CTC Review
Pinellas Suncoast Transit Authority

Counties served: Pinellas
Date(s) of Review: October/November 2017
Staff Assigned to Review: Sarah Caper

I. Records and Areas of Review

A. General Information
B. Chapter 427, F.S.
C. Rule 41-2, F.A.C.
D. On-Site Observation
E. Surveys
F. Additional Observations

II. Findings and Recommendations

A. General Information
The Commission for the Transportation Disadvantaged (CTD) designated the Pinellas Suncoast Transit Authority (PSTA) as the Community Transportation Coordinator (CTC) for Pinellas County in 2012 and re-designated them in 2017. PSTA operates a coordinated system in an urban area as a brokerage system, with PSTA providing bus passes and contracted transportation providers providing door-to-door trips.

Area of Noncompliance: None
Recommendation: Continue to pursue innovations and work to address barriers
Timeline for Compliance: N/A

B. Chapter 427, F.S.
CTC providers and coordination contract agencies are in compliance with the standards required by Rule 427, F.S.

Area of Noncompliance: None
Recommendation: Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds
Timeline for Compliance: N/A

C. Rule 41-2, F.A.C.
CTC Review
Pinellas Suncoast Transit Authority

CTC providers and coordination contract agencies are in compliance with the standards required by Rule 41-2 F.A.C.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** N/A

D. **On-Site Observation**
During the on-site observation, the vehicle did not yet have the decal with the local phone number and TD Helpline.

**Area of Noncompliance:** Decal not in vehicle

**Recommendation:** Work with operators and contractors to ensure an accessible decal is in all vehicles used in the Coordinated system

**Timeline for Compliance:** 12 weeks

E. **Surveys**
Three types of surveys were conducted: rider/beneficiary, contractor and purchasing agency.

The rider/beneficiary survey results were generally positive. However, two of the three respondents were charged additional amounts to the co-payment and one was late.

Contractor/operator surveys were generally positive. However, there were reports of invoices not being paid in a timely manner, having adequate time to report statistics and procedures changes.

The single purchasing agency survey reporting problems with confusion with DART rate and problems with service area limits. Overall, the purchasing agency is satisfied with the transportation received.
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Recommendation: In October, the CTC implemented changes to trip classification of trips so that trips with overlap between DART (complementary ADA paratransit service) and TD are now all DART trips. This may be the reason for the additional co-payments being charged. The CTC should follow up and ensure that the correct billing codes are being used and that TD riders are being charged TD co-payment rates.

In the CTC evaluation subcommittee meeting, the CTC stated that the Commission has implemented changes to billing and reporting procedures that in turn affect the operators. The CTC should follow up with the operators to ensure they understand the reason for the changes.

The CTC should work with the purchasing agency to understand their concerns with billing and service area limits and work to address them as the CTC is able to.

Timeline for Compliance: 12 weeks

F. Additional Observations

III. Conclusion

There were no findings, evidence of the high level of service the CTC provides.

LCB Chairperson: [Signature]
County: Pinellas
Date: November 28, 2014
CTC BEING REVIEWED: Pinellas Suncoast Transit Authority (PSTA)  
COUNTY (IES): Pinellas  
ADDRESS: 3201 Scherer Drive, St. Petersburg, FL 33716  
CONTACT: Ross Silvers  PHONE: 727-540-1844  
REVIEW PERIOD: FY2016/17 REVIEW DATES: October/November 2017  
PERSON CONDUCTING THE REVIEW: Sarah Caper  
CONTACT INFORMATION: Forward Pinellas, the Metropolitan Planning Organization for Pinellas County, 310 Court Street, Clearwater, FL 33756, 727-464-5695
# LCB Evaluation Workbook

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ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors

The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILe THIS INFORMATION:

1. OPERATING ENVIRONMENT: RURAL X URBAN

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

3. NETWORK TYPE: SOLE PROVIDER PARTIAL BROKERAGE X COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
   For Profit: Care Ride, LLC
   Non-Profit: Lighthouse of Pinellas, Inc.; Neighborly Care Network; PARC, ARC Tampa Bay

For the Mobility Enhancement Grant, additional partners include Uber and United Taxi.
5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

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

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

<table>
<thead>
<tr>
<th>Name of Agency</th>
<th># of Trips</th>
<th>Name of Contact</th>
<th>Telephone Number/Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pinellas County School Board</td>
<td>932</td>
<td>Melissa Kegler</td>
<td><a href="mailto:keglerm@pcsb.org">keglerm@pcsb.org</a></td>
</tr>
</tbody>
</table>
Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. **DESIGNATION DATE OF CTC: July 1, 2017**

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

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

   Is the process being used?  
   
   X Yes  No

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

4. **DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD’S UNIFORM SERVICE REPORTING GUIDEBOOK?**  
   
   X Yes  No

5. **DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?**  
   
   Yes  X  No, Resolution typically described in comments section.

6. **IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?**  
   
   X Yes  No

7. **WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?**  
   
   If the conflict cannot be resolved to the satisfaction of the customer, then the formal grievance process may begin. During the formal grievance process, if no common ground can be utilized to negotiate a resolution, the complainant can contact the TD helpline.

