs?**



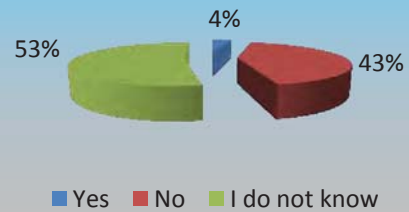
**Are you comfortable using non-demand response public transit services at night?**



**If you are working for a social service agency, has your agency looked for grant opportunities to provide transit other than those offered by the FDOT and/or the MPOs?**



**If you are working for a social service agency that has a 5310 funded vehicle would your agency be able to continue providing transportation service without this potential funding opportunity?**



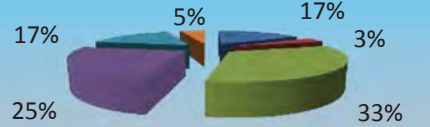


**When reviewing applications for funding, what do you believe should be the most important criteria?**



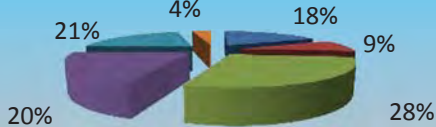
- Number of persons served
- Costs of proposed capital or operating project/program
- Proposed project/program will be regional
- Project/program benefits both elderly and disabled
- Innovation
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to medical facilities?**



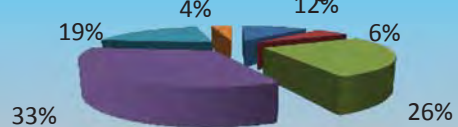
- Person needing service
- Medical provider
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to recreational activities?**



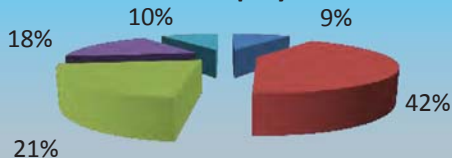
- Person needing service
- Family and friends
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to life sustaining needs?**



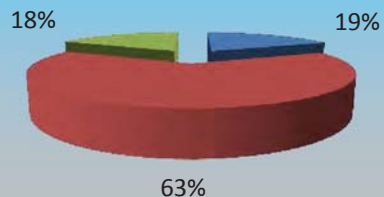
- Person needing service
- Family and friends
- Transit agency
- Local government
- Social service programs
- Other

**Who should have the primary responsibility of ensuring transportation services are available to the elderly and disabled for access to employment?**



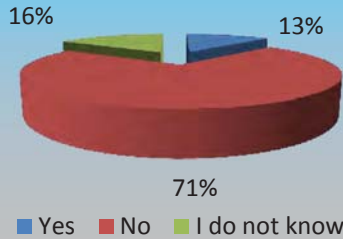
- Employer
- Transit agency
- Local government
- Social service programs
- Other

**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the local government?**

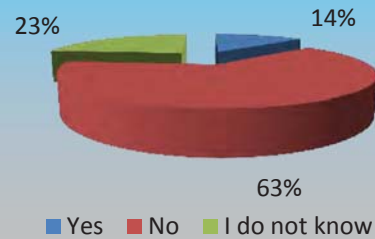


- Yes
- No
- I do not know

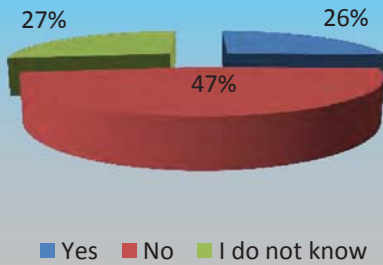
**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the state government?**



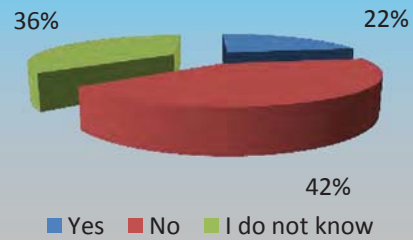
**Do you believe adequate attention is being paid to the transportation needs of the elderly and persons with disabilities by the federal government?**



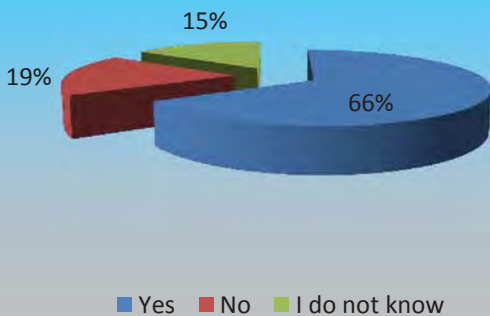
**Do you believe your area's public transportation services are comparable to other areas in Florida?**



**If you answered yes to the previous question, do you believe your area's public transportation services are better than the majority of areas in Florida?**



**Do you believe participating in public meetings makes a difference?**



**Do you believe today's meeting was beneficial to you?**



## Appendix C. Survey Results



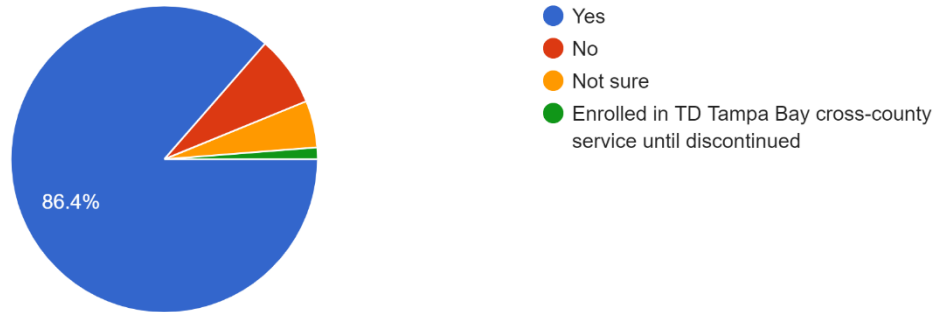
**FORWARD  
PINELLAS**  
Integrating Land Use & Transportation

# **Transportation Disadvantaged Service Plan (TDSP)**

**2022 Survey Analytics**

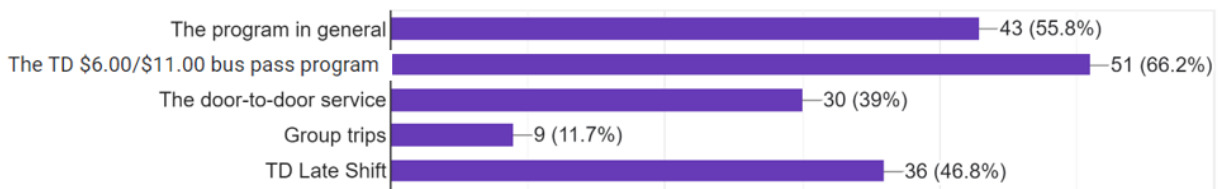
## Are you familiar with the Transportation Disadvantaged (TD) Program

