



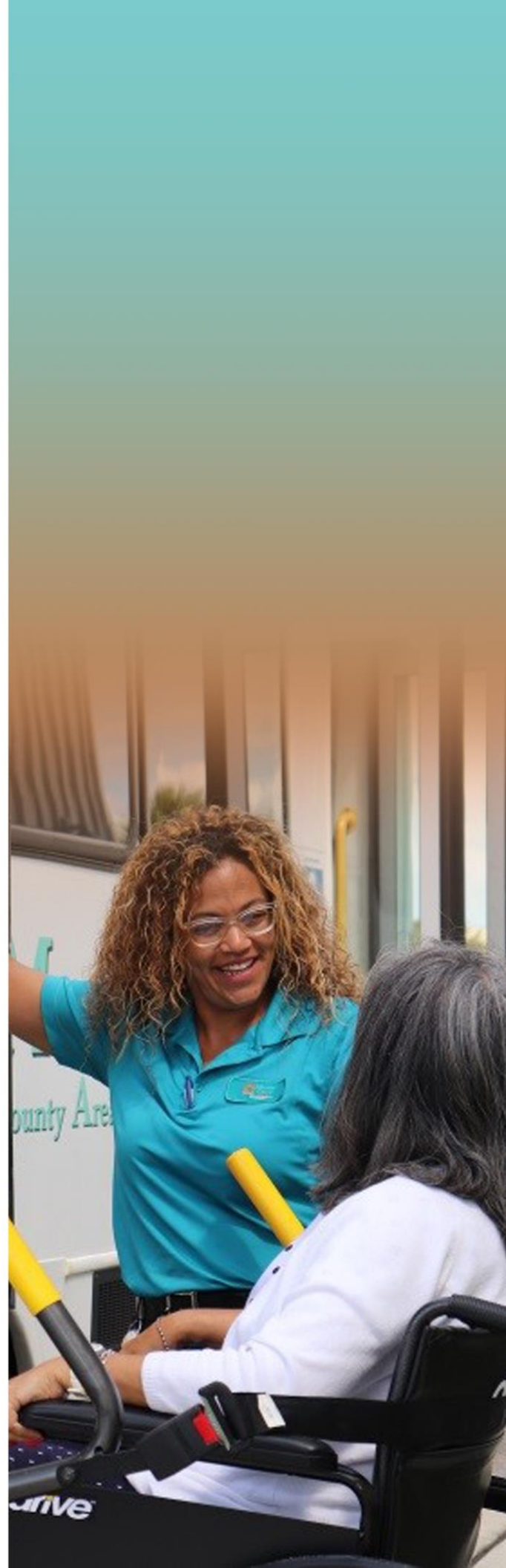
Manatee County

# Transportation Disadvantaged Service Plan 2022-2026

FINAL

November 2021

*Prepared by*



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## 2 Local Coordinating Board Roll Call Vote

Manatee County's 2022-2026 TDSP was approved by the Manatee County Local Coordinating Board on November 10, 2021, in a roll call vote of 6-0. The members present for the meeting and their vote are represented below.

Member Name	Representing	Yes	No	Absent
Commissioner Carol Whitmore, Chair	Elected Official	X		
Dale Hanson	FDOT	X		
Elida Mujic	Department of Children & Families			X
Ericka Randall	FL Department of Education (Vocational Rehab)			X
Emily Hughart	Agency for Health Care Administration	X		
Lee Washington	Veterans Affairs			X
VACANT	Citizens with Disabilities			
VACANT	Transportation Provider (Easter Seals)			
Kim Gonzalez	CareerSource Suncoast	X		
Kristina Melling	Department of Elder Affairs	X		
Joe Stoddard	Economically Disadvantaged			X
Brett Gottschalk	Agency for Persons with Disabilities	X		

### 3 Transportation Disadvantaged Service Plan

The Florida Commission for the Transportation Disadvantaged (CTD) requires that each Community Transportation Coordinator (CTC) submit a Transportation Disadvantaged Service Plan (TDSP), or an annually updated tactical plan that includes the following components:

- I. Development Plan
- II. Service Plan
- III. Quality Assurance Plan
- IV. Cost/Revenue Allocations and Fare Justification

The CTC is responsible for arranging transportation for transportation disadvantaged (TD) individuals within the constraints of available funding. The CTD approves the designation of the CTC every five years. With approval from the Local Coordinating Board (LCB), the CTC may subcontract or broker transportation services to private transportation operators. Each year, the CTC reviews all transportation operator contracts before renewal to ensure the contracts comply with the standards of the CTD.

Information obtained through the development of the Manatee County TDSP will be used to serve as the Locally Coordinated Human Services Transportation Plan (LCHSTP) for the Manatee County area. The LCHSTP is required by the Federal Transit Administration (FTA) for funding under its Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program, which is a consolidation of the former Elderly and Disabled and New Freedom programs. The 5310 program was authorized by the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) transportation bill and continued under the Fixing America's Surface Transportation (FAST) Act and requires that projects selected for funding are documented in an approved LCHSTP. The LCHSTP must undergo a development and approval process that includes seniors, people with disabilities, and transportation providers, among others. The LCHSTP should also be coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

The TDSP will fulfill the CTD requirements for submittal and include information to serve as the FTA-required LCHSTP. The LCB will review and approve the TDSP prior to submission to the CTD for final action.



## 4 Development Plan

The required components of the Development Plan include an introduction to the service area; service area demographic profile; service analysis; goals, objectives, and strategies; and an implementation schedule.

### Introduction to the Service Area

#### Background of the Transportation Disadvantaged Program

The Florida Coordinated Transportation System (FCTS) was created in 1979 with the enactment of Chapter 427, Florida Statute (F.S.). Chapter 427 defines transportation disadvantaged as:

“...those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, F.S.”

The statewide TD program was developed to improve coordination among TD services sponsored by social and human service agencies by addressing concerns about service duplication and fragmentation. The initial Chapter 427 statutory language created the Coordinating Council for the Transportation Disadvantaged within the Florida Department of Transportation (FDOT) to coordinate statewide TD services.

Chapter 427 was revised in 1989 to replace the Coordinating Council with the CTD, which was established as an independent commission authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund. The 1989 legislative revisions also established CTCs and LCBs to administer and monitor the TD program at the local level. The Metropolitan Planning Organization (MPO), or designated official planning agency (DOPA), performs long-range planning and assists the CTD and LCB in implementing the TD program within the designated service area.

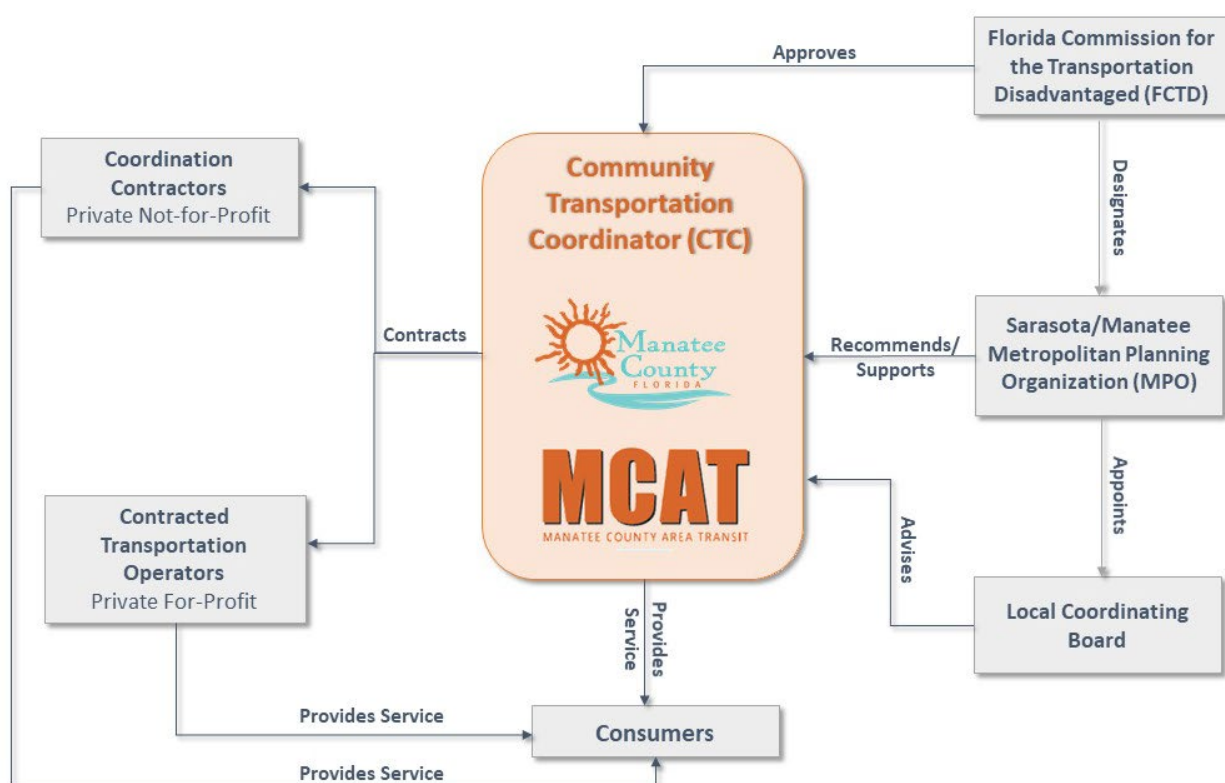
#### CTC Designation History and Organization Chart

The Manatee County Board of County Commissioners (BoCC) serves as the CTC for Manatee County. Manatee County Area Transit (MCAT), as a Division within the Manatee County Public Works Department, is under the jurisdiction of the BoCC and is responsible for carrying out the day-to-day activities of the CTC. MCAT has served in this role since 1990, with the most recent Memorandum of Agreement (MOA) signed by the BoCC and CTD dated July 2021. Figure 1 presents an organizational chart related to the provision of Manatee County’s TD services.

As the CTC, MCAT is responsible for coordinating aspects of the TD program in Manatee County, including planning, reviewing coordinated contracts annually, disseminating public information, conducting marketing activities, providing customer service, conducting the eligibility and certification process, scheduling reservations and trips, providing transportation, and reporting operational data.



**Figure 1: MCAT's Coordinated Transportation Program**



MCAT is considered a partial broker, but functions as a sole source provider for transportation under the TD program. MCAT, operating as the CTC, contracts with agencies that have vehicles for the primary purpose of transporting their own clients. Agencies with coordinated contractor agreements include Meals on Wheels Plus of Manatee, Inc., Easter Seals of Southwest Florida, Sunrise Community Center, and Westside Group Home. As the sole source provider, MCAT provides TD services for those in the community whose general-purpose transportation needs cannot be fulfilled by a coordinated contractor.

MCAT discontinued the coordination of non-emergency Medicaid transportation services in 2005. Non-emergency Medicaid transportation services in Manatee County are provided by Medical Transportation Management (MTM), which is contracted by and reports directly to the Agency for Healthcare Administration (AHCA).

### **MCAT Public Transportation Services**

MCAT provides public transportation services in the urbanized portion of the unincorporated county; the cities of Bradenton, Palmetto, Holmes Beach, Bradenton Beach, and Anna Maria; and the Town of Longboat Key.

MCAT operates 11 fixed bus routes, the Anna Maria Island Trolley, and 2 express ConneXion routes. The North County ConneXion provides feeder service connections to the fixed-route

system in Rubonia, Palmetto, and downtown Bradenton. The Skyway ConneXion is a weekday connector route to Pinellas County via the Sunshine Skyway Bridge/I-275.