8. **WHEN A COMPLAINT IS FORWARD TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?**  
   
   X Yes  No

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

9. **DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?**  
   
   X Yes  No

   If yes, what type? Information on website, printed and presented information at presentations and informational events
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
   X Yes   No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
   X Yes   No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?
    Individuals seeking access to services can receive a TD Program application and eligibility information by contacting PSTA’s InfoLine, through PSTA’s website or in person at a local bus terminal. Instructions explaining the process are provided. Any incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form. The entire eligibility process is detailed in the TDSP, on page 22.

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?
    PSTA was awarded an award for innovation from the Florida Public Transportation Association for the TD Late Shift Program. As part of that program, PSTA also developed a how-to video for the TD Late Shift Program to help customers learn how to sign up for Uber and developed a TD Late Shift survey that was distributed electronically and via paper to get feedback on how this innovative program is doing.

    PSTA is continuing to receive positive feedback from previously implemented innovations, such as expediting TD bus passes by working with trained social service agencies. As discussed in the CTC evaluation subcommittee meeting, PSTA responds quickly to situations and explores ways to provide service to the community in an innovative manner.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
    Coordination can continue to improve through conversations on the coordinated system and how to continue to find ways to improve transportation services. Regional TD paratransit trips continues to be an area where coordination can be improved.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
    Funding is a significant barrier to the coordinated system – PSTA is currently spending additional dollars to continue to program without breaks in service. In addition, the increase in Commission for the Transportation Disadvantaged rules and procedures has been a barrier to the CTC and operators.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
    The Commission may be able to assist in the event of emergencies by allowing resources to be used for supplies and equipment, such as food deliveries to the transportation disadvantaged.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
    Pinellas County has increased communications with agencies that have not traditionally been part of the coordinated system, such as the American Cancer Society. However, there is still a need to work closely with other organizations and funding agencies, especially with all of the changes occurring with transportation.
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?
The CTC does not market the voluntary dollar.

<table>
<thead>
<tr>
<th>GENERAL QUESTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings:</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>Recommendations:</td>
</tr>
<tr>
<td>Continue to pursue innovations and work to address barriers</td>
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</table>
# COMPLIANCE WITH CHAPTER 427, F.S.

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

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

<table>
<thead>
<tr>
<th>ARE YOUR CONTRACTS UNIFORM?</th>
<th>X</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>IS THE CTC IN COMPLIANCE WITH THIS SECTION?</th>
<th>X</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**Review the CTC last AOR submittal for compliance with 427.0155(2)**

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

### REPORTING TIMELINESS

Were the following items submitted on time?

<table>
<thead>
<tr>
<th></th>
<th>X</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>a. Annual Operating Report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any issues that need clarification?</td>
<td>Yes</td>
<td>X</td>
<td>No</td>
</tr>
<tr>
<td>Any problem areas on AOR that have been re-occurring?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Transportation Disadvantaged Service Plan</td>
<td>X</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>c. Grant Applications to TD Trust Fund</td>
<td>X</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>d. All other grant application (____%)</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IS THE CTC IN COMPLIANCE WITH THIS SECTION?</th>
<th>X</th>
<th>Yes</th>
<th>No</th>
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</table>

Comments:
COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

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

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

Is a written report issued?  X  Yes    No

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

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

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

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

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

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

The CTC does not currently use school buses in the coordinated system. The cost for the utilization of school buses is considerably higher than the traditional multi-load transportation services in Pinellas County. Furthermore, school bus availability is extremely limited.
COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

- **X** Yes
- **No**

If YES, what is the goal?

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

- **X** Yes
- **No**

**IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?**

- **X** Yes
- **No**

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

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

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

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

- **Yes**
- **X** No

If Yes, describe the application review process.
If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? \(\text{X}\) Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? \(\text{X}\) Yes No

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

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

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

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

HOW ARE THESE PRIORITIES CARRIED OUT?
The priorities are carried out in the door-to-door trip reservation process.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? \(\text{X}\) Yes No

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

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

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

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

2. Hours of Intake:
Reservation hours are listed on page 22 of the TDSP. Reservationists available: 8 a.m. – 5 p.m., Monday – Friday; 9 a.m. – 5 p.m., Saturday, Sunday and holidays.
3. Provisions for After Hours Reservations/Cancellations?
   Clients can leave a voice mail message on the 24 hours a day, 7 days a week.

4. What is the minimum required notice for reservations?
   Reservations for traditional door-to-door service must be made two days in advance.

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

**IS THE CTC IN COMPLIANCE WITH THIS SECTION?**  

<table>
<thead>
<tr>
<th></th>
<th>X</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**Comments:** None

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

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

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

**IS THE CTC IN COMPLIANCE WITH THIS SECTION?**  

<table>
<thead>
<tr>
<th></th>
<th>X</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**Comments:** None

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**CHAPTER 427**

**Findings:**

*None*

**Recommendations:**

*Continue to work with the Florida Department of Transportation to coordinate monitoring efforts of coordination contractors receiving FTA 5310 funds*
WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?
They are currently $500,000 Combined Single Limit (CSL).