81 responses



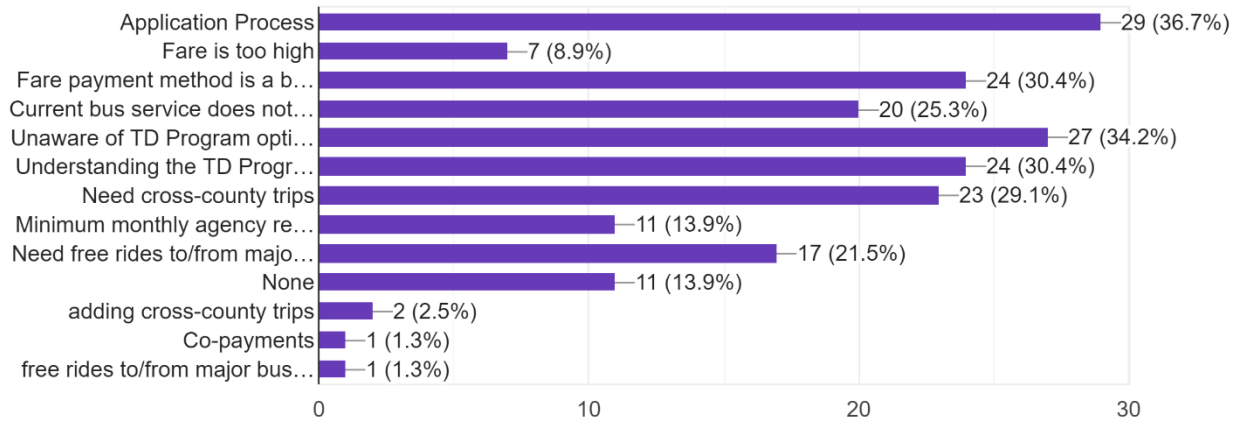
## What part(s) of the TD Program are you familiar with? (check all that apply)

77 responses



What barriers or challenges do you or your clients experience with the TD program (check all that apply)

79 responses

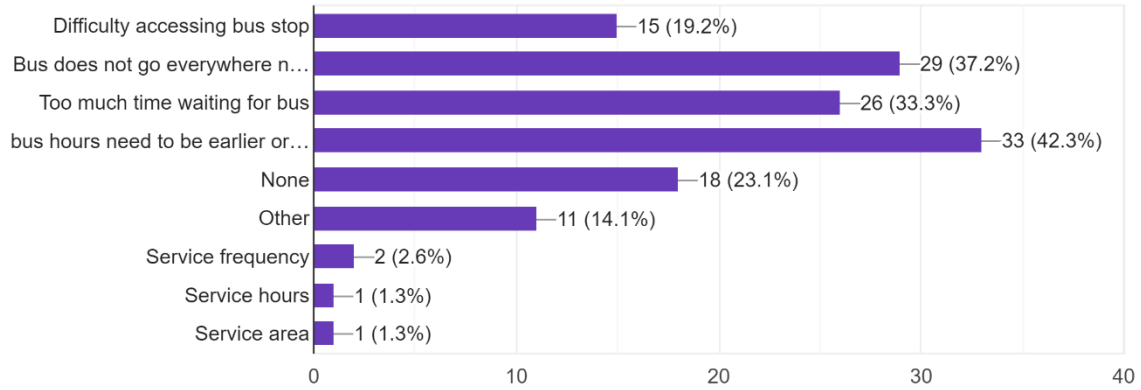


- Application Process
- Fare is too high
- Fare payment method is a burden/too much work
- Current bus service does not meet needs
- Unaware of TD Program options
- Understanding the TD Program
- Need cross-county trips
- Minimum monthly agency requirement is too high
- Need free rides to/from major bus stops
- None



If the current bus services are not meeting your or your clients' needs, what factors are contributing to this? (check all that apply)

78 responses



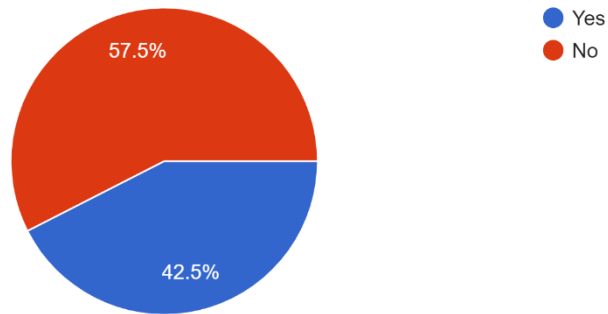
If the current bus services are not meeting your or your clients' needs, what factors are contributing to this? (check all that apply)

- Difficulty accessing bus stop
- Bus does not go everywhere needed
- Too much time waiting for bus
- bus hours need to be earlier or run later
- None
- Other



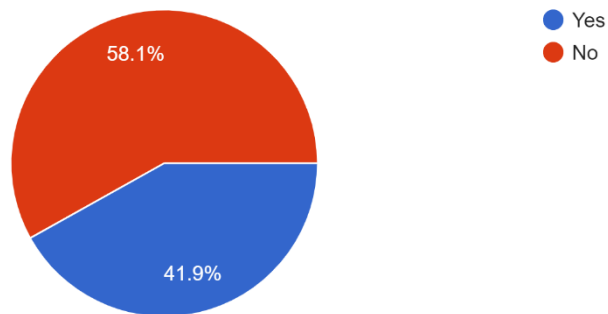
Would you like to be contacted with additional information about the TD Program?

80 responses



Are there transportation needs that are unmet by the TD Program?

74 responses





If yes, what are the unmet needs?

29 responses

Shared TNC rides countywide for \$4

Door-to-door service canceled on my parents without telling them due a tropical storm watch

Lots of clients like td door to door for church

cross county mainly, long waits for pick-up

Not enough awareness of the program

When it comes to making a change to a trip. They have to book at least 48hrs in advance but when it comes to making a change to the trip even by adjusting the time one hour before they still have to call 48hrs to the minute.

Many clients cannot afford even \$3 fair due to their extremely tight and fixed incomes, especially with inflation and increased cost of living.