MCAT currently operates three Mobility on Demand (MOD) services. In April 2017, MCAT began operating an advanced reservation, door-to-door shuttle service on the north end of Longboat Key. MCAT also operates the Beach ConneXion Shuttle, a seasonal trolley route that operates on weekends and holidays from December to April. The route connects the mainland parking areas at 75th Street West to Manatee Public Beach on Anna Maria Island. The new Port Manatee Connexion shuttle, implemented in June 2021, is a service designed for residents who live and/or work near the Port Manatee area to connect them to the fixed-route system in Rubonia, the Palmetto Station, and the Palmetto Walmart.

MCAT's Handy Bus serves as the Americans with Disabilities Act (ADA) complementary paratransit service and is available within a  $\frac{3}{4}$ -mile buffer of the fixed-route bus and trolley routes. Complementary paratransit service is not required for express service. Handy Bus service is available to persons with disabilities who are unable to ride the fixed-route bus. The Handy Bus operating hours correspond to the hours of operation of the fixed-route service. At present, MCAT maintains a fleet of 45 paratransit vehicles to provide the Handy Bus service.

The regular one-way bus fare is \$1.50, except for the Anna Maria Island Trolley, the Beach Express and the Beach ConneXion shuttle, which are free. The Skyway ConneXion fare is \$3.00 if not crossing the Sunshine Skyway Bridge into Pinellas County and \$5.00 per one-way intercounty trip. The fare for veterans travelling to the C.W. Bill Young Department of Veterans Affairs (VA) Medical Center in St. Petersburg on the Skyway ConneXion is reimbursed by the VA. Some of these veterans utilize Handy Bus for "feeder" connections to the Skyway ConneXion and access the ConneXion services at Palmetto Station. The North County ConneXion fare is the same as the local bus fare. Discounted half fares are available for adults 60–79 years, persons with disabilities, all military (active duty and veterans), and Medicare cardholders with photo identification. Adults 80 years and older and children (5 years or younger) may ride the fixed-route services free of charge.

The local fixed-route buses run generally Monday through Saturday from 5:30 a.m. to 8 p.m. The Anna Maria Island Trolley operates daily from 6 a.m. to 10:30 p.m. and the Beach Express runs Sundays/holidays from 9 a.m. to 5 p.m. The Longboat Key Shuttle operates 7 days a week on Longboat Key within a defined service area, between Coquina Beach and Bay Isles Shopping Center in the Town of Longboat Key. The Port Manatee Connexion shuttle operates Monday through Saturday, 5:30 a.m. to 7:30 p.m.

The fare for the Handy Bus is \$2.00 per one-way trip, with exact change required. The Handy Bus fare has remained at \$2.00 for over 20 years despite fare increases for the fixed-route system. Handy Bus also offers a pre-paid fare option with a \$50.00 minimum deposit, allowing customers to board the vehicles without having to deposit cash into the fareboxes. Balances are reduced for each trip taken.

MCAT's TD Program is a discretionary program which provides transportation assistance to those in the community who, because of low-income status, cannot afford transportation services. The TD services are provided through an ongoing funding partnership between the CTD and Manatee County Government. Regular MCAT bus service is available at a reduced rate for TD eligible riders. Handy Bus door-to-door services are available to those TD clients who cannot access and use the regular MCAT bus service, due to their disability. A potential TD client can complete a TD application form and provide the required household income, residency, travel information, and supporting documentation, and return to MCAT by mail or in person. The applicant is notified of eligibility within a two-week period. A 31-day monthly unlimited TD bus pass is \$15 per month, in which the client must provide a check or money order before the 15<sup>th</sup> of each month. The bus passes can be picked up at a designated Transit Station between the 1<sup>st</sup> and 10<sup>th</sup> of the month. The \$15 co-payment entitles the TD client to an unlimited number of bus rides each month. There are no restrictions on the type of trip or number of fixed route bus trips. The bus pass provides independence and freedom to travel for the entire 31-day activation period. Each round trip on Handy Bus is \$4.00, so after five round trips the cost is already \$20. The \$15 Bus Pass could equate to significant personal savings over the course of one year and affords travel opportunities that are not limited.

Manatee County provides travel training so that new clients learn when/where to catch a bus, how to use their bus pass and "swipe" it at the farebox, how to make bus transfers, etc. This is a specialized program tailored to specific travel needs.

## **Recent MCAT Initiatives: FY2020-2021**

### **Transit Capital and Infrastructure**

#### *CARES Act/CRRSAA/ARP and State Block Grant Funding*

In 2020, The Coronavirus Aid, Relief, and Economic Security Act (CARES Act), was a \$2.2 trillion economic stimulus bill passed by Congress in response to the economic fallout of the COVID-19 pandemic in the United States. In FY 2020, Manatee County Government (MCG) was allocated \$11.8 million in Cares Act (FTA Section 5307) funding. This funding is being used to purchase personal protective equipment, cleaning supplies, three cutaway buses for Handy Bus service and two replacement fixed route buses, allocated for FY 2020-22. The second major federal pandemic relief funding package for transit agencies, the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA), allocated \$2.65 million in funds (5307 funds) to supplement lost operating revenue. In FY 2021, MCAT will encumber allocated CRRSAA funds to supplement the overall operating budget in FY 2023-25.

The third major federal funding unique to the pandemic is the FTA's American Rescue Plan (ARP) apportionment of nearly \$11.1 million, allocated in March 2021 to MCAT. This is also 5307 funding that will be allocated toward capital and operating expenses starting for FY 2022-28. In addition, FDOT waived the local match for the State Block Grant Program funding in FY 2021. In sum, these state and federal funding efforts provide additional time for local government to recover from the

pandemic and allows MCAT to accelerate needed systemwide State of Good Repair capital investments.

#### *Bus Buys*

Three (3) new fixed route buses and two (2) trolleys were delivered to Manatee County Public Works Transit Division during FY 2021. The Transit Division also received three (3) new wheelchair accessible microtransit vans which are used for paratransit service and may be utilized for future MOD service operations. Six (6) additional fixed route buses are expected in FY 2022 as part of MCAT's regular fleet replacement program.

#### *Transit Facilities – Branding and Upgrades*

In 2014, The Transit Division began its project to ensure construction of concrete boarding pads and passenger amenities that comply with the requirements of the Americans with Disabilities Act (ADA) implementing regulations, at every bus stop. The effort to “brand” new passenger amenities and the upgrades to existing bus stop infrastructure continues. Using several different contractors, as well as coordination with the Florida Department of Transportation (FDOT), over 800 bus stops in mainland Manatee County have been improved with ADA-compliant bus stop pads, shelters, benches and trash cans.

In FY 2021, MCAT staff addressed several mainland stop upgrades. **In addition, MCAT completed a plumbing upgrade project as well as a complete re-paving for all bus lanes and bus bays at the Downtown Bradenton Transfer Station.** The improvements to bus stop and bus station infrastructure have been instrumental in improving passenger comfort, increasing service attractiveness, and enhancing the visibility of the fixed-route service.

#### *Quantum Securement Seating Pilot Project*

In 2021, MCAT implemented a pilot project to install foldable seating near the new Quantum Wheelchair Securement equipment (i.e. Q'Straint) that is now onboard all fixed route buses (excluding Trolley vehicles). Quantum is a device that enables passengers who utilize wheelchairs or powered scooters the independence to secure their mobility device without the assistance of the Operator in less than 25 seconds. This new technology allows for quick, effective, and safe securement of mobility devices, a great time saving feature. During program development, Transit Division staff found that existing foldable seating (three seats) and one row of fixed seating (two seats) had to be removed permanently when the Quantum system was installed. Due to mounting issues and a thin profile seat, staff is working with the transit seat manufacturer to install a permanent foldable seating option that could be placed in this area to regain most of the seating capacity previously lost. The new foldable stadium style seat was designed to remain up but can be pulled down when needed. It was installed and tested as a pilot program on one bus (see picture below). This design adds four foldable seats while still allowing full access to the Quantum equipment when needed. The Transit Division is moving forward to retrofit fixed route buses with this foldable system and include this design on all future bus orders.

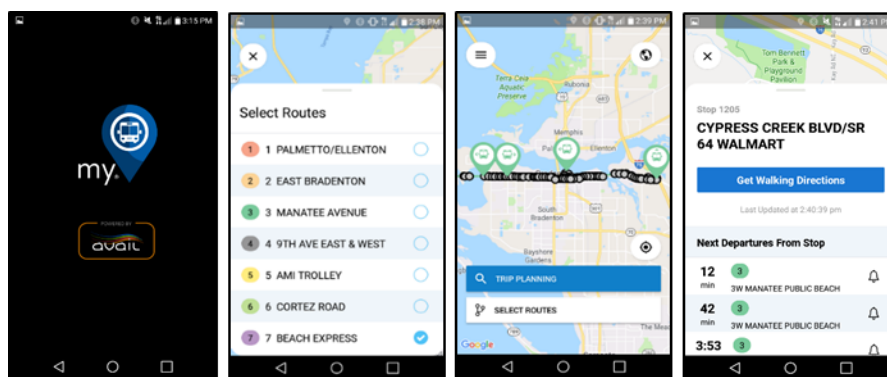
## Transit Intelligent Transportation System (ITS) Projects

An ITS initiative has allowed Transit Division to integrate state-of-the-art technology into bus service operations, business intelligence, and customer service. The new technology has improved customer service, increased operational efficiency, and enhanced mobility objectives. These technology improvements are delivering a much more reliable transit service and enhance the user experience with predictive, real-time bus arrival times. One of the early phases of the ITS project was the full fleet installation of Automatic Passenger Counters (APCs) and certification of the APC's by the Federal Transit Administration (FTA) for use in Passenger Miles Reporting. Another early phase of the ITS project was initiation of an Interactive Voice Response (IVR) system for Handy Bus passengers. The IVR system provides electronic notifications (i.e., calls, emails, and text messages) to Handy Bus, Longboat Key Shuttle and Port Manatee ConneXion Shuttle clients regarding their scheduled trips and real-time alerts for their bus arrival times. The system can also be used for system-wide emergency notifications.

For FY 2021, ITS projects highlights include:

### *Real-Time Passenger Information System*

In 2020, MCAT completed the acceptance process for its CAD/AVL system for the fixed route and paratransit fleets. This technology allows MCAT to improve operations, both internally and externally, and improves the predictability of fixed-route services. The new technology system includes a cellphone application (MyStop Mobile) for passengers to view the location of their bus on a map in real time and provides “alerts” with respect to delays or service detours. Another feature of the CAD/AVL system is **the implementation of a real-time Google Transit feed—which allows passengers to see bus arrival times when using the trip planning feature in Google Maps. The system also allows riders to plan and map their trips.** The same information and trip planning features are also available through the MCAT website. The fully deployed system makes automated audio announcements on board buses for designated stops to assist and orient visually impaired passengers. The following images are screenshots from the MyStop Mobile application:



CAD/AVL system includes a single log on for onboard operating systems, allows the operator to “upload” the vehicle pre-trip inspection results on the Mobile Data Terminals on the bus, and the

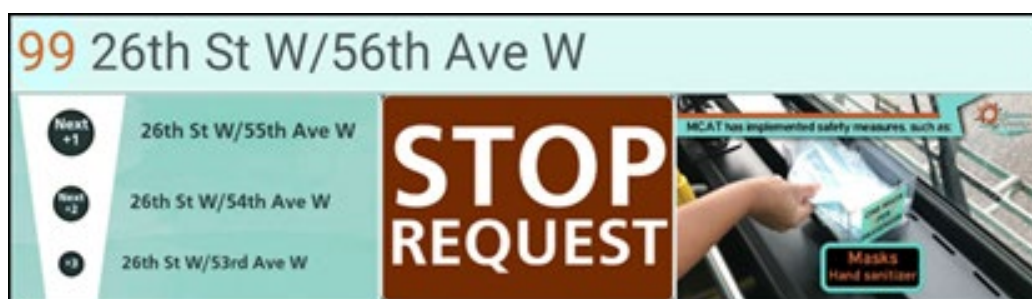


logon process also initiates the destination signs and the farebox. In early FY 2021, MCAT opted for full system acceptance from its CAD/AVL Vendor.