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?
The operator and coordination contracts have the same minimum insurance requirements. This includes:

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

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

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

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

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

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?
Yes   X   No

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

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

Comments: None
Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

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

Compliance with 41-2.006(3), Drug and Alcohol Testing
“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing…”

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: FTA Triennial and FTA D&A review in FY 2014/15

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ✗ Yes ☐ No

Comments: None

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

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

<table>
<thead>
<tr>
<th></th>
<th>Care Ride</th>
<th>Lighthouse of Pinellas</th>
<th>NCN</th>
<th>PARC</th>
<th>ARC Tampa Bay</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost per trip ($)</td>
<td>25.66</td>
<td>5.60</td>
<td>11.09</td>
<td>7.18</td>
<td>5.17</td>
<td>10.94</td>
</tr>
<tr>
<td>Cost per revenue mile ($)</td>
<td>4.06</td>
<td>1.92</td>
<td>3.68</td>
<td>2.81</td>
<td>2.15</td>
<td>2.92</td>
</tr>
</tbody>
</table>

Data from 2016/17 AOR submittals and is based on reported data
COMPLIANCE WITH 41-2, F.A.C.

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

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

RULE 41-2

Findings:
None

Recommendations:
None
**COMMISSION STANDARDS**

**Compliance with Commission Standards**

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

Review the TDSP for the Commission standards.

<table>
<thead>
<tr>
<th>Commission Standards</th>
<th>Comments</th>
<th>Standard/ Measure (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local toll free phone number must be posted in all vehicles.</td>
<td>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.</td>
<td>Decal No</td>
</tr>
<tr>
<td>Vehicle Cleanliness</td>
<td>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.</td>
<td>Clean interior and exterior Yes Safe and comfortable for passengers Yes</td>
</tr>
<tr>
<td>Passenger/Trip Database</td>
<td>PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files.</td>
<td>Maintain passenger information files Yes</td>
</tr>
<tr>
<td>Adequate seating</td>
<td>Operators shall provide seating based on the vehicle manufacturer’s specifications.</td>
<td>Seating based on vehicle manufacturer’s Specifications Yes</td>
</tr>
<tr>
<td>Driver Identification</td>
<td>All coordinated system drivers are required to have an identification badge.</td>
<td>ID badge Yes</td>
</tr>
<tr>
<td>Passenger Assistance</td>
<td>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.</td>
<td>Complete training Yes</td>
</tr>
<tr>
<td>Smoking, Eating and Drinking</td>
<td>Smoking in any vehicle in the Coordinated System is prohibited. Eating and drinking within a vehicle is allowed only when medically necessary.</td>
<td>N/A</td>
</tr>
<tr>
<td>Two-way Communications</td>
<td>All vehicles in the Coordinated System should have a two-way communications system in good working order.</td>
<td>Working two-way communications system Yes</td>
</tr>
</tbody>
</table>
### COMMISSION STANDARDS

**Findings:**
*While the TDSP complies with Commission standards regarding an accessible decal, it was not present in the on-site observation.*

**Recommendations:**
*Work with operators and contractors to ensure an accessible decal is in all vehicles used in the Coordinated system.*
## LOCAL STANDARDS

**Compliance with Local Standards**

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

<table>
<thead>
<tr>
<th>Local Standards</th>
<th>Comments</th>
<th>Standard/Measure (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport of Escorts and dependent children policy</td>
<td>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.</td>
<td>N/A</td>
</tr>
<tr>
<td>Use, Responsibility, and cost of child restraint devices</td>
<td>In accordance with Chapter 316.613, Florida Statutes, every operator of a motor vehicle, while transporting a child, if the child is five years of age or younger, shall provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children up to three years of age, such restraint device must be a separate carrier or a vehicle manufacturer’s integrated child seat. For children aged four through five, a separate carrier, an integrated child seat, or a seat belt may be used. TD Program passengers are responsible for installation and proper use of restraining devices and/or seat belts. If the passenger is unable to install the restraining device due to a disability, they are responsible for bringing a PCA/escort who can do this properly. The driver must offer assistance to all passengers regarding seat belt and wheelchair securement use only.</td>
<td>N/A</td>
</tr>
<tr>
<td>Out-of-Service Area trips</td>
<td>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.</td>
<td>N/A</td>
</tr>
<tr>
<td>CPR/1st Aid</td>
<td>The CTC requires that drivers for transportation providers and operators maintain current CPR/First Aid certification. Copies of the current CPR and First Aid certification cards shall be kept in each driver’s file</td>
<td>Copies of current CPR and First Aid certification cards for all drivers, kept in each driver’s file (Yes)</td>
</tr>
<tr>
<td>Local Standards</td>
<td>Comments</td>
<td>Standard/Measure (if applicable)</td>
</tr>
<tr>
<td>----------------</td>
<td>----------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Driver Criminal Background Screening</td>
<td>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.</td>
<td>Background check policy Yes, except for Lighthouse trips since they contract service to taxi companies who have their own requirements</td>
</tr>
<tr>
<td>Rider Personal Property</td>
<td>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.</td>
<td>N/A</td>
</tr>
<tr>
<td>Advance reservation requirements</td>
<td>A minimum two day advance notification time is required to obtain traditional TD door-to-door services</td>
<td>N/A</td>
</tr>
<tr>
<td>Pick-up Window</td>
<td>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.</td>
<td>Pick up window up to 30 minutes after scheduled time Yes, for TD door-to-door trips</td>
</tr>
</tbody>
</table>