Tampa Moffitt center medical appointment

Not familiar enough with scheduling TD rides to know

Funding needs to be restored to TD Tampa Bay; more types of trips need to be allowed on regular TD program.

cannot submit application online. Hard for the clients to pick up bus passes.

It would be much more efficient, if the agencies were able to approve and give out the initial TD bus pass to clients rather than them having to come to the bus station.

easy access to the program

Lack of weekend service



Subdivision Transportation for pwd

Free rides to far away bus stops and bus needs to run later and earlier on Sunday mornings for workers

Need earlier on Sundays and holiday I work at 7am first buses don't come until 8.30am have no alternative

Requiring photo

Need to have an online option to fill out application and an online option to pay for td buss passes each month

The busses do not run early or late enough.... Too much time is wasted waiting on connections 30 to 40 minute trip Usually takes 2 hours people do not have this kind of time to waste

travel across counties

Rides to the Christian Community food pantry on McMullen Booth Rd especially in the summer months.

accessing the transit that is more affordable and more services

Not enough bus shelters or sidewalks to the bus

Un-able to go to the theaters such as Ruth Eckard Hall etc. to see any theater or concerts! There are no other accessible transportation options available for a reasonable price.

It's hard to get to grand central to buy passes. We should be able to buy them online. We need more busses that run earlier and later and more frequently. Connections to Tampa.

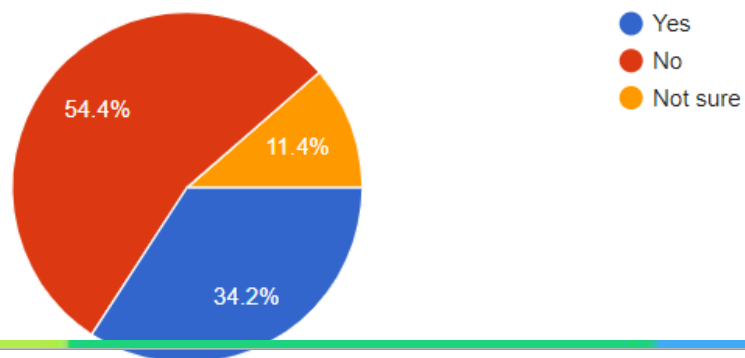
Every month i go load money on my card the system is never refreshed and I have to stand there waiting at least 30min before it gets fixed and it's a inconvenience to a lot of us,it happens each month which is ridiculous when it should be refreshed the day before

No bus to train service



Are you aware of the Local Coordinating Board (LCB)? The LCB provides guidance to the TD Program and is composed of social service agencies, citizens and others who working with the transportation disadvantaged.

79 responses

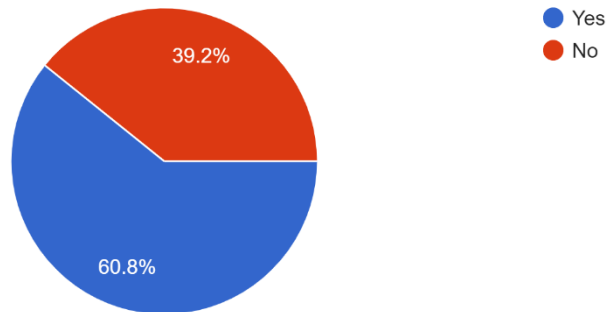


If you would like to be added to the LCB mailing list, please provide your email address.



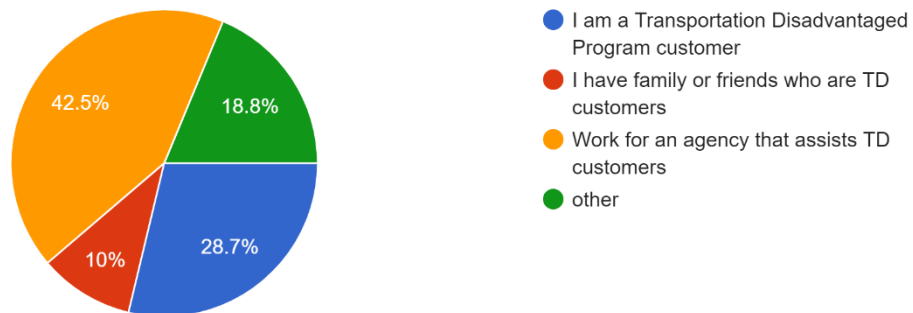
### Do you work with an agency that represents clients who may be transportation disadvantaged?

79 responses



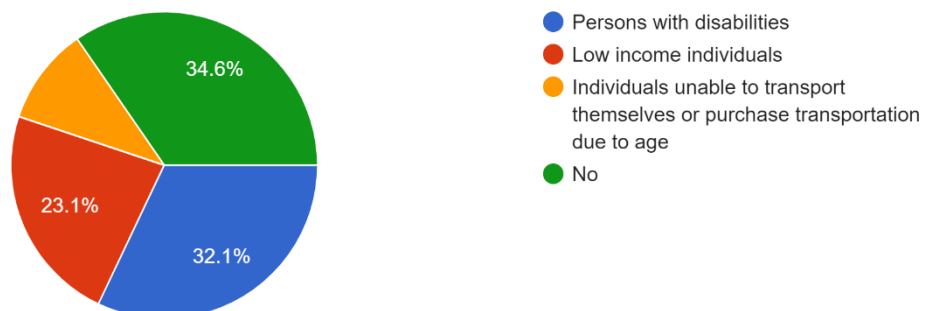
### What is your relationship to the TD Program?

80 responses



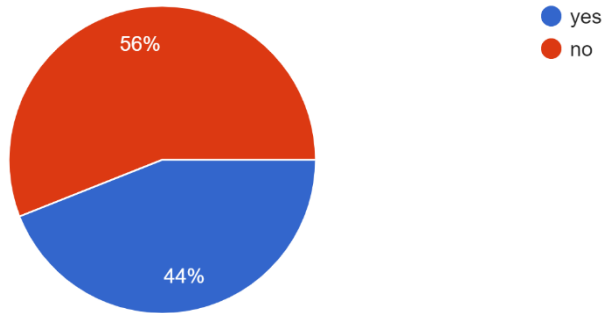
### Do you work with any of the following?