### *Wayside Signs and In-Vehicle Signs*

Installation is complete for 10-inch by 37-inch LCD monitors on all fixed-route buses as well as large 47-inch video monitors at Downtown Station, Palmetto Station and Desoto Station. A single small LCD sign provides real time arrival information in the bus shelter at the Sarasota Bradenton International Airport. **These video monitors display predictive real-time arrival times at the Transfer Stations and major transfer points. There are three (3) signs at the Downtown Bradenton Station, two (2) signs at the Palmetto Station and five (5) signs at DeSoto Station. All the digital signs come with a unique turn-key subscription service that brings together all the equipment, software, design services, and support needed to create a customized high-definition television network dedicated to getting the word out to transit customers. The system can also be used to tie geographically-linked content on the station and bus LCD screens.** The software can import existing content like web content and social media and broadcast directly to screens on the bus. Current content includes up-to-the-minute news, weather, and traffic as well as trivia and information feeds that keep the ride interesting for passengers.

**Figure 2: On-Board Digital Infotainment Screenshot of “Stop Ladder” (Route 99)**



In FY 2020, MCAT operationalized the onboard “stop ladder” feature on each bus. This system visually shows the name of the four upcoming bus stops and the expected arrival time to each location. Also, in FY 2020, MCAT worked with partner County agencies to develop a pilot onboard digital advertising program. The concept of “geofenced” advertising was successfully tested in FY 2020. Further roll-out of a digital advertising Pilot Program is expected in FY 2021. This robust infotainment and stop ladder design program is unique in the Tampa Bay region.

### *Token Transit Mobile Ticketing*

In 2018, MCAT implemented a new mobile ticket program for bus users to purchase a bus pass using their smartphone. The App, known as Token Transit, is well received by bus riders and by MCAT operations staff. Mobile ticketing enhances the bus rider’s experience by improving access to bus passes, eliminating the need for exact change, and expediting the boarding process.

In 2020, Token Transit rolled out a new feature which allows passengers to buy bus passes with a single click in Google’s Trip Planner. Mobile Ticketing use continues to grow as the convenience

of the mobile ticketing software application and the appetite for contactless technology increases. For the first four months of 2021, Token Transit fares averaged over 10% of total monthly fares collected by all fare types.

#### *Current ITS System Upgrades*

- MOOVIT: Shared Platform for Trip Planning and Mobile Ticket Sales  
As of June of 2021, MCAT is in the process of partnering with Moovit, a leading Mobility-as-a-Service (MaaS) solutions provider, and Token Transit on a new “one-stop” app that will allow users to plan their trip and buy mobile tickets for the MCAT system at the same time for customer convenience. The Moovit App offers MCAT customers an additional platform to utilize the existing travel planning, real-time bus location, and mobile ticket applications.
- Trapeze Map Upgrade  
In 2021, MCAT will be updating its Trapeze scheduling system mapping software. New map data for Manatee County, Sarasota County and Pinellas County (MCAT operates service in all three counties). This new map data is created every two years and provides up-to-date data accuracy that reflects new geographic features (roadways, housing developments, etc.) that change in the community over time.

#### *Other ITS Pilot Programs for FY2021*

- Wireless Programming for Destination Signage  
In 2021, MCAT is implementing a pilot project so that staff can remotely program updates to transit coach destination signage. Currently, information updates for the vehicle destination signage can only be uploaded manually on each vehicle by a technician or operations supervisor. New technology is piloted on one bus and is compatible with the existing CAD/AVL technology. This technology is proving beneficial, and the goal is to install the equipment on all buses and include this technology specification on existing and future bus orders. A project summary will detail the findings of the pilot project.
- Remote Video Downloads  
MCAT is in the process of piloting new software technology to improve the technical capability for remote downloads of onboard security camera videos. This technology allows staff to be able to pull any security video remotely instead of having to have a technician physically pull a Digital Video Recorder (DVR) from a bus as it is done now. For the Pilot Project, the technology is currently being tested on one transit coach bus and one Paratransit/Handy Bus vehicle. Integration of this new video system with the current CAD/AVL system remains a critical milestone. A successful Pilot Program will identify the technology that provides remote download capabilities that will benefit both fleets. Pilot Program success will be measured over a three-month period, with completion and a follow-up evaluation/report due in late summer of 2021. This technology also provides for the opportunity for “live” video feeds.



- Digital Advertising Pilot Program

In 2021, MCAT began a Digital Advertising Pilot Program which aims to test the concept of a full-functioning digital advertisement program on MCAT's on-board and wayside video screen system. The pilot project will test a digital advertising program on the Anna Maria Island (AMI) Trolley vehicles initially. Some of the key goals of the pilot project include testing the ability of digital ad program to generate new advertising revenue, evaluating the market interest (of advertisers) in advertising on this digital platform, evaluate the effectiveness of geofencing, and ascertaining whether such a digital advertising program could be expanded to MCAT's mainland route system. It is expected that this pilot program will commence in September 2021 and conclude in August 2022.

### **Transit Asset Management (TAM) Plan**

As defined by FTA, asset management is a strategic process through which transit agencies procure, maintain, and replace transit assets to manage performance, risks, and operating and maintenance costs over time. Asset management planning ensures safe, cost-effective, and reliable service delivery, both now and in the future. MCAT implemented its latest five-year TAM plan in 2018. MCAT completes a progress report on the TAM annually, and components of that template are incorporated into the financial plan for the TDP Progress Report. The TAM Program report is also part of MCAT's annual National Transit Database (NTD) reporting requirements. MCAT's annual TAM assessment process allows for optimal bus replacement and engine overhaul programs, ensures accurate capital asset management templates, and allows for optimal programming for FTA capital funding in TDP updates, MPO Transportation Improvement Programs (TIP), MPO Long Range Transportation Plans (LRTP), and other Federal discretionary funding.

One of the key FTA requirements for any TAM plan is for MCAT to establish and report transit asset management targets on an annual basis. MCAT established initial Targets when the TAM Plan was approved in 2018. In FY 2021, MCAT updated its annual TAM Targets based on FY 2020 performance data. These updated Targets were transmitted to the MPO in April 2021 for inclusion in the MPO's development of overall TAM goals for the region and inclusion in their FY 2021/22 – 2025/26 TIP.

### *Handy Bus Level of Service*

Handy Bus service consistently experiences moderate fluctuations in ridership levels. Beginning in December 2015, Transit Division staff determined that operational resources (buses and bus operators) were at a sustainable capacity limit of approximately 350 trips per weekday and implemented an effort to limit Handy Bus trip reservations to that level.

In FY 2020, the COVID-19 pandemic led to a major decrease in ridership on the Handy Bus as passengers travel for essential trips due only to personal health/safety concerns. While Handy Bus ridership is slowly returning to pre-pandemic levels, FY 2021 ridership (through April of 2021) is 28% less (34,558 trips) when compared to this time in FY 2020 (47,947 trips), and 39% less when compared to this time in FY 2019 (56,875 trips). The Transit Division is monitoring ridership trends

and will add additional service as ridership demand slowly returns to 2019 levels (typically 350 trips per day compared to an average of 225 a day in FY 2021).

#### *Transportation Disadvantaged Low-Income Eligibility and Bus Pass Program*

Effective August 1, 2017, all new TD program eligibility determinations are based on annual household income, where an eligible client's annual household income is at or below 200 percent of the Federal Poverty Level. Customers who qualify for the TD program based on income and who are not able to use the fixed-route service due to their disability will be eligible to use the Handy Bus door-to-door service. Previously, Handy Bus program eligibility for TD program participants was based on age and disability only.

In addition to introducing TD income-based eligibility, a discounted monthly bus pass is available to those TD-eligible clients who utilize the fixed-route service. The new discounted bus pass works in concert with the new income-based eligibility process thereby benefiting low-income users who travel frequently in the service area. It also affords an opportunity to assist those on the waiting list for TD Handy Bus service, and thereby, reduce the growing demand for limited door-to-door service. In 2020, the cost for the TD Bus Pass was reduced to \$15 per month. The current cost for a Regular Monthly Pass is \$40.00. Reimbursement from the Commission from the Transportation Disadvantaged (CTD) covers the difference in bus pass cost, resulting in no net loss of revenue for the sale of discounted TD monthly bus passes.

#### *Travel Instruction*

The Transit Division continues to provide an in-person travel instruction program which promotes the skills, the confidence and the independence to go anywhere using the Transit/Trolley system. The travel instructor provides one-on-one, group, and train-the-trainer services to benefit individuals and the social service organizations who support ADA and TD-eligible clients. Travel instruction efforts further assist the fixed-route service, thereby reducing the demand for the door-to-door service. The Travel Instructor continues to work directly with area social service agencies and individuals. This approach ensures that clients are comfortable and capable of riding the fixed route bus. Interest in the travel training program continues to grow. From 2018 through mid-2021, the Travel Instructor has trained sixty-three clients who were interested in using the fixed route bus. In addition, The Travel Instructor provides assistance with the review of new Handy Bus applications and continues outreach to partner organizations such as the Florida Department of Education's (DOE) local office of the Division of Vocational Rehabilitation, CareerSource Suncoast, Easter Seals, Meals On Wheels, four Senior communities, and the Suncoast Partnership to End Homelessness.

#### **MCAT Response During the COVID-19 Pandemic: FY 2020-2021**

The global SARS-CoV-2 infection (COVID-19) pandemic conditions began to impact the safety and security of public transportation operators around the US in mid-March of 2020. In early April, Governor DeSantis issued the "Safer at Home" order and a local state of emergency was declared. The combination of rising unemployment and remote school/work, coupled with the uncertainty surrounding the health concerns of COVID-19, created a sudden shift in MCAT's operations and

uncertainty with respect to how services should continue safely and effectively. With changes in the local economy and pandemic conditions underway, the MCAT “Team” recognized that a plan of reduced service scaled to decreasing ridership demand and increased sanitation/safety measures were necessary and must be implemented quickly and effectively, with the added goal of retaining the existing transit workforce.

The MCAT “Team” implemented a Phased COVID-19 Response Plan to address the rapidly changing and ever-evolving COVID-19 pandemic and associated conditions. This included the implementation of three successive action plans that:

- Maximized safety and security conditions for the public and MCAT staff.
- Allowed for the system to build back up to full-service delivery as pandemic health and economic conditions improved.
- Ensured that no staff was laid off or furloughed and operations and instead operations remained active in implementing all aspects of the plan.

#### Phase 1 and 2 Plan (March-May 2020)

The MCAT “Team” implemented Phases 1 and 2 of the COVID-19 Response Plan starting in mid-March of 2020, which included:

- Suspending Fares – All fares were suspended until further notice starting March 23<sup>rd</sup>.
- Rear-Door Boarding – Rear-door passenger boarding was instituted for better social distancing and passenger/operator safety on March 23<sup>rd</sup>. Passengers with wheelchairs were allowed front-door boarding.
- Information Signage – New signage on Centers for Disease Control and Prevention (CDC) recommendations regarding face coverings, social distancing, and sanitation were provided on the on-board digital infotainment screens located inside each fixed-route bus and trolley vehicle, and on digital screens at each transfer station.
- Personal Protection Equipment (PPE) – PPE, including masks, gloves, sprayers, wipes, sanitizers, was procured and distributed to all operations, maintenance, and administration staff. PPE supplies were monitored and reordered on a regular basis.
- Reduced/Modified Service – Service modifications/reductions began April 4<sup>th</sup> and eliminated most evening service after 6 p.m. The Longboat Key on-demand, Beach ConneXion, and Beach Express services were suspended. Intercounty Skyway ConneXion trips were reduced to three times per week and reduced daily frequency was implemented for AnnaMaria Island Trolley service. Sunday service was suspended so MCAT staff could shelter in place and a comprehensive sanitizing of all fleet and facilities could be undertaken.
- Employee Health Checks – Daily no-contact thermometer checks of all employees were taken before entering a MCAT Fleet Facility.