Measurable Standards/Goals Compared to Prior Year

<table>
<thead>
<tr>
<th>Measurable Standards/Goals</th>
<th>Standard/Goal</th>
<th>Measure/Latest Figures</th>
<th>Is the CTC/Operator meeting the Standard?</th>
<th>Prior Year Figures (from FY 2015/16 CTC Evaluation)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Transit Ridership</td>
<td>The CTC has established a goal that 100% of people who are able to access and utilize public transit will do so.</td>
<td>All people who are able to access and utilize public transit are, 81.7% (3,471,768 number) of trips</td>
<td>Yes</td>
<td>82.6% of trips (3,364,541 trips)</td>
</tr>
<tr>
<td>On-time performance</td>
<td>Compliance with standards at or above 95% of the time shall be considered satisfactory.</td>
<td>99.9%*</td>
<td>Yes</td>
<td>99.5%* (Care Ride only, Yellow Cab was 95.4%*)</td>
</tr>
<tr>
<td>Measurable Standards/Goals</td>
<td>Standard/Goal</td>
<td>Measure / Latest Figures</td>
<td>Is the CTC/Operator meeting the Standard?</td>
<td>Prior Year Figures (from FY 2015/16 CTC Evaluation)</td>
</tr>
<tr>
<td>----------------------------</td>
<td>---------------</td>
<td>-------------------------</td>
<td>------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Passenger No-shows</td>
<td>The CTC and LCB have jointly established a policy on passenger no-shows, available in Appendix D of the TDSP.</td>
<td>15,111 trips (&lt;0.4%)</td>
<td>N/A</td>
<td>0.283% of trips</td>
</tr>
<tr>
<td>Accidents</td>
<td>No more than 10 accidents per 100,000 vehicle miles</td>
<td>&lt;1 total accidents per 100,000 vehicle miles (12 chargeable and 37 non-chargeable)</td>
<td>Yes</td>
<td>&lt;1 total accidents per 100,000 revenue miles (14 chargeable and 13 non-chargeable)</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>No more than 1,500 per year</td>
<td>65 roadcalls</td>
<td>Yes</td>
<td>104 roadcalls</td>
</tr>
<tr>
<td>Complaints</td>
<td>PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints should be less than 0.5 percent of all trips provided.</td>
<td>16 complaints and 33 commendations</td>
<td>Yes</td>
<td>99 complaints and 13 commendations</td>
</tr>
<tr>
<td>Call-Hold Time</td>
<td>95% of all ride-scheduling callers will remain on hold for no longer than one minute and no one shall be placed on hold for over three minutes.</td>
<td>Care Ride: 16 seconds average hold time*</td>
<td>Yes</td>
<td>12 seconds* (average Care Ride hold time, Yellow Cab was 53 seconds)</td>
</tr>
</tbody>
</table>

* Reflects DART and Transportation Disadvantaged services.

**LOCAL STANDARDS**

Findings: None

Recommendations: None
## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

<table>
<thead>
<tr>
<th>REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?</td>
</tr>
<tr>
<td>ARE ACCESSIBLE FORMATS ON THE SHELF?</td>
</tr>
<tr>
<td>IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?</td>
</tr>
<tr>
<td>DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?</td>
</tr>
<tr>
<td>ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?</td>
</tr>
</tbody>
</table>
DATE OF LAST REVIEW: October/November 2016

During the last review, the LCB approved the CTC Evaluation Review Report and Evaluation Workbook recommending that the CTC:

1. **Encourage the CTC and Planning Agency to market the voluntary dollar.** The voluntary dollar is an optional box to donate $1 or more to the Transportation Disadvantaged Voluntary Trust Fund that may be checked with registering or renewing the tag on a car, truck or boat. The donations stay in the County of the registered/renewed tag.

2. **As the CTC has confirmed that stickers have been distributed to the operator, recommend that the CTC spot check a random selection of vehicles to ensure that stickers are posted.**

3. **Though the CTC does not provide the operators or dispatch services for contractors, there may be an opportunity for the CTC to work with the contractors so that they understand the transportation options available to them.**

The CTC provided an update at the February 2017 LCB meeting noting that new decals are being printed and include both phone numbers. The CTC has provided the decals to the transportation operators. Since Care Ride recently introduced vehicles into their fleet to accommodate the changes to the paratransit contract that took effect October 1, 2016, it is likely that not all vehicles have the sticker posted as of this evaluation. The CTC modified their website to reflect the information contained in the sticker. All operators should now also have proper identification.
ON-SITE OBSERVATION OF THE SYSTEM

Date of Observation: 10/27/17
Please list any special guests that were present: —
Location: Fresenius, Clearwater
Number of Passengers picked up/dropped off: 1

Ambulatory: 1
Non-Ambulatory: —

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

Did the driver provide any passenger assistance? Yes □ No

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

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

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

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

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

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

Does the vehicle have two-way communications in good working order? Yes □ No (good com.)

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

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

Did the driver properly use the lift and secure the passenger? N/A □ Yes □ No

If no, please explain:
<table>
<thead>
<tr>
<th>PICKUPDATE</th>
<th>PICKUPTIME</th>
<th>NAME</th>
<th>PASsessment</th>
<th>DDAddress</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/27/2017</td>
<td>5:00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/27/2017</td>
<td>10:30</td>
<td>FRESENIUS CLEARWATER DIAL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/27/2017</td>
<td>5:15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/27/2017</td>
<td>8:00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/27/2017</td>
<td>13:30</td>
<td>ST PETERSBURG KIDNEY CARE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/27/2017</td>
<td>5:15</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Surveys

CTC: Pinellas Suncoast Transit Authority  County: Pinellas

Date of Ride: October 21-24, 2017

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>No. of Trips</th>
<th>No. of Riders/Beneficiaries</th>
<th>No. of Calls to Make</th>
<th>No. of Calls Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD</td>
<td>21</td>
<td>10</td>
<td>4</td>
<td>10</td>
</tr>
</tbody>
</table>

Note: Calls were made to 10 riders, but information was received by only 3.

