

Section 5310

Program Performance Measures Annual Report Sample

ANNUAL REPORT (January 1 – December 31, 2022)

Transit Agencies (Agency) that have received funding through the Federal Transit Administration, Section 5310 program must collect the following data as part of the annual program performance measure report. For this report, recipients **must submit BOTH quantitative and qualitative** information on each of the following measures as applicable to your Agency. Please submit this report with your Agency's Annual Certifications package.

There are two (2) versions of the performance report to be completed as applicable to your Agency:

- (1) **SECTION 5310 CAPITAL AWARD PERFORMANCE REPORT** - Complete this report if your Agency has a Section 5310 Capital Award in operation during this reporting period. This means that your Agency has acquired a vehicle, equipment, or other item via capital Section 5310 award(s), and is using the vehicle or item to provide Section 5310-eligible transportation service. If you do not have any capital awards in operation, please indicate by including N/A.
- (2) **SECTION 5310 OPERATING AWARD PERFORMANCE REPORT** - Complete this report if your Agency has a Section 5310 Operating Award in operation during this reporting period. This means that your Agency has provided Section 5310-eligible trips **and** either anticipates receiving or has already received reimbursement for these trips through the 5310 program. If you do not have any operating awards in operation, please indicate by including N/A.

Complete **both reports** if your Agency has both types of Section 5310 awards for operations and capital. Data is required for all projects supported with Section 5310 funds that were operated during this period not just those that were initiated during this period. (For example, if a vehicle was purchased with 5310 funding in a prior year but was operated during this calendar year then that information should be included in the performance report)

Tip: Refer to the Fact Sheet provided with your Agency's most recent grant application to obtain baseline performance data. If your Agency is a Community Transportation Coordinator, you may use data from your Annual Operating Report.

Section 5310

Program Performance Measures Annual Report Summary

Section 5310 Annual Reporting Period Summary							
Reporting Agency:	Manatee County Board of County Commissioners/MCAT						
Address:	2411 Tallevast Road						
City:	Sarasota	County:	Manatee	State:	FL	Zip:	34243
Service Area <i>i.e.</i>, Miami UZA (Consult FDOT District office if unknown)	Sarasota-Bradenton UZA						
Contact Person:	Jason Harris						
Phone Number:	941-747-8621	Email:	Jason.Harris@mymanatee.org				
Number of Section 5310 capital awarded projects in operation during this reporting period:						Twenty-Nine (29)	
Number of Section 5310 operating awarded projects in operation during this reporting period:						One (1)	

SECTION 5310 CAPITAL AWARD PERFORMANCE REPORT

Gaps in Service Filled: Provision of transportation options that would not otherwise be available to seniors and individuals with disabilities, measured by the numbers of seniors and individuals with disabilities afforded mobility resulting from Section 5310 capital projects in operation for the current reporting year.

Number of senior and individuals with disabilities (unduplicated) PER YEAR.	Calculation	TOTAL
	Number of active Clients registered in system for Calendar Year	921

Discuss any impacts to the quality of transportation options provided to seniors and individuals with disabilities not captured above.

Manatee County Government serves as the fixed-route public transportation service provider for Manatee County and, in that role, operates all of the Americans with Disabilities Act (ADA) complementary transportation service required for fixed-route operators. As the designated recipient of FTA Section 5307/5339 funding, the County supports fixed-route and demand response public transportation services throughout the County, inclusive of Title VI communities, persons with disabilities, the elderly, and services for Veterans to Veterans hospitals in Manatee, Pinellas, and Hillsborough Counties. In Fiscal Year 2017, the Transit Division expanded service on the fixed route bus network. Growth in the fixed-route service network increased the ADA complementary paratransit service area and the Transit Division continues to ensure that all ADA eligible clients in the expanded ADA service area receive transportation services consistent with Federal Transit Administration (FTA) implementing regulations.

Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310-supported vehicles and services resulting from Section 5310 capital projects in operation during the current reporting year.

Note: See Fact Sheet in 5310 Instruction Manual, for instructions

Number of one-way trips provided to seniors and individuals with disabilities PER YEAR.	Calculation	TOTAL
	Trapeze System Ridership and Bus Passes Sold	64,816

One-way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip.

Discuss any impacts to the quality of transportation options provided to seniors and individuals with disabilities not captured above.

The demand for paratransit services in Manatee County at times, will strain the Transit Division’s paratransit services operation, especially as the demand continues to grow due to being fare free. As a result, Transit Division staff determined that operational resources (buses and operators) were at a sustainable capacity limit of 350 trips per weekday and implemented an effort to limit paratransit service reservations to that level in December 2015. Implementation of that service policy is possible through strict prioritization of Transportation Disadvantaged program paratransit trips and, as a result, the Transit Division continues to maintain sufficient capacity for all ADA eligible trip requests.

SECTION 5310 OPERATING AWARD PERFORMANCE REPORT

Service Improvements: related to geographic coverage, service quality, and/or service times that impact availability of transit services for seniors and individuals with disabilities resulting from Section 5310 operating projects in operation during the current reporting year.