78 responses



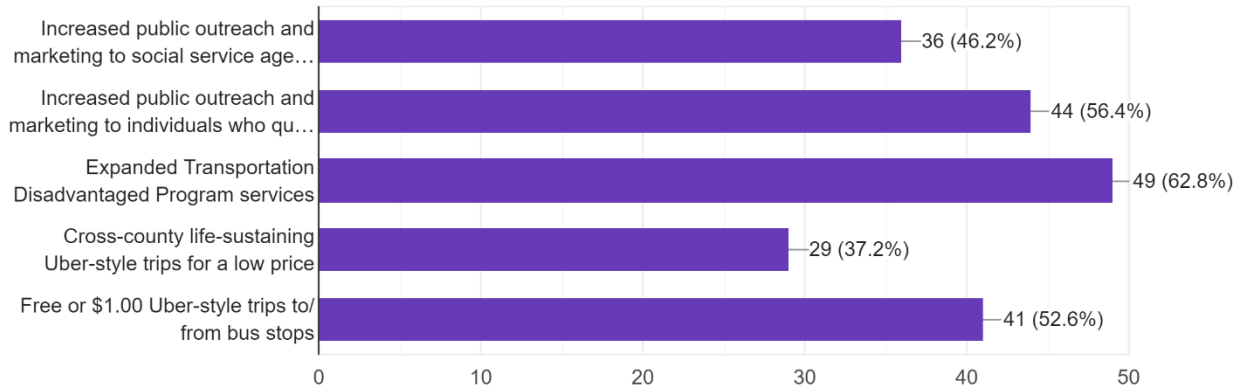
### Does your agency provide transportation services?

75 responses



### What improvements would you like to see to the TD Program? (check all that apply)

78 responses



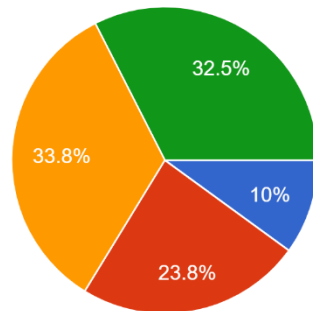


What improvements would you like to see to the TD Program? (check all that apply)

- Increased public outreach and marketing to social service agencies
- Increased public outreach and marketing to individuals who qualify for the TD Program
- Expanded Transportation Disadvantaged Program services
- Cross-county life-sustaining Uber-style trips for a low price
- Free or \$1.00 Uber-style trips to/from bus stops

Are you aware of the TD Late Shift Program? The TD Late Shift Program provides free rides between the hours of 10 p.m. and 6 a.m. to TD Pro...oing to or coming from their place of employment.

80 responses



- Yes, I am aware of the TD Late Shift Program and have used it
- Yes, I am aware of the TD Late Shift Program and know someone who has used it
- Yes, I am aware of the TD Late Shift Program but do not know anyone who has used it
- No



## Appendix D. Trip Prioritization

## **Trip Prioritization Schedule for Non-Sponsored Trips**

### **Trip Types Served, In Order of Priority\***

**MEDICAL:** Non-emergency trips to a medical facility; including physicians, dentists, hospitals, dialysis centers, health departments, mental health clinics, health support groups, optometrists, hearing aid clinics, pharmacies, and other medically-related destinations.

**SUSTENANCE (A):** Trips to grocery stores, food stamp offices, nutritional dining sites, and other destinations related to the immediate sustenance of an individual.

**SUSTENANCE (B):** Trips to Social Service offices, banks, telephone companies, electric companies, and other sustenance destinations not covered under (A) above.

**EMPLOYMENT:** Trips to and from any type of paid employment. This does not include volunteer work or school.

**EDUCATION RELATED TO EMPLOYMENT:** Trips to and from any types of educational or training program required to maintain employment including, but not limited to: college level instruction; vocational training programs; technical and other professional schools, both public and private.

**EDUCATION NOT REQUIRED TO MAINTAIN EMPLOYMENT\*\*:** Trips to and from any educational destination not related to employment, such as primary and secondary schools and “leisure” classes, to: college level instruction; vocational training programs; technical and other professional schools, both public and private.

**OTHER\*\*:** All trips not covered under the above categories, such as recreational outings and volunteer sites with the exception of trips provided through the Special Trips Fund.

\* Ambulatory and wheelchair/non-ambulatory trips will be provided according to the trip priority order listed above.

\*\* Due to funding constraints, these trip types are not currently served by the system. Other trip types served based on funding availability and priority.



## Appendix E. No Show Policy

## **No-Show Policy and Procedures**

### **NO SHOW POLICY**

To provide timely service and accommodate as many passengers as possible, passengers and trip providers must make every effort to be at their scheduled pick-up location on-time, or cancel at least two hours in advance. This is also why drivers are not permitted to wait for a passenger more than five minutes after their on-time arrival.

No Shows typically occur when a driver arrives on-time at the scheduled pick-up location but the passenger does not board the vehicle within five minutes and did not cancel the trip at least two hours in advance. To be a No Show, it must be within the passenger's ability to be on-time or cancel in time.

No Shows will be determined on a case-by-case basis. If it meets the No Show definition above, the passenger will be notified and have the opportunity to provide additional information in the event a passenger believes the No Show is in error. Every effort is made to consider special circumstances or events beyond the control of the passenger.

### **SUSPENSIONS FOR REPEATED NO SHOWS**

Once three or more No Shows have occurred in a three month period, PSTA door-do-door passengers will be issued a Warning, Pre-Suspension, or Two-Week Suspension Letter, depending upon the No Show rate over that three month period.

### **RESOLVING DISPUTES**

Every attempt will be made to informally resolve disagreements concerning specific No Shows by encouraging passengers to discuss with PSTA any details of a No Show occurrence, which may be in dispute. Any suspension of service for repeated No Shows will include the opportunity for the passenger to submit a written appeal, which must describe how the No Show occurrences, which resulted in the suspension, were outside the control of the passenger.