<table>
<thead>
<tr>
<th>Number of Round Trips</th>
<th>Number of Riders/Beneficiaries to Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 200</td>
<td>30%</td>
</tr>
<tr>
<td>201 – 1200</td>
<td>10%</td>
</tr>
<tr>
<td>1201 +</td>
<td>5%</td>
</tr>
</tbody>
</table>

Note: Attach the manifest
## Manifest

<table>
<thead>
<tr>
<th>Trip Date</th>
<th>Trip Time</th>
<th>From</th>
<th>To</th>
<th>Ambulatory/Wheelchair</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/21/2017</td>
<td>5:30</td>
<td>CLEARWATER</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/21/2017</td>
<td>10:30</td>
<td>CLEARWATER</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>5:30</td>
<td>CLEARWATER</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>10:30</td>
<td>CLEARWATER</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>5:00</td>
<td>TARPON SPRINGS</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>10:30</td>
<td>CLEARWATER</td>
<td>TARPON SPRINGS</td>
<td>AMB</td>
</tr>
<tr>
<td>10/21/2017</td>
<td>5:00</td>
<td>PINELLS PARK</td>
<td>SEMINOLE</td>
<td>WC</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>5:00</td>
<td>PINELLS PARK</td>
<td>SEMINOLE</td>
<td>WC</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>9:45</td>
<td>CLEARWATER</td>
<td>LARGO</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>12:30</td>
<td>LARGO</td>
<td>CLEARWATER</td>
<td>AMB</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>22:00</td>
<td>OLDSDMAR</td>
<td>LARGO</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>22:00</td>
<td>OLDSDMAR</td>
<td>LARGO</td>
<td>AMB</td>
</tr>
<tr>
<td>10/21/2017</td>
<td>6:15</td>
<td>SAFETY HARBOR</td>
<td>CLEARWATER</td>
<td>WC</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>5:15</td>
<td>ST PETERSBURG</td>
<td>ST PETERSBURG</td>
<td>AMBCR</td>
</tr>
<tr>
<td>10/21/2017</td>
<td>5:00</td>
<td>ST PETERSBURG</td>
<td>ST PETERSBURG</td>
<td>WC</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>5:00</td>
<td>ST PETERSBURG</td>
<td>ST PETERSBURG</td>
<td>WC</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>5:00</td>
<td>ST PETERSBURG</td>
<td>ST PETERSBURG</td>
<td>WC</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>8:00</td>
<td>TARPON SPRINGS</td>
<td>ST PETERSBURG</td>
<td>AMB</td>
</tr>
<tr>
<td>10/23/2017</td>
<td>13:30</td>
<td>ST PETERSBURG</td>
<td>TARPON SPRINGS</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>9:15</td>
<td>TARPON SPRINGS</td>
<td>ST PETERSBURG</td>
<td>AMB</td>
</tr>
<tr>
<td>10/24/2017</td>
<td>16:00</td>
<td>ST PETERSBURG</td>
<td>TARPON SPRINGS</td>
<td>AMB</td>
</tr>
</tbody>
</table>
RIDER/BENEFICIARY SURVEY

Individual making call: Michael C. Hill  County: Pinellas
Date of Call: 10/21/17

1) Did you receive transportation service on 10/21/17? Yes or No

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

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

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

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

6) Did you have a problem with your trip on 10/21/17? Yes. If yes, please state or choose problem from below
- No. If no, skip to question # 6.
   What type of problem did you have with your trip?
   - Advance notice
   - Pick up times not convenient
   - Assistance
   - Service Area Limits
   - Drivers - specify
   - Vehicle condition
   - Late pick up - Specify time of wait
   - Accessibility
   - Late return pick up - length of wait
   - Reservations - Specify length of wait
   - Other

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

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

Additional Comments: Transportation is late, sometimes

- Is she able to use for trips to store?
- Can more stops be made on the trips?
- Can they have charge for up to 20.00?
- Driver performance -Costs sometimes doesn't seem good?
RIDER BENEFICIARY SURVEY

Individual making call: Michael C. Hill County: Pinellas

Date of Call: 10/24/17

1) Did you receive transportation service on 10/24/17? Yes or No?

2) Where you charged an amount in addition to the co-payment? Yes or No. If so, how much? $1.50

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

4) Have you ever been denied transportation services?
   - Yes
   - No. If no, skip to question #4
     A. How many times in the last 6 months have you been refused transportation services?
     - None
     - 1-2 Times
     - 3-5 Times
     - 6-10 Times

     If none, skip to question #4.
     B. What was the reason given for refusing you transportation services?
     - Indigent
     - Lack of funds
     - Destination outside service area
     - Other

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

6) Did you have a problem with your trip on 10/24/17? Yes or No. If yes, please state or choose problem from below
   - Yes. If yes, please state or choose problem from below
     A. What type of problem did you have with your trip?
        - Advance notice
        - Service Area Limits
        - Drivers - specify
        - Vehicle condition
        - Cost
        - Late pickup - specify time of wait
        - Calcium
        - Accessibility
        - Late return pickup - length of wait
        - Reservations - specify length of wait
        - Other

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

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

Additional Comments: ___________________________
RIDEBENEFICIARY SURVEY

Individual making call: Susan Caper                     County: Pinal

Date of Call: 12/7/17

1) Did you receive transportation service on 12/20/17? X Yes or No

2) Where you charged an amount in addition to the co-payment? X Yes or No If so, how much? $4.50

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

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

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

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

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
   8

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

Additional Comments: None
RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Capers
County: Pinellas

Date of Call: 10/27/17

1) Did you receive transportation service on Mon, 10/23? □ Yes or □ No

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

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

4) Have you ever been denied transportation services?
□ Yes
□ No. If no, skip to question #4

A. How many times in the last 6 months have you been refused transportation services?
□ None □ 0-5 Times
□ 1-2 Times □ 6-10 Times
If none, skip to question #4.