- Daily Briefings – Daily meetings with all MCAT Operations staff occurred to review and evaluate all COVID-19 disinfecting and safety measures.
- Emergency Operations Center (EOC) Coordination – Daily coordination between MCAT and Manatee County EOC staff occurred to discuss comprehensive local and state updates on COVID-19 alerts, updates, and guidelines applicable to daily transit operations.
- Reassignment of Operator Duties – Operators available due to service reductions were reassigned to disinfecting and sanitizing duties at all transfer stations, the Fleet Facility, and Administrative Office.
- “Plug” Buses – Standby operators were assigned to “plug” buses in the peak periods for overflow riders on buses that could not meet social distancing guidelines.
- Work-Area Sanitation Efforts – Enhanced cleaning and sanitizing protocols were implemented for all employees to sanitize personal work areas, such as desks and cubicles.
- Facility Sanitation/Social Distancing Efforts – Spacing and sanitary procedures for all common areas at MCAT facilities were implemented, including bathrooms, kitchen, break areas, conference rooms, and waiting areas.
- Enhanced TD Trips – Special Handy Bus runs to three regional VA medical centers were provided, as needed, in coordination with Manatee County Veterans Services.
- “Refresher” Training Program – A cycle of “refresher” training for all operators was required.
- COVID-19 Employee Testing and Monitoring Program – Based on established local government human resource policies, a program was implemented for testing and monitoring employees showing COVID-19 symptoms, known exposure, or confirmed positive for COVID-19.
- Ridership Monitoring – Ridership levels were continually monitored by staff. If ridership decline exceeded 80-90%, staff would activate a *Phase 3* level of further service reductions. Due to a sustained level of ridership observed through mid-May 2020, *Phase 3* service reductions were not necessary.

#### “Power-Up” Plan (May-December 2020)

By early May 2020, consistent fixed route ridership growth, coupled with an improvement in overall employment conditions, necessitated MCAT to implement its Power-Up Plan. This plan provided for a gradual return to full systemwide service through the following actions:

- Continued the use of “Plug” Buses – “Plug” buses continued as needed to maintain social distancing on MCAT’s highest ridership routes.
- Reinstated Fixed Route Service – Due to ridership demand, two buses were added on May 17<sup>th</sup> to return the Route 3 to 30-minute headways. On May 23<sup>rd</sup>, one additional Anna Maria Island Trolley run was added due to an increase in vacation rentals/tourism activities.

- Installed Bio-Shields on Revenue Vehicles – In late May/early June, MCAT finished installing plexiglass bio-shield barriers on all fleet vehicles for operator and passenger safety.
- Resumed Front Door Boarding – This occurred starting June 1<sup>st</sup>.
- Return to Full Trolley Schedule – A third Anna Maria Island Trolley run was added and full evening and seven-day service was restored.
- Installation of Face Mask Dispensers – To help riders comply with the federal requirement that facial coverings be worn on-board all public transportation vehicles, mask dispensers were installed adjacent to the farebox on all buses in late June. Free masks (“one per passenger”) are provided on-board henceforth. Each new mask is provided individually in a zip-lock bag.
- Applied “Face Mask Required” Decals – A “Face Covering Required” decal was applied at the front door entrance of each vehicle in late June.
- Reinstatement of Evening Service – Evening service on MCAT’s core routes (3, 6 and 99) occurred effective June 27<sup>th</sup>.
- Reinstatement of Commuter Service – The Skyway ConneXion service was restored to five days a week on July 20<sup>th</sup>.
- Full Reinstatement of Service Systemwide – All mainland evening service resumed on August 29<sup>th</sup>, restoring all services to pre-COVID levels.
- Public Health/Safety/Information Video – MCAT developed and aired a one-minute “Keeping Manatee Moving” public safety video demonstrating MCAT’s *Phase 1 and 2* and *Power-Up Plan* safety and sanitation measures. The video has played continuously on MCAT’s onboard infotainment screens since October 2020.
- Social Media Outreach – The video and other key safety notices were posted on MCAT’s webpage and Manatee County’s social media.
- Advertised Contactless Fare Option – A key focus of the “Keeping Manatee Moving” video demonstrated MCAT’s contactless mobile phone ticketing fare system (Token Transit) for additional safety and convenience.
- Return to Full Fares – Full fares resumed systemwide on December 5<sup>th</sup> after a two-month public notification campaign.
- Tabled *Phase 3* Service Reductions – Due to observed ridership losses not falling well below the 80-90% benchmark, *Phase 3* service reductions was not necessary during the *Power-Up Plan*.

#### Face Mask Action Plan (starting January 29, 2021)

In response to Presidential Executive Order 13998 issued on January 21, 2021, the CDC implemented a face mask requirement for all public transportation networks effective February 1<sup>st</sup>. This mandate is currently extended through January 18, 2022. The MCAT “Team” responded to this federal mandate immediately with a Face Mask Action Plan. Actions included:

- Placement of Additional “Face Covering Required” Stickers Systemwide – “Face Covering Required” stickers were added to prominent locations at each transfer station, customer service booths, MCAT informational display cases, Walmart transfer centers, the Sarasota Bradenton International Airport, State College of Florida, Blake Hospital, Manatee County Public Beach, Coquina Beach, and the Anna Maria Island Pier.
- Additional Face Mask Dispensers – Additional face mask dispensers were provided at each customer service booth at transfers stations and at the MCAT administrative offices for all visitors.
- Electronic Messaging – Additional runs of the “Face Masks Required” and facemask availability messages were provided via the digital infotainment system on board each bus and at each transfer station. Similar messages were sent to MCAT Handy Bus customers via the IVR texting/messaging system and through the MyAvail real-time bus information software app. A message concerning the face mask requirement was added to the onboard annunciator.
- Redoubled Sanitation Efforts – Sanitation efforts continued for all vehicles and facilities.
- “Educate and Remind” Campaign – A proactive driver approach to educate and remind passengers of the face mask requirement and the availability of masks onboard vehicle and/or at main transfer stations/points was instituted.
- Provision of Vaccine Trips –MCAT began to schedule trips for vaccine appointments for passengers who require transportation assistance. These needs are conveyed through the Manatee County 311 public information call center. By the end of May, 2021, MCAT had provided nearly 500 vaccine trips.

Handy Bus ridership was impacted by the COVID-19 pandemic, as riders limited their travel to essential trips. For fiscal year (FY) 2020, Handy Bus service provided 66,427 trips, a 33% decrease from FY 2019. Handy Bus ridership is slowly returning to pre-pandemic levels but has not yet approached the 350 daily trip threshold set by MCAT prior to the pandemic. In October 2021, the Handy Bus service averaged around 220 weekday trips.

### **Regional Coordination Efforts**

MCAT and Sarasota County Area Transit (SCAT) staff coordinate and jointly operate fixed-route and paratransit services along the US 41 (Route 99) corridor. This ensures seamless travel for passengers between both counties. Intercounty Handy Bus trips are accommodated via MCAT and SCAT passenger vehicle transfers at the Sarasota-Bradenton International Airport located near the county line.

In addition, MCAT coordinated with the Tampa Bay Area Regional Transportation Authority (TBARTA) on a recent effort providing regional TD trips. From December 1, 2020 to June 30, 2021 TBARTA partnered with UZURV to operate the TD Tampa Bay program, an on-demand, door-to-door service geared toward the TD population. However, the program was discontinued on July 1, 2021 due to the loss of funding from the CTD. Throughout the life of the program, more than 4,000



trips were provided across the TBARTA region (Hernando, Hillsborough, Manatee, Pasco, Pinellas counties). Of those trips, 205 trips originated in Manatee County, with 32% of the trips ending in Pinellas County and 22% of trips ending in Hillsborough County.

## Consistency Review of Other Plans

The following policies and plans relevant to the TDSP were reviewed and summarized to ensure consistency with the existing transportation goals.

- Fixing America's Surface Transportation (FAST) Act
- Florida Transportation Plan: Horizon 2060 (FTP)
- State of Florida TD Five-Year/Twenty-Year Plan
- Manatee County FDOT Work Program
- Sarasota/Manatee MPO 2045 Long Range Transportation Plan
- TBARTA *Envision 2030* Regional Transit Development Plan
- US 41 Multimodal Emphasis Corridor
- Sarasota/Manatee Congestion Management Plan
- Sarasota/Manatee MPO Active Transportation Plan
- Manatee County FDOT Five-Year Work Program
- MCAT 2021 TDSP Annual Update
- MCAT 2019 Transit Development Plan
- Manatee County Comprehensive Plan
- City of Palmetto Comprehensive Plan
- Town of Longboat Key Comprehensive Plan
- City of Holmes Beach Comprehensive Plan
- City of Anna Maria Comprehensive Plan

The TDSP is consistent with the list of planning documents referenced above. The complete review summary is presented in Appendix A.

## Public Participation

As part the public outreach effort for the TDSP, MCAT sought input from the LCB and a Steering Committee composed of MCAT staff. Riders were contacted for a phone survey and social service agency interviews were held in September 2021 to obtain feedback on transportation needs of the TD community. Results from these activities are summarized in this section.

## Steering Committee

A Steering Committee was formed to review technical documentation and provide input on public outreach activities, service needs and gaps, and the goals and objectives. The Steering Committee was composed of four MCAT staff, including the Transit Planning Section Manager, who also served as the TDSP project manager, Transit Operations Superintendent, Customer Service Team



Supervisor, and the MCAT Travel Trainer. Three meetings were held with the Steering Committee over the course of the TDSP development process.

### **Local Coordinating Board Meetings**

As part of the LCB's regular meeting on September 1, 2021, Manatee County LCB participated in a workshop to provide input on the TDSP public outreach process, transportation needs of the TD population in Manatee County, and future initiatives to improve transportation services. The workshop also included an overview of the TDSP process and the goals of this 2022-2026 plan. Key topics discussed during the meeting have been incorporated into the TDSP. A special meeting with the LCB Executive Committee was also held on October 11, 2021 to update them on the results of the demographic analysis, public outreach, and TD population and ridership forecast. The purpose of this meeting was to give the committee time to review the analyses performed and allow them to ask questions and voice opinions or concerns before the approval meeting to be held on November 10, 2021.

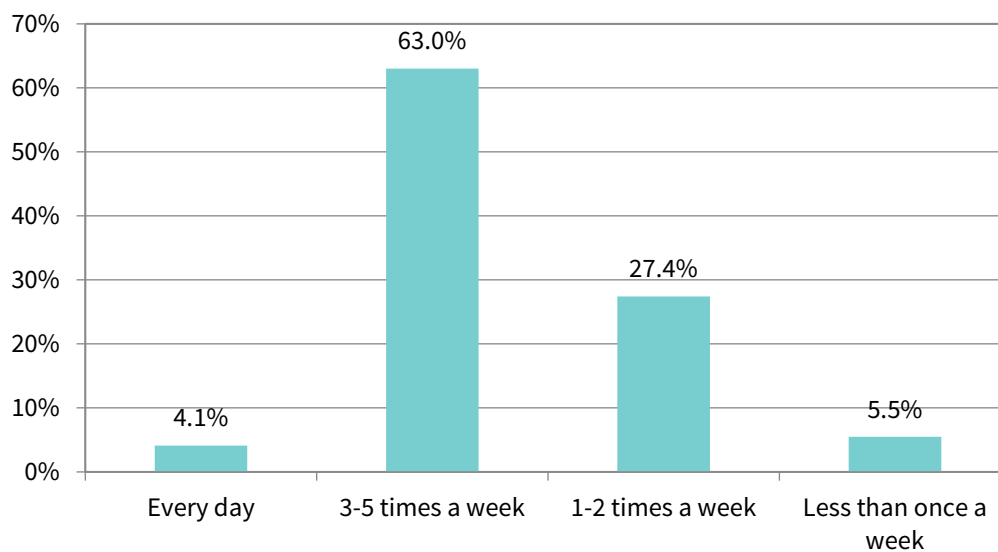
### **Handy Bus Rider Phone Survey**

Handy Bus riders were called between September 13-27, 2021, and asked about their experience during their most recent trip. A total of 75 surveys were completed. A summary of the responses is presented below.