## Appendix F. Vehicle Inventory

Year	Make	Model	Mileage	Provider
2017	Ford	Transit 350 HD	51627	Loise Graham
2017	Ford	Transit 350 HD	66340	Loise Graham
2019	Ford	Transit 350 HD	32302	Loise Graham
2019	Ford	Transit 350 HD	34563	Loise Graham
2003	Chevrolet	Vantura	108,851	Creative Clay
2004	Ford	Econo Club Wgn	100,038	Creative Clay
2014	Ford	C-Max	30,154	HEP
2015	Dodge	Grand Caravan	23671	HEP
2017	Ford	E350	46515	HEP
2016	Chevy	Express 2500	126301	PEMHS
2017	Ford	Transit 350	53448	PEMHS
2017	Ford	Transit 350	62663	PEMHS
2019	Ford	Transit 350 XL	9151	PEMHS
2019	Ford	Transit 350 XL	11039	PEMHS
2008	Ford	E-150	64640	Vincent House
2012	Chrysler	Town & Country	50146.5	Vincent House
2015	Toyota	Camry	51873	Vincent House
2015	Toyota	Camry	32881	Vincent House
2008	Toyota	Sienna	83670	ARC
2017	Nissan	van	12808	ARC
2016	Chevy	Express	41071	ARC
2016	Chevy	Express	96497	ARC
2017	Dodge	Grand Caravan	16190	ARC
2017	Chevy	Express	41414	ARC
2017	Ford	Transit 350	45539	ARC
2017	Ford	Transit 350	59732	ARC
2017	Ford	E350 cutaway	25145	ARC
2004	Ford	E350	175292	ARC
2006	GMC	Savannah	150806	ARC
2008	GMC	Savannah	141300	ARC
2008	Ford	E150	83237	ARC
2010	Ford	Fusion	83700	ARC
2010	Ford	E350	157969	ARC
2010	Ford	E150	124826	ARC
2010	Ford	E150	148004	ARC
2010	Chevy	Glaval	90560	ARC
2010	Chevy	Glaval	68380	ARC
2010	Chevy	Glaval	112735	ARC
2010	Chevy	Glaval	96295	ARC
2011	Ford	E350	99047	ARC
2011	Ford	E350	159995	ARC
2011	Ford	E350	141312	ARC
2011	Ford	E450	98442	ARC
2012	Ford	E350	101902	ARC
2014	Dodge	Grand Caravan	88781	ARC
2014	Ford	E250	67456	ARC

2015 Dodge	Grand Caravan	57000	ARC
2015 Chevy	Express	56631	ARC
2015 Chevy	Express	92991	ARC
2015 Chevy	Express	88600	ARC
2016 Ford	E350	28685	ARC
2016 Chevy	Express	46900	ARC
2019 Ford	TurtleTop	14545	ARC
2020 Ford	Escape	5122	ARC
2019 Ford	F-150	32416	ARC
2019 Ford	Transit	20249	ARC
2020 Ford	Transit	6233	ARC
2020 Ford	Transit	21093	ARC
2019 Chevy	Goshen	24332	PARC
2017 Cheverlet		18079	PARC
2017 Cheverlet		35969	PARC
2017 Cheverlet		30608	PARC
2017 Cheverlet		39191	PARC
2017 Cheverlet		34272	PARC
2017 Cheverlet		35000	PARC
2017 Cheverlet		40499	PARC
2017 Cheverlet		41323	PARC
2017 Cheverlet		43164	PARC
2017 Cheverlet		18463	PARC
2017 Cheverlet		16934	PARC
2017 Cheverlet		23931	PARC
2020 Ford	Child	45639	PARC
2017 Ford	Child	36484	PARC
2019 Ford	Transit	44871	PARC
2019 Ford Transit	Transit	16513	PARC
2019 Dodge		26914	PARC
2018 Chevy	Goshen	26914	PARC
2018 Chevy	Goshen	23822	PARC
2016 Ford	TurtleTop	29516	PARC
2016 Ford	Fusion	21795	PARC
2019 Toyota	Corolla	12298	PARC
2019 Toyota	Corolla	48194	PARC
2017 Ford	Transit	83362	PARC
2014 Ford		12	40135 PARC
2015 Ford	TurtleTop	33226	PARC
2015 Chevy	Goshen	21378	PARC
2018 Chevy	Goshen	25538	PARC
2018 Toyota	Corolla	15842	PARC
2019 Toyota	Corolla	19115	PARC
2019 Ford	Transit	31905	PARC
2019 Ford	Transit	39714	PARC
	Transit Minibus		
2018 FORD	350HD	47,330	City of Gulfport

	Champion Bus	
2005 FORD	E450	96,095 City of Gulfport
2011 FORD	Taurus Sedan	116,387 City of Gulfport
2012 CHEVROLET	Crusader Bus	72,927 City of Gulfport City of Gulfport
2021 CHEVROLET	Impulse	8,190 City of Gulfport
2018 Chevy Bus		95,831 neighborly
2018 Chevy Bus		89,359 Neighborly
2018 Chevy Bus		67,627 Neighborly
2018 Chevy Bus		85,263 Neighborly
2019 Ford Goshen		68,801 Neighborly
2019 Ford Goshen		64,607 Neighborly
2019 Ford Goshen		37,892 Neighborly
2021 Ford Goshen		3,954 Neighborly
2021 Ford Goshen		3,591 Neighborly
2021 Ford Goshen		6,351 Neighborly
2013 Ford Bus		61,866 Neighborly
2012 Ford Bus		106,619 Neighborly
2012 Ford Bus		118,558 Neighborly
2013 Ford Bus		123,909 Neighborly
2012 Ford Bus		90,500 Neighborly
2012 Ford Bus		90,654 Neighborly
2016 Ford Van		21,291 Neighborly
2016 Ford Bus		99,625 Neighborly
2016 Ford Bus		114,073 Neighborly
2016 Ford Bus		113,447 Neighborly
2016 Ford Bus		88,777 Neighborly
2012 Ford Bus		95,878 Neighborly
2012 Ford Bus		138,547 Neighborly
2012 Ford Bus		130,846 Neighborly
2012 Ford Bus		119,035 Neighborly
2019 Ford Fusion		35,180 Neighborly
2019 Ford Fusion		9,874 Neighborly
2019 Ford Fusion		12,254 Neighborly
2019 Ford Fusion		26,261 Neighborly
2019 Ford Fusion		47,378 Neighborly