B. What was the reason given for refusing you transportation services?
□ Ineligible □ Space not available
□ Lack of funds □ Destination outside service area
□ Other _______________________

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

6) Did you have a problem with your trip on _____________?
□ Yes. If yes, please state or choose problem from below
□ No. If no, skip to question #6

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

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

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

Additional Comments: ________________________________
RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Cooper  County: Pineville

Date of Call: (D 27 17

1) Did you receive transportation service on (9/11/14)? □ Yes or □ No

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

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

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

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

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

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

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

   Additional Comments: ________________________________

5
RIDER/BENEFICIARY SURVEY

Individual making call: ____________________________ County: ________________
Date of Call: 10/27/17

1) Did you receive transportation service on ___10/23___? □ Yes or □ No

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

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

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

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

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

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

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

Additional Comments: ____________________________
RIDER/BENEFICIARY SURVEY

Individual making call: Sarah Parker

County: Barnaby

Date of Call: 10/21/17

1) Did you receive transportation service on Sat 10/21? □ Yes or □ No

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

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

4) Have you ever been denied transportation services?
□ Yes
□ No If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?
□ None □ 3-5 Times
□ 1-2 Times □ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
□ Ineligible □ Space not available
□ Lack of funds □ Destination outside service area
□ Other____________________

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

6) Did you have a problem with your trip on ____________?
□ Yes If yes, please state or choose problem from below
□ No If no, skip to question # 6

What type of problem did you have with your trip?
□ Advance notice □ Cost
□ Pick up times not convenient □ Late pick up - specify time of wait
□ Assistance □ Accessibility
□ Service Area Limits □ Late return pick up - length of wait
□ Drivers - specify □ Reservations - specify length of wait
□ Vehicle condition □ Other

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

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

Additional Comments: __________________________________________
RIDER/BENEFICIARY SURVEY

Individual making call: ___________________________ County: ___________________________

Date of Call: 10/31/17

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

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

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

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

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

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

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

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

Additional Comments: ___________________________
RIDER/BENEFICIARY SURVEY

Individual making call: ____________________________ County: ____________________________

Date of Call: 10/31/17

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

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

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

4) Have you ever been denied transportation services?
□ Yes

□ No. If no, skip to question # 4.

A. How many times in the last 6 months have you been refused transportation services?
□ None □ 3-5 Times
□ 1-2 Times □ 6-10 Times
If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?
□ Ineligible □ Space not available
□ Lack of funds □ Destination outside service area
□ Other ____________________________

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

6) Did you have a problem with your trip on ________________?
□ Yes. If yes, please state or choose problem from below
□ No. If no, skip to question # 6.

A. What type of problem did you have with your trip?
□ Advance notice □ Cost
□ Pick up times not convenient □ Late pick up - specify time of wait
□ Assistance □ Accessibility
□ Service Area Limits □ Late return pick up - length of wait
□ Drivers - specify □ Reservations - specify length of wait
□ Vehicle condition □ Other

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

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

Additional Comments: ____________________________
INDIVIDUAL MAKING CALL: ___________________________  COUNTY: ___________________________

DATE OF CALL: 11/7/97

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

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

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

4) Have you ever been denied transportation services?
□ Yes
□ No. If no, skip to question #4

   A. How many times in the last 6 months have you been refused transportation services?
      □ None □ 3-5 Times
      □ 1-2 Times □ 6-10 Times
      If none, skip to question #4.

   B. What was the reason given for refusing you transportation services?
      □ Ineligible □ Space not available
      □ Lack of funds □ Destination outside service area
      □ Other ___________________________

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

6) Did you have a problem with your trip on ___________?  
□ Yes. If yes, please state or choose problem from below
□ No. If no, skip to question #6

   What type of problem did you have with your trip?
   □ Advance notice □ Cost
   □ Pick up times not convenient □ Late pick up-specify time of wait
   □ Assistance □ Accessibility
   □ Service Area Limits □ Late return pick up - length of wait
   □ Drivers - specify □ Reservations - specify length of wait
   □ Vehicle condition □ Other

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

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

Additional Comments: ___________________________
Contractor Survey

Number of Providers/Operators: 5
Surveys Received: 4

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

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

Comments: They can but usually tell staff or manager of group home

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

Comments: A local phone number is listed 727-573-9444 (NCN)
If yes, is the phone number posted the CTCs?

Comments: PSTA local 727-540-1900; Transportation Disadvantaged 800-983-2435 & the agency’s Title VI Complaints Line

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

5. Does the CTC give your facility adequate time to report statistics?
6. Have you experienced any problems with the CTC?