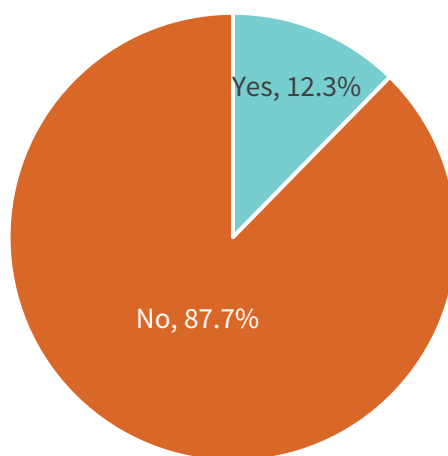
First, respondents were asked how often they ride Handy Bus. Figure 3 shows that over 60% of respondents use the service at least 3 to 5 times per week, and over 25% at least 1 to 2 times per week.

The next question asked if the Handy Bus user has ever been denied transportation services. Figure 4 shows that only 12% of respondents have ever been denied services. For those who indicated that they had been denied service, they were asked to give the reasoning for the service refusal. Figure 5 shows that there were a wide variety of reasons for service denials, as a majority responded with "other."

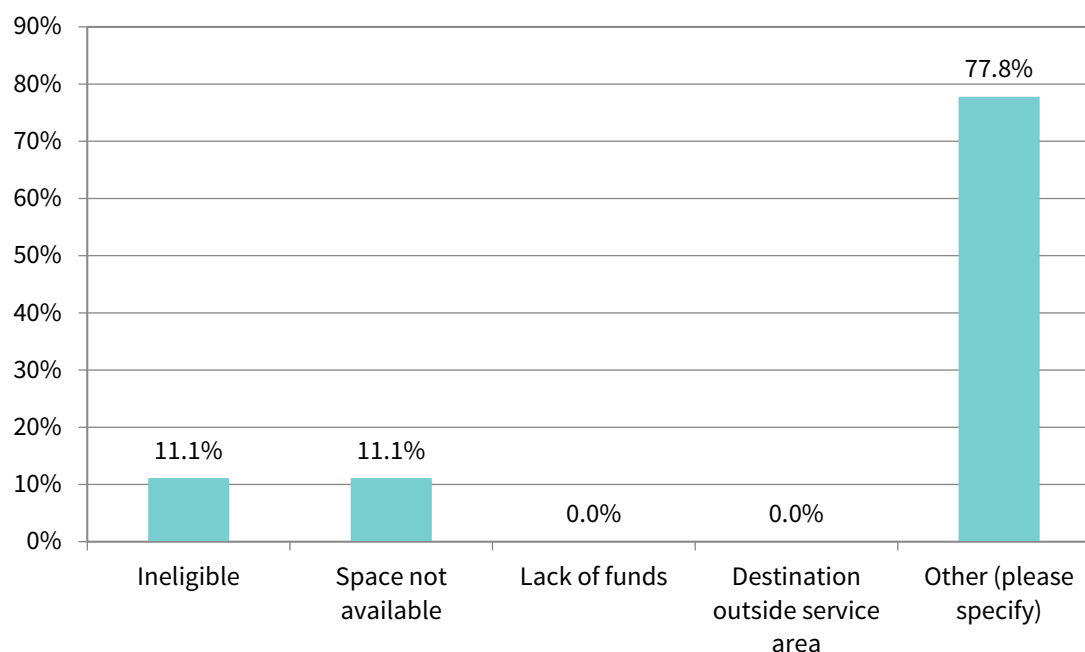
**Figure 3: How Often Do You Use MCAT's Handy Bus Service?**



**Figure 4: Have You Ever Been Denied Handy Bus Transportation Service?**



**Figure 5: What Was the Reason Given for Refusing Your Transportation Services?**

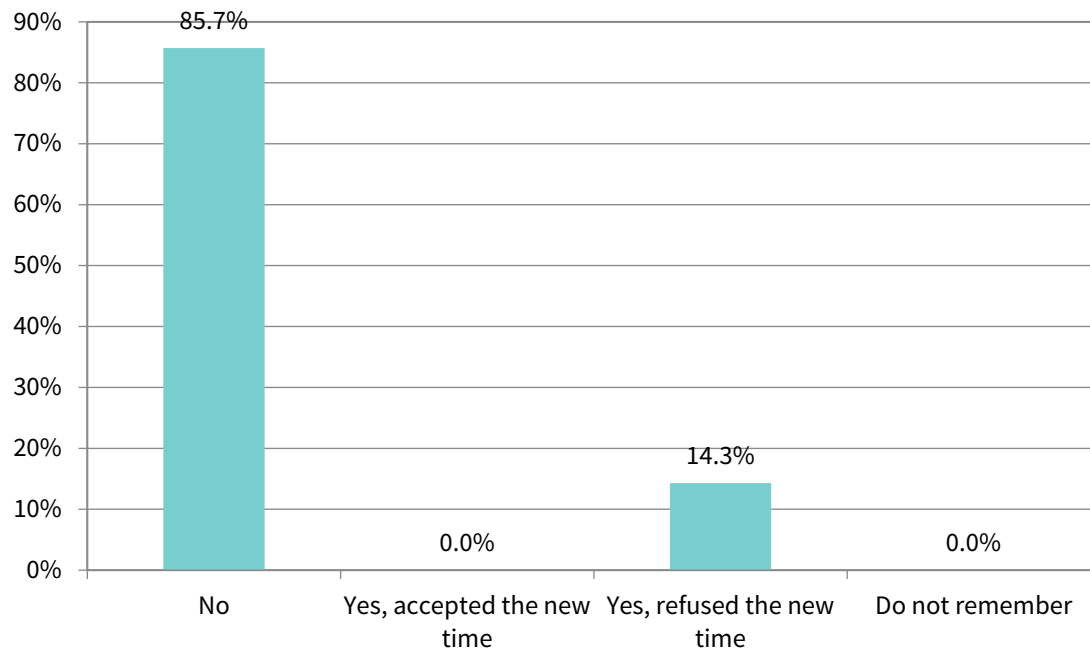


“Other” reasons provided include:

- One respondent said that they experienced all listed reasons except for lack of funds.
- The respondent tested positive for COVID and was denied service until they were COVID-free.
- The customer requested a ride to be at work by 5:00 AM, before Handy Bus operating hours.
- The customer’s schedule changed at the last minute and the requested change could not be accommodated.
- The respondent was not registered for the service at the time of the request. They were accommodated once they had been registered and approved.
- One respondent had issues filling out the paperwork, but the issues have been resolved.
- One respondent indicated that COVID prevented drop-offs at certain facilities.

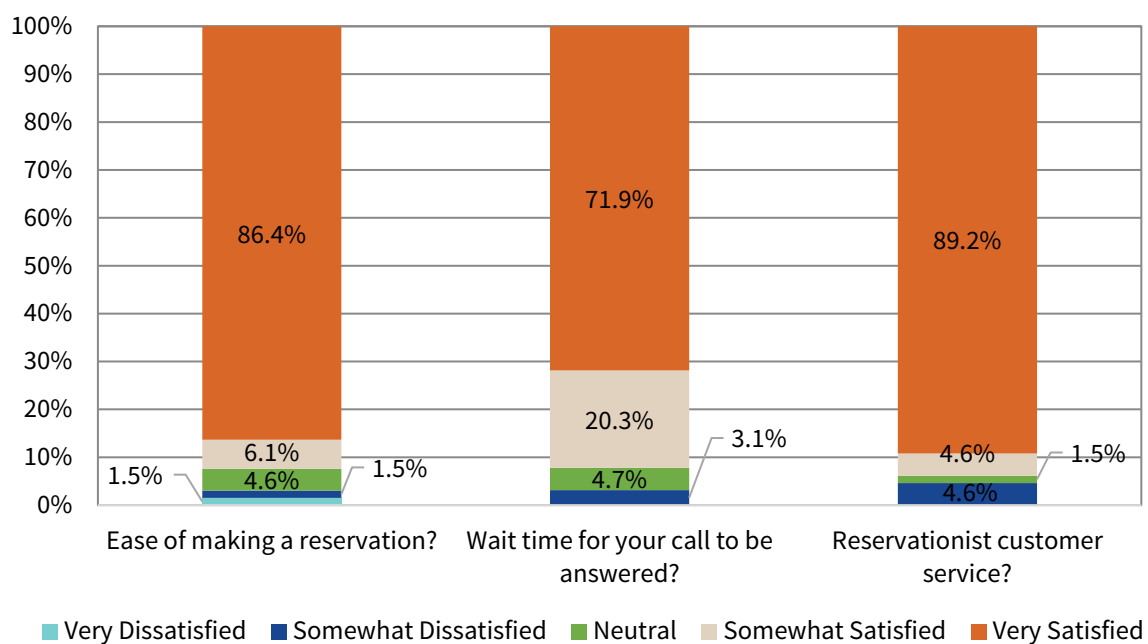
Respondents were then asked if they were offered a ride at another time or day after their denial. Figure 6 shows that 86% were not, while the remaining 14% were offered but declined.

**Figure 6: Were You Offered a Ride at Another Time/Day?**



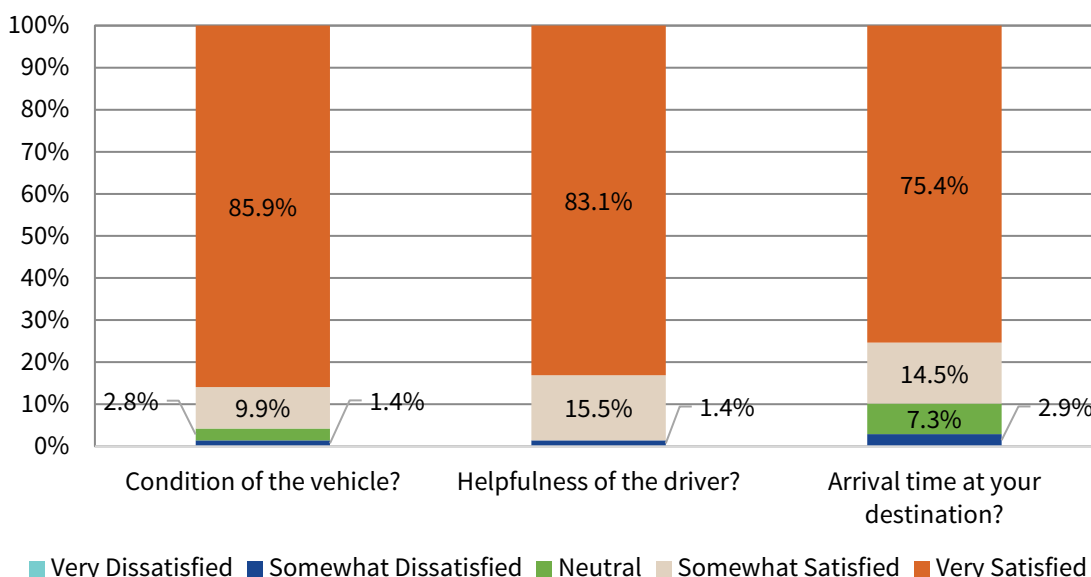
The survey asked respondents to rate their satisfaction of various aspects of their reservation experience on a scale of 1 (very dissatisfied) to 5 (very satisfied). As seen in Figure 7, at least 90% were satisfied or very satisfied with all three the reservation areas.