2005 Ford	E-350	1114463 Operation Par
2006 Ford	E-350	69883 Operation Par
2006 Ford	E-350	97640 Operation Par
2006 Ford	E-350	100239 Operation Par
2008 Ford	E-350	81210 Operation Par
2008 Ford	E-350	116317 Operation Par
2008 Ford	E-350	105391 Operation Par
2000 Ford	E-350	42896 Operation Par
2000 Ford	E-350	77077 Operation Par
2008 Ford	E-350	89599 Operation Par
2008 Ford	E-350	1222242 Operation Par
2011 Ford	Fles	71796 Operation Par
2011 Ford	Fles	48525 Operation Par
2012 Dodge	Caravan	82479 Operation Par
2017 Dodge	Caravan	20725 Operation Par
2021 Toyota	Sienna	4474 Operation Par
2022 Toyota	Sienna	2388 Operation Par
2021 Ford	Van	1856 Boley
2021 Ford	Van	3842 Boley
2018 Ford	WC C/Bus	6179 Boley
2018 Dodge	W/C Van	13633 Boley
2018 Dodge	W/C Van	13670 Boley
2010 Chevy	C/Bus	35909 Boley
2010 Chevy	WC C/Bus	41030 Boley
2009 Chevy	WC C/Bus	51806 Boley
2010 Chevy	WC C/Bus	55920 Boley
2007 GMC	C/Bus	59740 Boley
2006 Ford	Pass Van	94921 Boley
2006 Ford	Pass Van	98907 Boley
2006 Ford	Pass Van	104045 Boley
2008 Chevy	C/Bus	104960 Boley
2006 Chevy	Bus	106024 Boley
2009 Ford	Focus	107725 Boley
2007 GMC	C/Bus	132180 Boley
2003 Ford	E450	13426 Westcare
2011 Ford	E450	15685 Westcare
2015 Braun	Entervan	53610 Westcare
2017 Braun	Entervan	46241 Westcare
2020 Ford	Transit	12100 Westcare
2009 Ford	E 350	31124 Westcare
2012 Ford		221719 Acts
2014 Toyota	Sienna	210,489 Acts
2019 Ford		12904.8 Acts

## Appendix G. On Time Performance Standards



## On-Time Performance Standards

### INTRODUCTION

The following on-time pick-up and return performance standards shall apply to all trips provided through the Pinellas County Transportation Disadvantaged program. These standards are developed under the authority of PSTA acting as the designated Community Transportation Coordinator, under the guidance of the Pinellas County LCB. These standards are intended to ensure that all Transportation Disadvantaged Program customers receive quality service. It shall be the policy of the Community Transportation Coordinator that all phases of transportation services, including pickups and returns, shall be completed in a timely manner. Specifics of this policy are outlined below.

### ON-TIME PERFORMANCE STANDARDS

**On-time:** Vehicles may arrive up to 30 minutes after 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. Vehicles may arrive at the drop-off destination up to 30 minutes prior to the scheduled arrival time.

**Returns:** Requirement for scheduled pick-ups is the same as departing trip from home as described in previous section. Additionally, if a client is returning from an appointment that will not be finished by the scheduled return trip pick-up time, the client must call the provider at least one hours prior to the scheduled pick-up time to avoid a no show and to convert the pick-up to a will call. A will call means that the client will call the provider again when their appointment is finished. For a will call, the provider will let the client know what 30 minute period of time (within the next two hours) the client needs to be waiting at the building entrance for the return trip. Providers should make all efforts to see that return trips are provided as soon as possible to minimize client waiting time.

**Total Riding Time:** For those trips with a total distance of less than 11 miles, the travel time from pick-up to destination during normal driving conditions will not exceed one hour.

### ON TIME PERFORMANCE EVALUATION

The Community Transportation Coordinator will continuously monitor provider on-time performance through client surveys and database information. Other agencies purchasing transportation through the Community Transportation Coordinator may forward any information they may collect for consideration by the Community Transportation Coordinator. Problem areas indicated by any of the above collected information shall warrant corrective action as necessary by the Local Coordinating Board and the Community Transportation Coordinator. Compliance with these standards at or above 95% of the time shall be considered satisfactory.

## Appendix H. Grievance Procedures

FORWARD PINELLAS, as the Pinellas COUNTY  
METROPOLITAN PLANNING ORGANIZATION, TRANSPORTATION  
DISADVANTAGED  
LOCAL COORDINATING BOARD

GRIEVANCE COMMITTEE  
POLICIES AND PROCEDURES

**Originally Adopted:** July 16, 1991  
**Last Amended:** June 21, 2022

## **SECTION 1: CREATION OF A BOARD**

There is hereby created and established a **PINELLAS COUNTY TRANSPORTATION DISADVANTAGED GRIEVANCE COMMITTEE**, hereinafter referred to as Grievance Committee, a Subcommittee of the Local Coordinating Board, established pursuant to Chapter 427, Florida Statutes and Rule 41-2, and the Memorandum of Agreement between PSTA and the Transportation Disadvantaged Commission.

## **SECTION 2: DEFINITIONS**

As used in these Policies and Procedures, the following terms shall have the meanings as shown below:

- A. Community Transportation Coordinator (hereinafter referred to as the CTC): Responsible for organizing countywide transportation for the transportation disadvantaged.
- B. Local Coordinating Board (hereinafter referred to as Coordinating Board): Appointed by the Forward Pinellas, provides direction to the CTC.
- C. Sponsoring Agency: Those agencies contracting with the CTC to provide services to their own transportation disadvantaged clients.
- D. Agency Program Manager: The individual responsible for operating the transportation program at a given service agency/company.
- E. TD Transportation Provider (herein referred to as Provider): The entity providing transportation services for the transportation disadvantaged (may or may not be associated with the funding agency).
- F. Transportation Disadvantaged Client (herein referred to as TD Customer): Those individuals who because of physical or mental disability, income status, age, or other reasons are unable to purchase transportation and are therefore dependent upon others to obtain access to health care, sustenance, employment, education, shopping, social activities and other life-sustaining activities.

## **SECTION 3: OBJECTIVES**

The objective of the Grievance Committee is to provide all parties with an impartial body to hear complaints and settle disputes concerning transportation disadvantaged services. The Grievance Committee shall take on the role of mediator.

#### **SECTION 4: MEMBERSHIP**

- A. Members of the Grievance Committee shall be appointed by the Chair of the Local Coordinating Board and voted upon by the Local Coordinating Board Members (if possible).
- B. At a minimum, the Grievance Committee should be composed of:
  - One (1) representative of a Sponsoring Agency (currently Joseph Camera);
  - One (1) representative of TD Customers (currently Laura Statsick);
  - Two (2) representatives of the Local Coordinating Board, members-at-large (currently Brian Scott and Jody Armstrong); and
  - One (1) representative of a Provider (currently Cindy Kass-Johnson).
- C. Forward Pinellas, acting as the Designated Planning Agency (DoPA) shall be staff to the Grievance Committee and shall serve as an advisory member.