If yes, what type of problems? (No responses)

7. Comments:
   - It was strange to get a “dramatic” change in how we would have to report trips to get paid 2 months after the new procedures were to be put in place. It may be easier for other companies when all they do is drive vehicles. For the most part our “drivers” drive for only a very small amount of hours for their shift (not a traditional driver)
   - The CTC is very supportive of Neighborly Care Network. We work closely to meet the needs of the TD riders, it is a wonderful partnership.
PURCHASING AGENCY SURVEY

Purchasing Agency name: Pinellas County Schools
Representative of Purchasing Agency: Melissa Kegler

1) Do you purchase transportation from the coordinated system?
   • YES
   • NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?
   • Medical
   • Employment
   • Education/Training/Day Care
   • Nutritional
   • Life Sustaining/Other

4) On average, how often do your clients use the transportation system?
   • 7 Days/Week
   • 1-2 Times/Week
   • 3-5 Times/Week
   • 1-3 Times/Month
   • Less than 1 Time/Month

5) Have you had any unresolved problems with the coordinated transportation system?
   • Yes
   • No If no, skip to question 7

6) What type of problems have you had with the coordinated system?
   • Advance notice requirement [specify operator(s)]
   • Cost [specify operator(s)] (sometimes confuse our rate (PCS) with operator rate)
   • Service area limits [specify operator(s)]
   • Pick up times not convenient [specify operator(s)]
   • Vehicle condition [specify operator(s)]
   • Lack of passenger assistance [specify operator(s)]
   • Accessibility concerns [specify operator(s)]
   • Complaints about drivers [specify operator(s)]
   • Complaints about timeliness [specify operator(s)]
   • Length of wait for reservations [specify operator(s)]
   • Other [specify operator(s)]

7) Overall, are you satisfied with the transportation you have purchased for your clients?
   • Yes
   • No If no, why?
## FLCTD
### Annual Operations Report
#### Section VII: Expense Sources

<table>
<thead>
<tr>
<th>County: Pinellas</th>
<th>Fiscal Year: July 1, 2016 - June 30, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status: Ready</strong></td>
<td></td>
</tr>
</tbody>
</table>

#### Section VII: Financial Data

##### 2. Expense Sources

<table>
<thead>
<tr>
<th>Expense Item</th>
<th>Community Transportation Coordinator</th>
<th>Coordination Contractor</th>
<th>TOTAL EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labor (501)</td>
<td>$5,441,851.00</td>
<td>$740,522.00</td>
<td>$6,182,373.00</td>
</tr>
<tr>
<td>Fringe Benefits (502)</td>
<td>$970,572.00</td>
<td>$134,568.00</td>
<td>$1,105,140.00</td>
</tr>
<tr>
<td>Services (503)</td>
<td>$281,133.00</td>
<td>$109,663.00</td>
<td>$390,816.00</td>
</tr>
<tr>
<td>Materials and Supplies Cons. (504)</td>
<td>$1,532,777.00</td>
<td>$385,787.00</td>
<td>$1,918,564.00</td>
</tr>
<tr>
<td>Utilities (505)</td>
<td>$19,974.00</td>
<td>$28,404.00</td>
<td>$48,378.00</td>
</tr>
<tr>
<td>Casualty and Liability (506)</td>
<td>$630,395.00</td>
<td>$248,669.00</td>
<td>$879,064.00</td>
</tr>
<tr>
<td>Taxes (507)</td>
<td>$11,126.00</td>
<td>$2,007.00</td>
<td>$13,133.00</td>
</tr>
<tr>
<td><strong>Purchased Transportation Services (508)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Pass Expenses</td>
<td>$1,380,070.00</td>
<td>$15,508.00</td>
<td>$1,395,578.00</td>
</tr>
<tr>
<td>School Bus Expenses</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>$49,053.00</td>
<td>$5,526.00</td>
<td>$54,579.00</td>
</tr>
<tr>
<td>Miscellaneous (509)</td>
<td>$67,525.00</td>
<td>$12,805.00</td>
<td>$80,330.00</td>
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<tr>
<td>Interest (511)</td>
<td>$17,841.00</td>
<td>$702.00</td>
<td>$18,543.00</td>
</tr>
<tr>
<td>Leases and Rentals (512)</td>
<td>$29,158.00</td>
<td>$729.00</td>
<td>$29,887.00</td>
</tr>
<tr>
<td>Annual Depreciation (513)</td>
<td>$703,882.00</td>
<td>$195,408.00</td>
<td>$899,290.00</td>
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<tr>
<td>Contributed Services (550)</td>
<td>$2,690,635.00</td>
<td>$0.00</td>
<td>$2,690,635.00</td>
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<tr>
<td>Allocated Indirect Expenses</td>
<td>$386,069.00</td>
<td>$75,863.00</td>
<td>$461,932.00</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong>:</td>
<td>$14,212,081.00</td>
<td>$1,956,161.00</td>
<td>$16,168,242.00</td>
</tr>
</tbody>
</table>
1. Inventory of Transportation Operators in the Service Area

The Annual Operating Report (AOR) lists the number of providers in the system and categorizes them by private non-profit, private for-profit and public entities. Below is an excerpt from the FY 2016/17 AOR showing the provider list and how many are coordination contractors.