Note: See Fact Sheet in 5310 Instruction Manual, for instructions

	Calculations	Results
Total fleet vehicle miles traveled to provide service to seniors and individuals with disabilities.	System Productivity / NTD Report	574,882
Total square miles of transportation service coverage.	System Productivity / NTD Report	640,254
Number of days the vehicles are in operation to provide service to seniors and individuals with disabilities PER YEAR.	System Productivity / NTD Report	359
Number of hours of service AVERAGE PER DAY.	System Productivity / NTD Report	180
Posted hours of the normal operating hours the Agency provides service to seniors and individuals with disabilities PER WEEK (this does not include non-scheduled emergency availability).		<i>M–F: 5:30am – 7:30pm</i> <i>Saturday: 5:30am – 7:30pm</i> <i>Sunday: 5:30am – 7:30pm</i> <i>Total (WEEK): 84</i>

Discuss any impacts to the quality of your Agency’s transportation service not captured above.

Manatee County Government serves as the fixed-route public transportation service provider for Manatee County and, in that role, operates all of the Americans with Disabilities Act (ADA) paratransit service required as a compliment to fixed-route operations. As the designated recipient of FTA Section 5307/5339 funding and the Community Transportation Coordinator, Manatee County Government supports fixed-route and demand response public transportation services throughout the service area, inclusive of Title VI communities, persons with disabilities, the elderly, and services for veterans to Veterans hospitals in Manatee, Pinellas, and Hillsborough Counties. In Fiscal Year 2017, the Transit Division expanded service on the fixed route bus network. Growth in the fixed-route service network increased the ADA complementary paratransit service area and the Transit Division continues to ensure that all ADA eligible service requests in the expanded ADA service area are addressed in a consistent, compliant manner with respect to Federal Transit Administration (FTA) implementing regulations.

Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310-supported vehicles and services because of Section 5310 operating projects in operation during the current reporting year.

Note: See Fact Sheet in 5310 Instruction Manual, for instructions

	Calculations	TOTAL
Number of one-way trips provided to seniors and individuals with disabilities PER YEAR.	Trapeze System Ridership and Bus Passes Sold	64,816

One-way passenger trip is the unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip.

Discuss any impacts to the quality of trips provided to seniors and individuals with disabilities not captured above.

The growing demand for paratransit services in Manatee County impacts on the Transit Division’s paratransit services operation and that demand continues to grow. As a result, Transit Division staff determined that operational resources (buses and operators) were at a sustainable capacity limit of 350 trips per weekday and implemented an effort to limit paratransit service reservations to that level in December 2015. Implementation of that service policy was possible through strict prioritization of Transportation Disadvantaged program trips and, as a result, the Transit Division continues to maintain sufficient capacity for all ADA eligible trip requests. As additional operating resources become available, the paratransit Level of Service (LOS) will be enhanced.

Physical Improvements: Please list any additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and/or vehicles that impact the availability of transportation services to seniors and individuals with disabilities as a result of Section 5310 operating projects in operation during the current reporting year.

The Manatee County Government Public Works/Transit Division continues to place ADA compliant passenger amenities at bus stops and ensure construction of ADA compliant concrete boarding pads. Using qualified, competent contractors, as well as coordination with the Florida Department of Transportation (FDOT), over six hundred and sixty MCAT bus stops are now ADA compliant with passenger seating at each stop. In addition to improving bus stop accessibility, the Transit Division is working to improve safety and accessibility of its fixed-route service to persons with disabilities by retrofitting new wheelchair securement devices on a select number of transit vehicles. This state-of-the art Quantum wheelchair securement device is the only fully automatic wheelchair securement device available for transit coach buses.

Implementation of an Interactive Voice Response (IVR) System for Paratransit (i.e., Handy Bus) customers was completed in FY 2017 with an upgrade completed in 2018. The IVR system provides electronic notifications (i.e., calls, emails, and text messages) to paratransit service clients regarding their scheduled trips and real-time alerts for their bus arrival times. Next stop annunciators and predictive real time bus arrival information is now available on the entire Transit/Trolley Fleet, at Transit Stations and available on wireless communication devices.

Other Improvements: Please identify any additional transportation program performance enhancements that resulted from Section 5310 operating projects in operation during the current reporting year.

In 2020, the Manatee County Government Public Works/Transit Division continued its paratransit prepaid fare program that allows paratransit service customers to open an account with Manatee County Government from which to draw funds for paratransit trips, rather than paying a cash fare for each trip. Transit Division staff developed internal accounting and operational procedures to implement the new pre-paid fare program that ensures proper accounting and reconciliation records are kept and that ensure only eligible paratransit customers benefit from such an account. Sponsorships are available through the prepaid fare program and Manatee County Government is working to update its procedures to allow for random selections of groups of sponsored clients.

An Inter-County transfer and fare payment policy was established between SCAT Plus services and MCAT Handy Bus services. Those eligible ADA paratransit service clients travelling along the US 41 corridor pay only a single fare when transferring to a different agency bus; and this effort ensures a consistent and comparable fare payment policy when compared to what a fixed-route bus rider would experience when using Route 99/US 41 inter-county fixed route services.