**Figure 7: How Satisfied Are You with Each of the Following Reservation Aspects?**



The survey also asked respondents to rate their satisfaction with various aspects of their most recent trip on a scale of 1 (very dissatisfied) to 5 (very satisfied). As seen in Figure 8, at least 90% were satisfied or very satisfied with all three areas.

**Figure 8: How Satisfied Are You with Each of the Following Trip Aspects?**



The next question asked respondents if their recent trip was on time. Figure 9 shows that only 7% said that their trip was not on time, while nearly 3% were not sure.

**Figure 9: Was Your Trip On Time?**

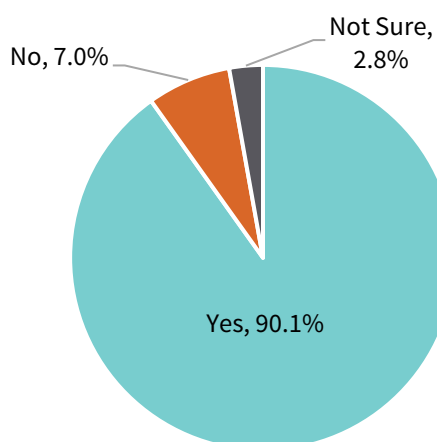
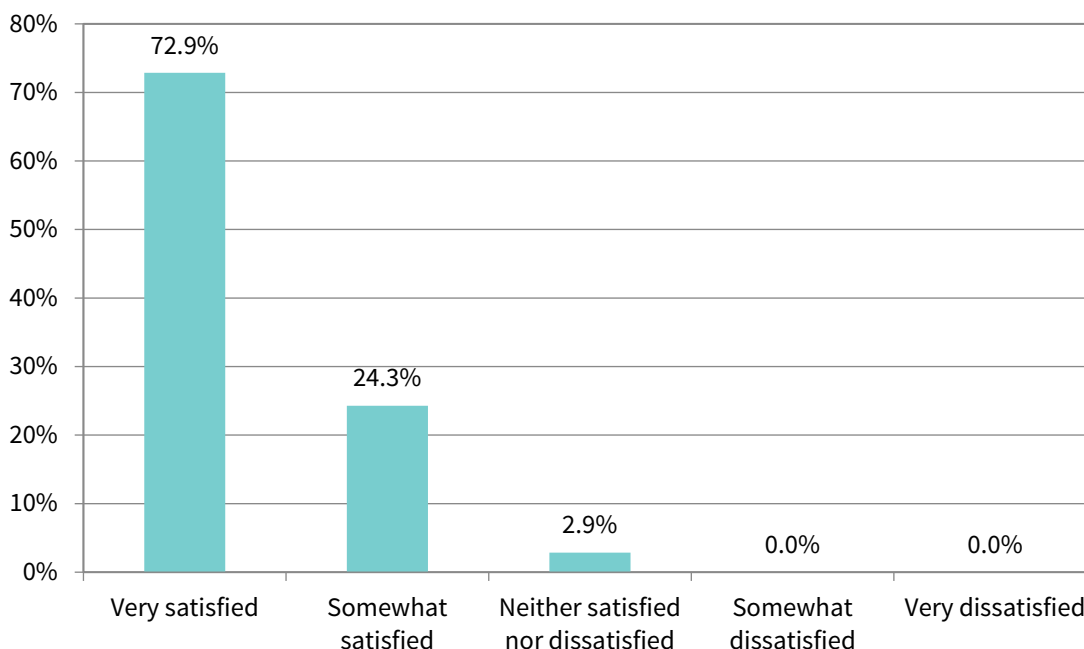


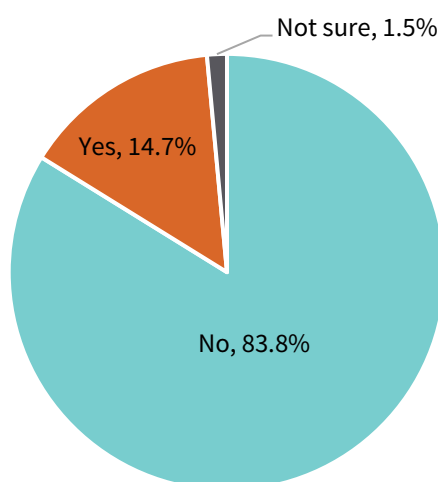
Figure 10 shows how respondents rated their satisfaction with the travel time while on-board the vehicle. At least 97% are very satisfied or somewhat satisfied with their travel time.

**Figure 10: How Satisfied Are You With the Travel Time While On-Board the Vehicle?**



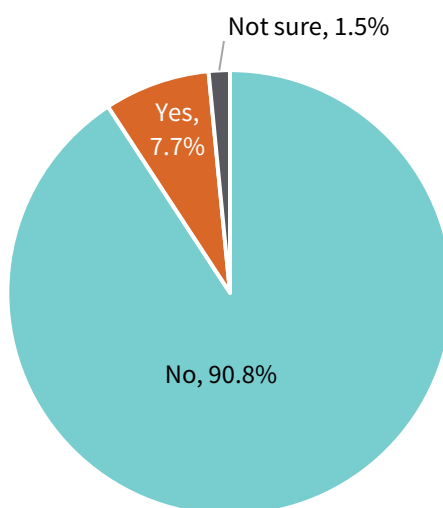
Respondents were then asked if they would consider riding MCAT's fixed-route services if it was easily accessible to them. Figure 11 shows that, while the majority said they would not consider riding the fixed route bus, there was interest from approximately 15% of respondents.

**Figure 11: Would You Consider Riding MCAT's Fixed-Route Service if Easily Accessible?**



When asked if they would consider using fixed-route services if in-person assistance was provided from a MCAT Travel Trainer, only 8% said they would. See Figure 12 for the full results.

**Figure 12: Would You Consider Using Fixed-Route Services if Assistance Was Provided?**



The last question asked respondents to rate their overall satisfaction of Handy Bus transportation service on a scale of 1 to 10, with 10 being the most satisfied. Approximately 92% rated the service an 8 or higher and the average score of 9.2. Table 1 shows all ratings from the respondents.

**Table 1: Rate the Overall Handy Bus Transportation Service You Have Received**

Rating	Number of Responses
10 (most satisfied)	42
9	18
8	5
7	3
6	0
5	2
4	0
3	0
2	0
1 (least satisfied)	1

Respondents were also given the opportunity to comment on what Handy Bus service means to them, or to make a general comment about the service. There were 40 comments received from the respondents, with only 15 that were considered a complaint and the other 25 complimentary of the service.

### Social Service Agency Interviews

Eight social service agency interviews were conducted in September and October 2021, with representatives from various agencies who work with the TD community. A summary of the agency interviews is provided below.



### *Centerstone*

The Centerstone representative who participated in the call works with outpatient clients. The organization has some of their own vehicles to pick up/drop off clients of day treatment programs; other clients mostly use MCAT fixed route services. The agency representative was unsure if any clients are eligible for the Handy Bus service.

Centerstone does not generally have enough vehicles to meet the current demand. Vehicles need to be requested days beforehand to make trips.

There is a bus stop right in front of the facility. Clients often must arrive early for their appointments since most buses run only every hour. The Centerstone representative was provided information on MCAT's Travel Training program and said it might be helpful for future reference.

Centerstone provides bus passes to clients who cannot afford them. Affordability is a big issue with a lot of clients. They suggested that the discounted bus pass eligibility requirements be extended to those with mental health issues, not just physical issues. A doctor's note is required for eligibility.

The Centerstone representative said that transportation in general is a big barrier for folks getting to jobs and health care.

### *Manatee County Neighborhood Services (Neighborhood Connections)*

The Neighborhood Connections representative is a transit user and noted the agency works with all neighborhoods in the county and a range of community members, including those who are TD.

Some noted concerns include:

- The bus doesn't go out to where people need it to go.
- Getting to a bus stop is difficult if it is far away.
- Trips are too long, especially with transfers.
- The cost is too high for some individuals.
- People are too intimidated to ride the bus.
- For Handy Bus, getting to a destination isn't really an issue; however, the wait time to get picked-up from an appointment can be too long. But overall, users are grateful for the service.

Ultimately, the agency representative believes people will find a way to ride the bus or find transportation if they really want to.

### *Whole Child Manatee*

Whole Child Manatee works to connect low-income and at-risk families with available resources. The representative interviewed maintains an email list with 380 contacts on it and a monthly e-blast provides information on trainings, webinars, and educational opportunities. The agency also holds a monthly networking meeting with an average of 45-65 people participating. Some key participants in these meetings include representatives from the Manatee County Economic

Development Division, who are working on Inclusive Manatee. This program in partnership with CareerSource Suncoast to help job seekers living Samoset, a triangular area between US 301, 14<sup>th</sup> Street E and 38<sup>th</sup> Avenue E eliminate employment barriers, including transportation.

Whole Child Manatee staff frequently get requests or questions from people regarding transportation. For example, a woman recently called to ask if there were any resources available to drop off and pick up her autistic son from school as she had recently got a new job. It is the agency representative's opinion that most people know their transportation options in the county, but cost is a big issue for some of these low-income families. Some people who have never ridden the bus before are quite intimidated by the service.

The agency did recently receive a grant from Bank of America to purchase \$25 gas gift cards for some of their clients who have the greatest need.

### *Holy Cross*

Holy Cross provides residential services for the elderly and currently serves 140 residents. According to the agency manager interviewed, many residents use MCAT, Handy Bus, and Medicaid transportation to get around the county. The biggest transportation issue their clients face is finding a doctor close to the fixed route system or where they can find transportation services, as some residents have doctors located in Sarasota County.

### *Manatee County Neighborhood Services (Aging and Eligibility Services)*

Manatee County's Aging and Eligibility Services staff manage various programs to assist elderly residents and to help delay or avoid nursing home care. During this effort, the TDSP team interviewed a case manager in the organization. Neighborhood Services staff typically work with MCAT staff to schedule Handy Bus trips for their clients; however, the case manager is not aware of any transportation issues or needs any of their clients may have. The agency representative noted that, in the many years they have been on staff, there has never had an issue getting clients on a Handy Bus. The clients are very grateful for the Handy Bus service since, without it, they would lose a lot of their freedom.

### *211 Suncoast Cares (Manatee, Sarasota, Desoto)*

The 211 Suncoast Cares program provides information and assistance via phone, chat, texting, or email to persons in Desoto, Manatee, and Sarasota counties. The TDSP Team contacted this organization to see how many calls they get for transportation help and what kind of issues they encounter. The operator interviewed said that around 70% of her calls are transportation-related. Most people who call are looking for assistance with bus fares and, while aware of the fixed-route and door-to-door services available, do not have the money to ride the bus to where they need to go. There are often calls to find transportation for work or to get groceries, but callers do not qualify for assistance since they do not have a disability or are not older adults. The operator said that it was frustrating that Manatee County does not offer assistance for those who need it but do not meet these qualifications. She indicated that offering some sort of voucher for a 7-day bus pass would be most beneficial to those who cannot afford the fixed-route bus, and that on-demand services should be offered to the public and not just TD-eligible persons.

#### *Division of Vocational Rehabilitation, FL Department of Education, Palmetto Unit 18-A*

Vocational Rehab serves over 600 people with physical or mental disabilities get or keep a job. Many of the clients do not have a driver's license and use MCAT fixed-route services or taxis. According to agency staff interviewed, clients do not have many issues accessing transportation, except sometimes it is a challenge getting to the Vocational Rehabilitation program or to work. Some clients have cross-county needs, but the program will typically coordinate transportation services with taxis or other county providers.