---

FLCTD
Annual Operations Report
Section II: General Info

County: Pinellas  Fiscal Year: July 1, 2016 - June 30, 2017
Status: Ready

Section II: Coordinated System General Information
1. Provider Listing (include the CTC, if the CTC provides transportation services)
   Number of Private Non-Profits: 13
   Number of Private For-Profits: 1

   Public Entities:
   School Board: 0
   Municipality: 1
   County: 0
   Transit Authority: 1
   Other: 0
   Total: 16

2. How many of the providers listed in 1 are coordination contractors?
   11
Breakdown of Trips:

<table>
<thead>
<tr>
<th></th>
<th>Paratransit (includes Group) Trips</th>
<th>Bus Passes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ambulatory</td>
<td>Non-Ambulatory/Wheelchair</td>
</tr>
<tr>
<td>Private Non-Profits</td>
<td>457,272</td>
<td>58,671</td>
</tr>
<tr>
<td>Private For-Profits</td>
<td>111,974</td>
<td>139,442</td>
</tr>
<tr>
<td>Municipality</td>
<td>9,465</td>
<td>153</td>
</tr>
<tr>
<td>Transit Authority</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

NOTE: Data comes from Annual Operating Report and so matches the service categories listed in the AOR.

2. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? Multiple operators may have the capability of expanding capacity if additional funding were available.

Does the CTC have the ability to expand? Yes, if additional funding were available

3. Indicate the date the latest transportation operator was brought into the system. January 2009

4. Does the CTC have a competitive procurement process? Yes

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

<table>
<thead>
<tr>
<th>Method</th>
<th>Times Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low bid</td>
<td>1</td>
</tr>
<tr>
<td>Requests for qualifications</td>
<td></td>
</tr>
<tr>
<td>Negotiation only</td>
<td></td>
</tr>
<tr>
<td>Requests for proposals</td>
<td>1</td>
</tr>
<tr>
<td>Requests for interested parties</td>
<td></td>
</tr>
</tbody>
</table>

Which of the methods listed was used to select the current operators? Request for Proposals
6. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

| X | Capabilities of operator          | X | Scope of Work                    |
| X | Age of company                   | X | Safety Program                   |
| X | Previous experience              | X | Capacity                         |
| X | Management                       | X | Training Program                 |
| X | Qualifications of staff          | X | Insurance                        |
| X | Resources                        | X | Accident History                 |
| X | Economies of Scale               | X | Quality                          |
| X | Contract Monitoring              | X | Community Knowledge              |
| X | Reporting Capabilities           |   | Cost of the Contracting Process  |
| X | Financial Strength               | X | Price                            |
| X | Performance Bond                 | X | Distribution of Costs            |
| X | Responsiveness to Solicitation   | X | Other: (Experience with seniors and people with disabilities) |

7. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? The RFP was distributed locally and nationally.

How many responded? 5
The request for bids/proposals was distributed:

X Locally
X Nationally

8. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc…)? N/A
Level of Availability (Coordination)
Worksheet 3

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

Public Information – How is public information distributed about transportation services in the community?
The CTC disseminates information on the TD Program by distributing printed materials, on the PSTA and Forward Pinellas websites, at public events and workshops addressing transportation issues, and public speaking engagements. Furthermore, the CTC communicates with TD Program users and participating agencies through personal contact, surveys, and comment cards.

Certification – How are individual certifications and registrations coordinated for local TD transportation services?
PSTA determines eligibility of individuals and requested trips through an application process, and in accordance with procedures described in the Service Plan, and CTD policy. Ongoing eligibility is monitored through the use of the client database.

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

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?
The provider utilizes a phone system that tracks call hold times and help ensure that a reservationist is available to assist a customer. The CTC requires that 95 percent of calls are answered within one minute and no caller should be on hold more than three minutes from the time the call is received. After-hours calls are recorded on a voice recording system and returned the next day.

Reservations – What is the reservation process? How is the duplication of a reservation prevented?
Individuals call the provider directly to request a trip reservation.

Trip Allocation – How is the allocation of trip requests to providers coordinated?
PSTA screens clients for eligibility for service. During this screening process the individual is classified as either ambulatory or non-ambulatory. The client then calls the provider directly to schedule their trip.
Scheduling – How is the trip assignment to vehicles coordinated?
The provider is responsible for assigning trips to their vehicles and drivers.

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

Dispatching – How is the real time communication and direction of drivers coordinated?
The provider is responsible for ensuring real-time communication with drivers.

General Service Monitoring – How is the overseeing of transportation operators coordinated?
PSTA provides oversight of transportation operators. PSTA reviews monthly operations reports from providers and notifies the CTC of any concerns. The CTC inspects provider vehicles and records and conducts rider surveys throughout the year.

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?
Daily service monitoring and real-time problem resolution is the responsibility of the transportation providers. Problems not resolved at the provider level are transmitted to the CTC for resolution.

Trip Reconciliation – How is the confirmation of official trips coordinated?
The providers submits manifests to PSTA, which utilizes its client/trip database to confirm official trips.

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?
PSTA calculates the number of trips provided and total miles, taking into account co-pays collected, to determine payment due to the providers. PSTA receives the co-pays for bus passes directly from clients.

Reporting – How is operating information reported, compiled, and examined?
PSTA receives and examines reports from the provider and operators and compiles a single report for the CTC. The provider is responsible for submitting its annual operating report to the CTC.

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?
The brokered system ensures some sharing of costs by centralizing many functions such as eligibility determination, mode assignment, and invoicing.
Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

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

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

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