#### **SECTION 5: TERMS OF MEMBERS**

- A. The members of the Grievance Committee shall serve as long as the Chair and members of the Local Coordinating Board deem fit.
- B. The Grievance Committee shall elect a chairperson to oversee meetings and report back to the Local Coordinating Board meetings as necessary.

#### **SECTION 6: GRIEVANCE PROCEDURES**

Complaints and/or disputes concerning transportation services may be heard by the Grievance Committee in accordance with the following procedure:

- A. Customers, Sponsoring Agencies, and/or Providers shall contact the Agency or CTC Program Manager in writing in an attempt to resolve complaints.
- B. If this effort is not successful, the complainant(s) should contact Forward Pinellas, who will work with the Agency Program Manager and complainant(s) to find a common ground in which to negotiate a resolution.
- C. If this effort is not successful, the complainant(s) can contact the Commission for the Transportation Disadvantaged TD helpline, (800) 983-2435, for assistance.
- D. As a last resort, an issue should go to the Grievance Committee. When necessary, a Grievance Form can be secured from Forward Pinellas. (Attachment A)
- E. Upon receipt of a properly completed Grievance Form, Forward Pinellas will contact the Chair of the Local Coordinating Board. Grievance Committee members will be appointed,

if needed, and set a meeting date within three (3) weeks of receiving the form.

- F. The complainant(s) and all parties involved shall be contacted once the meeting time, date and location are set.
- G. The Agency Program Manager will publicly post an announcement of the meeting where their TD customers can read it.

**SECTION 7: POWERS AND DUTIES OF THE GRIEVANCE COMMITTEE**

- A. The Grievance Committee shall have the opportunity to review the filed Grievance Form prior to the meeting date.
- B. Grievance Committee meetings shall be open to all parties involved in complaint and/or dispute concerning transportation disadvantaged services.
- C. The Grievance Committee will make an advisory decision about the grievance before the meeting adjourns.
- D. All parties will have two (2) weeks in which to enact the committee's decision.
- E. It will be the complainant's responsibility to report back to Forward Pinellas within two (2) weeks as to steps taken and resolution achieved.
- F. Minutes shall be kept of each meeting and filed with Forward Pinellas quarterly.

**SECTION 8: MODIFICATION OF PROCEDURES**

A copy of this procedure will be made available on a general basis to those providers and agencies involved with meeting the needs of the transportation disadvantaged population of Pinellas County.

**GRIEVANCE FORM**

**Return to:**  
**Transportation Disadvantaged Program Local Coordinating Board**  
**C/o Forward Pinellas**  
**310 Court Street**  
**Clearwater, FL 33756**

Name of Complainant: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Date and time of incident: \_\_\_\_\_

**I. Attach description of incident & steps taken to resolve complaint:**

Complainant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**II. Attach comments by Agency Program Manager:**

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

**III. Attach comments by CTC if not same as Agency Program Manager:**

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

\*\*\*\*\*

***THIS SECTION TO BE COMPLETED BY MPO ONLY***

I. Date report received by Forward Pinellas: \_\_\_\_\_

II. Action requested of Grievance Committee:

III. Time, date and location of Grievance Committee meeting:

\_\_\_\_\_

IV. Action taken by Grievance Committee:

V. Complainant's Report to CTC (within 2 weeks):

Appendix I. Operator and Coordination Contractor Review Forms



**VEHICLE INSPECTION, SAFETY, & INSURANCE  
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM**

**COMPLIANCE REVIEW FOR CONTRACT YEAR \_\_\_\_\_**

**Provider:** \_\_\_\_\_  
**For-Profit** \_\_\_\_\_ **Non-Profit** \_\_\_\_\_

**SAFETY**

System Safety Program Plan (SSPP): Implementation: Yes \_\_\_\_\_ No \_\_\_\_\_  
Proof of Driver's Qualifications (Commercial Driver's License CDL):  
Yes \_\_\_\_\_ Over 15 Passengers No \_\_\_\_\_ Not Over 15 Passengers

**AUTO INSURANCE**

Proof of Required Minimum Liability Ins (\$100,000/person & \$200,000/incident):  
Yes \_\_\_\_\_ Expiration Date: \_\_\_\_\_ No: \_\_\_\_\_

**SCHEDULING & ASSIGNMENT – FIELD CHECK (Private Providers)**

Driver's Name: \_\_\_\_\_  
Driver I.D. Badge: Yes \_\_\_\_\_ No \_\_\_\_\_  
Driver's Appearance: \_\_\_\_\_  
Pick-up/Drop-off Time: Scheduled: \_\_\_\_\_ Actual \_\_\_\_\_  
Client's Name: \_\_\_\_\_  
Client's Pick-up/Drop-off Address Correct? Yes: \_\_\_\_\_ No: \_\_\_\_\_  
If wheelchair pickup, was lift used properly? N/A \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_  
Was wheelchair secured properly? N/A \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

**VEHICLE INSPECTION**

C.T.S. Decal: Yes \_\_\_\_\_ No \_\_\_\_\_  
Fire Extinguisher: Yes \_\_\_\_\_ No \_\_\_\_\_  
First Aid Kit: Yes \_\_\_\_\_ No \_\_\_\_\_  
2-Way Communications Yes \_\_\_\_\_ No \_\_\_\_\_  
Vehicle Condition: Good \_\_\_\_\_ Fair \_\_\_\_\_ Poor \_\_\_\_\_  
Working A/C & Heat: Yes \_\_\_\_\_ No \_\_\_\_\_  
Vehicle License Plate No: \_\_\_\_\_

**NOTES AND COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature Title Date

PSTA staff will conduct on-site spot checks to confirm that the System Safety Program Plans of individual operators have been implemented.