#### *Jewish Family & Children's Services*

The representative from Jewish Family & Children's Services (JFCS) mostly works with clients who live in Sarasota but has worked with the Manatee County Vocational Rehabilitation program. Currently, none of his clients have a need to travel to Manatee County and they mostly drive themselves. In their time with Vocational Rehabilitation, his clients used various forms of transportation: rides with family members, walking, biking, MCAT bus, and Handy Bus. He also distributed bus passes to clients at times and referred clients to MCAT's Travel Trainer. While some clients did ride the fixed-route bus, there were not many as convenience was the biggest barrier (schedule times, bus stop locations, etc.) The biggest Handy Bus complaint they have heard from clients is that the wait time to be picked up from appointments is too long.

#### **Social Service Agency Online Survey**

The TDSP team was invited to attend Whole Child Manatee's monthly Professional Network meeting on October 6, 2021, where local human service providers meet to network and share resources and information. An online survey was created using similar questions to the ones used in the agency interviews and was promoted to the 55 attendees with the goal of receiving additional input on the transportation needs of their clients. A total of eight surveys were completed representing six agencies. The results from the survey are summarized below.

#### *CareerSource Suncoast*

CareerSource Suncoast is a private non-profit that provides the public with training, employment, or complying with government requirements to receive food stamps, unemployment benefits, or cash assistance. The agency representative indicated that CareerSource Suncoast's clients express transportation concerns daily, mostly with getting to and from school and work. The biggest challenges are clients not aware of their transportation options, an inability to pay for transportation, public transportation services do not take them where they need to go, the bus is not available when they need it most, or the bus schedule is not convenient, often adding hours to a commute. Some clients use the fixed route system, while others use Uber/Lyft, ride with others, or walk/bike to where they need to go.

#### *Lake Erie College of Osteopathic Medicine (LECOM)*

This organization provides dental care at a lower cost for those who need it. They accept Medicaid, thus public transportation is an invaluable asset to their clients. The agency representative indicated that their clients express transportation concerns daily and are mostly concerned with getting to the agency for its services. The biggest transportation challenge for

these clients is that public services do not take them where they need to go. The representative suggested that specific, wheelchair accessible transportation for their program could be provided during early morning, midday, and afternoon with a central pick-up location.

#### *Healthy Families Manatee*

This private non-profit organization helps parents-to-be or those with small children seek educational and development information and other resources. The three representatives from this organization interviewed indicated that their clients frequently express transportation concerns related to getting to work, school, job training, healthcare, and grocery shopping. The biggest challenges their clients face include a lack of awareness of their transportation options, difficulty paying for services, public transportation services do not take them where they need to go, and the bus does not operate during the day or time they need. One respondent suggested that more information on how to access bus stops and routes is needed in more languages.

#### *Manatee County School District (Migrant Education Department)*

The Migrant Education Department within the Manatee County School District provides services and support for migrant students who face many challenges in obtaining and education. The agency representative indicated that their clients express daily concerns over getting to school and extra-curricular activities (sports, tutoring programs, meetings, etc.). Their client's biggest transportation challenges are that they cannot afford transportation, the bus does not take them where they need to go, or the bus does not run when they need it. Although some School District transportation is available, it is very limited.

#### *Tidewell Hospice Blue Butterfly Grief Center*

This private non-profit organization supports grieving children after the death of a significant person in their lives. The agency representative indicated that some of their clients cannot come to in-person programs because they do not have access to transportation. Additionally, one of the biggest barriers to transportation is that clients are not fully aware of what transportation options the county has to offer.

#### *Step Up Suncoast*

This non-profit organization provides a wide variety of services and programs to families ranging from early childhood education to energy assistance to income tax preparation. The agency representative indicated that their clients express transportation concerns nearly every day about getting to work, job training, and medical appointments. The biggest challenge is that clients are often unable to pay for transportation. The respondent indicated that a possible resolution to these challenges would be to provide donated vehicles to mothers with children. Additionally, it would be helpful if the County could facilitate life and automobile insurance for non-profit agencies to help their clients get around. Currently, there are too many restrictions that prevent this organization from transporting clients.

### **Summary of Public Involvement**

Overall, Handy Bus riders and the social service providers who serve the TD community are pleased with the transportation services that Manatee County has to offer. The average overall

rating of the Handy Bus service was 9.2 out of 10, according to the Rider Satisfaction Survey. However, there were some common issues identified from these outreach efforts.

- Wait times are sometimes too long when getting picked up from an appointment.
- There have been issues with making a reservation (e.g., being put on hold, no one answers the call, call gets disconnected, etc.).
- Recently, a few riders indicated that they have been late to appointments.
- Some members of the TD community are intimidated by the fixed-route bus and were not aware of the Travel Training Program that MCAT offers.
- Affordability is a significant issue for low-income persons.
- Transportation is a big barrier for accessing employment and programs/services.
- Trips on the fixed route bus can be too long when transfers and 1-hour headways are factored in.
- Regarding fixed route services:
  - It is hard to find doctors near the fixed routes.
  - The bus does not go to where needed/the nearest bus stop is too far.

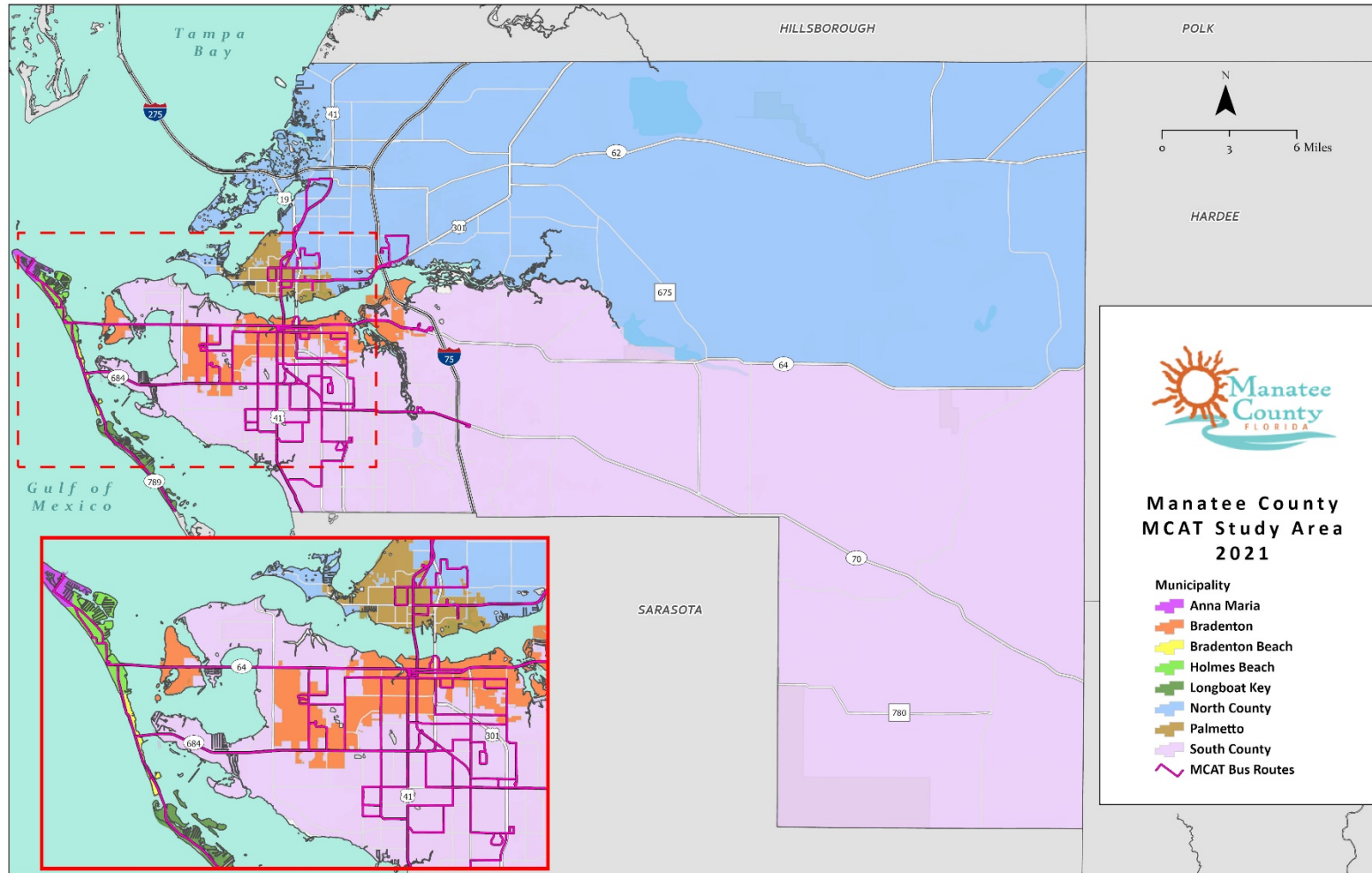
## **Service Area Profile and Demographics**

### **Service Area Description**

Manatee County is located on Florida's west coast and is bordered on the north by Hillsborough County, on the northeast by Polk County, on the east by Hardee County and Desoto County, on the south by Sarasota County, and on the west by the Gulf of Mexico. Manatee County is comprised of six municipalities and the unincorporated area. Bradenton is the county seat and the largest municipality, with an estimated 58,621 residents. Manatee County's other municipalities include the cities of Anna Maria, Bradenton Beach, Holmes Beach, Palmetto, and the Town of Longboat Key.

Approximately 20% of Manatee County's population lives in an incorporated area, while the remaining population resides in the unincorporated county. Population is most concentrated near the coast between Bradenton and the Sarasota county line. In addition, Manatee County's population increases significantly during the winter months with seasonal residents. Map 1 presents a physical representation of Manatee County and the municipalities.

**Map 1: Study Area**





## Demographics

### Land Use

The following land use patterns are included in the Manatee County Future Land Use Element of the Comprehensive Plan.

- North County (Ellenton and Palmetto): Along I-75 there are two mixed-use districts identified in north county, including the mixed-use districts designated at I-75 and US 301 N and I-75 and I-275. Additional mixed-use districts are also designated along portions of I-275, US 301 N, and Moccasin Wallow Drive/CR-6. North County primarily contains designations for UF-3 (9 du/acre), with areas of RES-6.
- East County (Myakka City, Edgeville, Duette, and other unincorporated areas): Designated primarily as agriculture/rural and conservation districts except a RES-1/RES-3 rural community.
- South County (Lakewood Ranch, Oneco, Tallevast, Bayshore Gardens, and South Bradenton): Mixed-use districts are designated along I-75 throughout south county from south of the Manatee River to the Manatee-Sarasota county line and along University Parkway. Mixed-use community districts are designated in south county on the edge of the future development area boundary, near the Sarasota Bay waterfront area, and west of I-75 along SR-60. RES-16 (20 du/acre) and Retail/Office/Residential designations are primarily designated in South County west of US 301 and along US 41. West of I-75 is primarily designated as RES-6 (12 du/acre) and RES-9 (16 du/acre) with industrial land use designation along US 301.
- West County (Anna Maria Island, Bradenton Beach, Longboat Key, and West Bradenton): Lands within the west county area are mostly designated as conservation, agriculture/rural, residential, and mixed-use community. There are some commercial and retail/office/residential designated areas on the barrier islands.

Based on the land use patterns in the east county, transportation services are required to drive further distances to pick up passengers and transport them to the services within the more urban areas. Providing trips to the east county requires the use of more vehicles with fewer passengers per vehicle trip based on the logistics of scheduling those trips. MCAT continues to review means and methods to improve the efficiency of the Handy Bus service, while continuing to meet the needs of the TD passengers in the more rural areas.

### Population and Employment

Manatee County's population has increased from 322,833 in 2010 to 399,710 in 2019, an overall increase of approximately 23.8%. The 2019 population density (persons per square mile) is higher than the population density in Florida by approximately 34%. Table 2 provides an overview of population projections and population density statistics for Manatee County and Florida. Map 2 illustrates the county's 2019 population density by Census Block Group.