***DRIVER'S FILE INSPECTION***  
**PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM**  
**COMPLIANCE REVIEW FOR CONTRACT YEAR \_\_\_\_\_**

**Provider:** \_\_\_\_\_  
**For-Profit** \_\_\_\_\_ **Non-Profit** \_\_\_\_\_

**DRIVER'S FILE**

Driver's Name: \_\_\_\_\_

Copy of Driver's License \_\_\_\_\_ Checklists of Requirements/Contents of File \_\_\_\_\_

OTHER: \_\_\_\_\_

**CERTIFICATES:** First Aid \_\_\_\_\_ CPR \_\_\_\_\_ Sensitivity Training \_\_\_\_\_

OTHER: \_\_\_\_\_

**TESTING:** Drug/Alcohol \_\_\_\_\_ Instructional & Procedural Training & Testing \_\_\_\_\_ Medical Exam \_\_\_\_\_

OTHER: \_\_\_\_\_

**BACKGROUND CHECK:** DMV/MVR \_\_\_\_\_ Fingerprints \_\_\_\_\_ FDLE \_\_\_\_\_

OTHER: \_\_\_\_\_

**DRIVER'S FILE**

Driver's Name: \_\_\_\_\_

Copy of Driver's License \_\_\_\_\_ Checklists of Requirements/Contents of File \_\_\_\_\_

OTHER: \_\_\_\_\_

**CERTIFICATES:** First Aid \_\_\_\_\_ CPR \_\_\_\_\_ Sensitivity Training \_\_\_\_\_

OTHER: \_\_\_\_\_

**TESTING:** Drug/Alcohol \_\_\_\_\_ Instructional & Procedural Training & Testing \_\_\_\_\_ Medical Exam \_\_\_\_\_

OTHER: \_\_\_\_\_

**BACKGROUND CHECK:** DMV/MVR \_\_\_\_\_ Fingerprints \_\_\_\_\_ FDLE \_\_\_\_\_

OTHER: \_\_\_\_\_

**NOTES AND COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

## Appendix J. Rate Model

# **2023 Rate Model**

# Preliminary Information Worksheet

Version 1.4

**CTC Name:** Pinellas Suncoast Transit Authority (PSTA)

**County** (Service Area): Pinellas County

**Contact Person:** Ross Silvers

**Phone #** 727 540-1844

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)  
 County: Pinellas County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2021</b> to June 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2022</b> to June 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2023</b> to June 30th of <b>2024</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 11,013	\$ 18,246	\$ 18,750	65.7%	2.8%	Farebox includes TD Door-to-Door fares (continued previous years' effort to ensure people who are ADA eligible took paratransit instead of TD door to door). No Bus Pass Program Revenue in July 2022. Other includes local funding used to match non-profit trips and mobility management grant. FY23 and 24 expected to see more growth in ridership, fares, etc due to COVID recovery; the non-profits are seeing much greater recovery in ridership, which is why their other local dollars have increased to cover the match for their trip cost.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 55,875	\$ 99,167	\$ 99,837	77.5%	0.7%	
<b>Bus Pass Program Revenue</b>	\$ 231,296	\$ 306,326	\$ 310,500	32.4%	1.4%	

### Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 549,643	\$ 1,076,599	\$ 1,088,867	95.9%	1.1%	Trip and Equipment Grant increased each year. (T&E allocation - all actual except BP's = BP) FY22 assumes that COVID effects result in a slow return to normal service but that total trips will be higher than FY21. Other TD is rescue funds. FY 23 is based on current trips/passes through February, prorated to a full year.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 440,588			-100.0%		
<b>Bus Pass Program Revenue</b>	\$ 1,475,390	\$ 1,955,780	\$ 1,982,500	32.6%	1.4%	

### USDOT & FDOT

49 USC 5307						Mobility Management (80-10-10)/FDOT 5310.
49 USC 5310	\$ 79,833	\$ 80,000	\$ 80,000	0.2%	0.0%	
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)  
 County: Pinellas County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2021</b> to June 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2022</b> to June 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2023</b> to June 30th of <b>2024</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

**DOE (state)**

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AWI**

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOEA**

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: Pinellas Suncoast Transit Authority (PSTA)  
 County: Pinellas County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

1	Prior Year's <b>ACTUALS</b> from July 1st of 2021 to June 30th of 2022	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of 2023 to June 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	7 Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	2	3	4	5	6	

APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						
DJJ						
(specify in explanation)						
<b>Bus Pass Program Revenue</b>						
Other Fed or State						
xxx						
xxx						
<b>Bus Pass Program Revenue</b>						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
<b>Balancing Revenue is Short By =</b>		None	None			
<b>Total Revenues =</b>	\$2,843,638	\$3,536,118	\$3,580,454	24.4%	1.3%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 57,639	\$ 57,760	\$ 57,760	0.2%	0.0%	Labor and fringe are associated with 5310 that were used for mobility management; contracted services are seeing recovery from COVID, particularly non-profit trips in FY 23. Bus pass registration is also growing and is expected to continue to grow due to additional panned public outreach
Fringe Benefits	\$ 22,194	\$ 22,240	\$ 22,240	0.2%	0.0%	
Services						
Materials and Supplies						
Utilities						
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ 1,706,686	\$ 2,262,106	\$ 2,293,000	32.5%	1.4%	
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 616,531	\$ 1,194,012	\$ 1,207,454	93.7%	1.1%	
Other	\$ 440,588			-100.0%		
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						









# Worksheet for Program-wide Rates

CTC: Pinellas Suncoast ' Version 1.4  
 County: Pinellas County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips ( **GREEN** cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	355,390
Rate Per Passenger Mile = \$	3.37
Total <u>Projected</u> Passenger Trips =	50,770
Rate Per Passenger Trip = \$	23.60

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	7.0 Miles
------------------------------	-----------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.62
Rate Per Passenger Trip = \$	25.36

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: Pinellas Suncoast Version 1.4  
 County: Pinellas County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOPI Do NOT Complete Sections II - V for Stretcher Service	Go to Section II for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Answer # 2 for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Complete Cells Below

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank	Complete Cells Below
			\$ 310,560
			168,000
			24,000

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
			\$ 1.85
			\$ 12.94
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Go to # 4 below for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) =  
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
			\$ 1.85
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	STOPI Do NOT Complete Sections III - V for Group Service

**Worksheet for Multiple Service Rates**

CTC: Pinellas Suncoa Version 1.4  
 County: Pinellas County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
 Skip # 2 - 4 and Go to Section IV
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
 number of Group Service Passenger Miles? (otherwise leave blank).....  **Do NOT Complete Section IV**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate**  
 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	187,390	= 175,000	+ 12,390	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$4.52	\$7.75	\$0.00	\$1.85 \$1.85
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	26,770	= 25,000	+ 1,770	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$31.65	\$54.27	\$0.00	\$12.94 \$12.94
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Mile for Balance =		\$4.52	\$7.75	\$0.00	See Sect. II #VALUE!
				per passenger	per group
				See Sect. II	

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.56	\$11.25	\$0.00	\$2.68 \$2.68
				per passenger	per group
Rate per Passenger Trip =		\$45.92	\$78.73	\$0.00	\$18.77 \$18.77
				per passenger	per group

Program These Rates Into Your Medicaid Encounter Data