**Table 2: Population Growth Projections**

Area	2010 Population	2019 Population	2040 Population	% Growth 2010-2019	% Growth 2019-2040	2019 Population Density
Manatee County	322,833	399,710	442,600	23.8%	10.7%	537.7
Florida	18,801,310	21,538,187	24,090,900	14.6%	11.9%	401.6

Source: 2019 ACS 5-year Estimates, University of Florida's Bureau of Economic and Business Research (BEBR)

As shown in Table 3, almost 80% of the county's population is in the unincorporated areas. Table 2 also presents the population distribution by municipality for 2010 and 2020 and the percent change in population over the 10-year period.

**Table 3: Population of Manatee County Municipalities vs Unincorporated Areas**

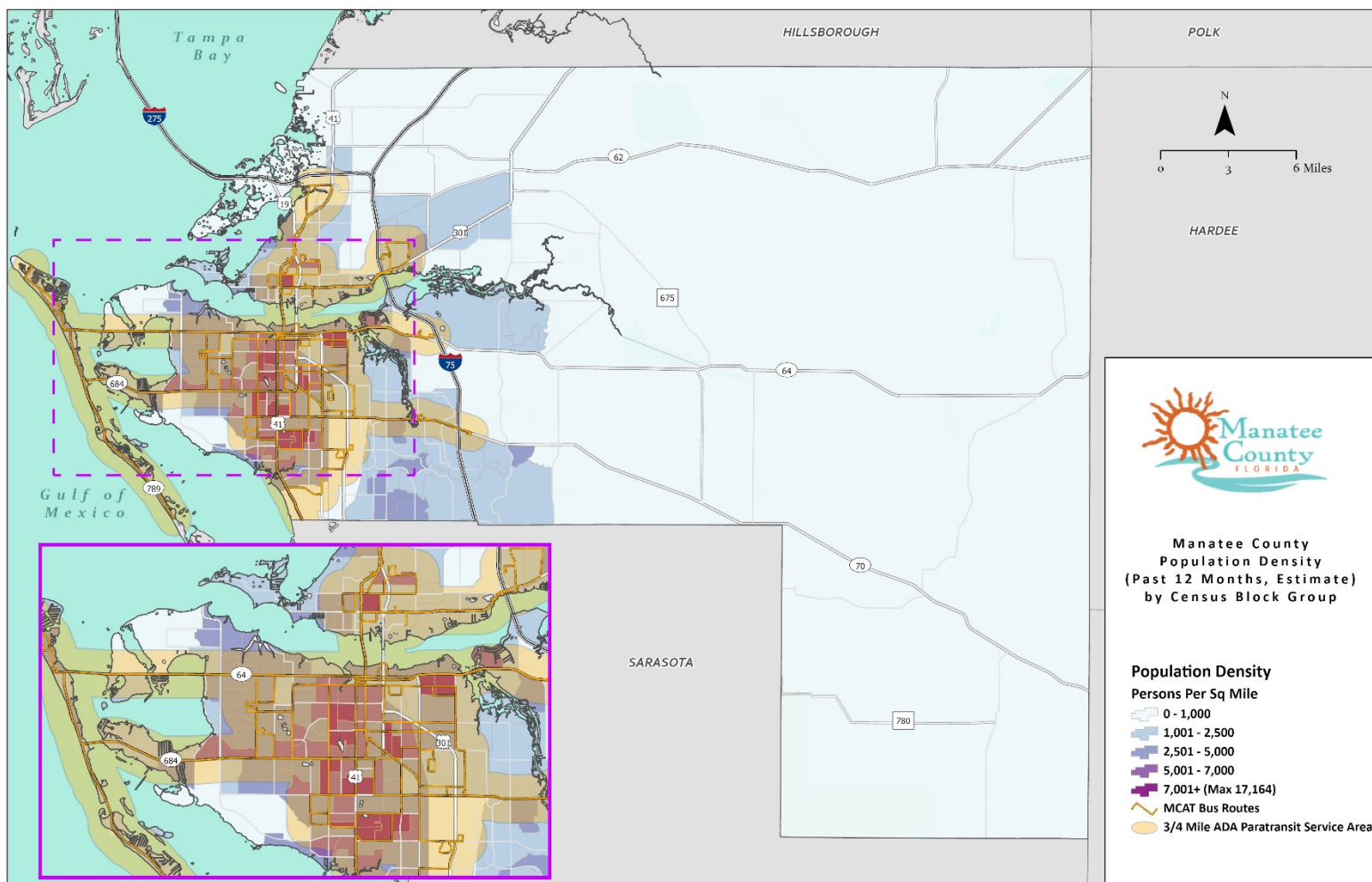
Area	2000	2010	2020	% Change (2010-2020)	% Change (2000-2020)
Anna Maria	1,814	1,503	1,617	7.6%	-10.9%
Bradenton	49,504	49,546	58,621	18.3%	18.4%
Bradenton Beach	1,482	1,171	1,188	1.5%	-19.8%
Holmes Beach	4,966	3,836	3,913	2%	-21.2%
Longboat Key	7,603	6,888	2,481	-64%	-67.4%
Palmetto	12,571	12,606	13,661	8.4%	8.7%
<i>Incorporated</i>	<i>77,940</i>	<i>75,550</i>	<i>81,481</i>	<i>7.9%</i>	<i>4.5%</i>
<i>Unincorporated</i>	<i>186,062</i>	<i>247,283</i>	<i>317,022</i>	<i>28.2%</i>	<i>50.9%</i>
<b>Total Countywide</b>	<b>264,002</b>	<b>322,833</b>	<b>398,503</b>	<b>23.4%</b>	<b>50.1%</b>

Source: BEBR

Manatee County has a diverse economy that includes services, retail, and manufacturing, with a well-developed tourism industry and agricultural base. Sports training and human performance continue to grow and support the area as a national and international destination, with several large scale and world class facilities currently in operation, such as IMG Academies and Premier Sports. The agricultural products produced in the county include citrus and tomato, dairy, plant nurseries, cattle, and poultry. The industrial base consists of several large operations including citrus juice production, aerospace electronics, telephone instruments, packaging machinery, boat manufacturing, and aluminum and plastic production.

According to the Bradenton Area Economic Development Corporation, the largest public sector employers in Manatee County include the Manatee County School District, Manatee County Government, Manatee County Sheriff's Department, and the City of Bradenton. Top private sector employers include: Bealls's Inc., Tropicana Products, IMG Academy, Sun Hydraulics, and TriNet. Map 3 illustrates the 2019 employment densities.

**Map 2: Existing Population Density**



**Map 3: Existing Employment Density**

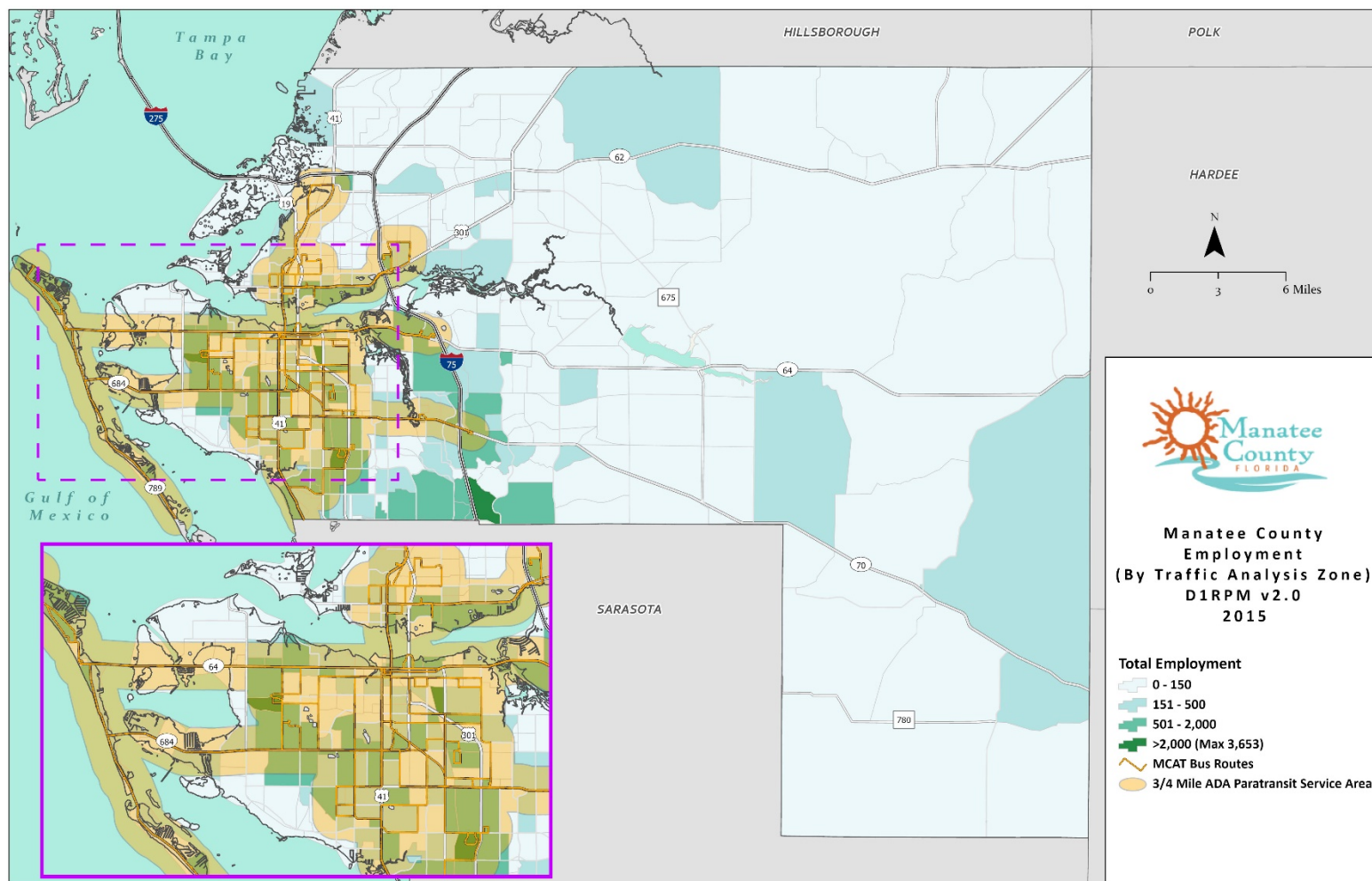


Table 4 presents a snapshot of the current labor force, employment, and unemployment data for Manatee County and Florida. These figures, not seasonally adjusted, show that Manatee County has a slightly lower unemployment rate than Florida.

**Table 4: Labor Force Participants**

Area	Population in Labor Force	% of Labor Force Employed	Unemployment Rate (2019)
Manatee County	172,692	94.1%	5.9%
Florida	10,056,801	94.4%	5.6%

Source: 2019 ACS 5-year Estimates

### Age Distribution

Table 5 presents the Manatee County and Florida population distribution by age. According to the 2019 ACS, nearly 27% of Manatee County's population is age 65 or older, compared to about 20% for Florida. As the need for public transportation can increase with age, this indicates that Manatee County has a higher potential transit-dependent population compared to Florida as a proportion of the overall population. Map 4 depicts the percent of the total population age 65 and older. Areas of the county with higher percentages of older adults include Palmetto, Ellenton, Bradenton, West Bradenton, and the barrier islands.

**Table 5: Population and Age Distribution**

Area	Under 18	18 to 34	35 to 54	55 to 64	65 and over
Manatee County	71,335	66,299	86,785	56,117	103,677
% of Total Population	18.6%	17.3%	22.6%	14.6%	27%
Florida	4,182,462	4,470,282	5,267,317	2,776,147	4,205,428
% of Total Population	20%	21.4%	25.2%	13.3%	20.1%

Source: 2019 ACS 5-year Estimates





## Income Distribution

Table 6 compares the distribution of household income in Manatee County and Florida, which are similar in terms of the percentage of households with an annual income of under \$25,000 (18% for Manatee County versus 20% for Florida).

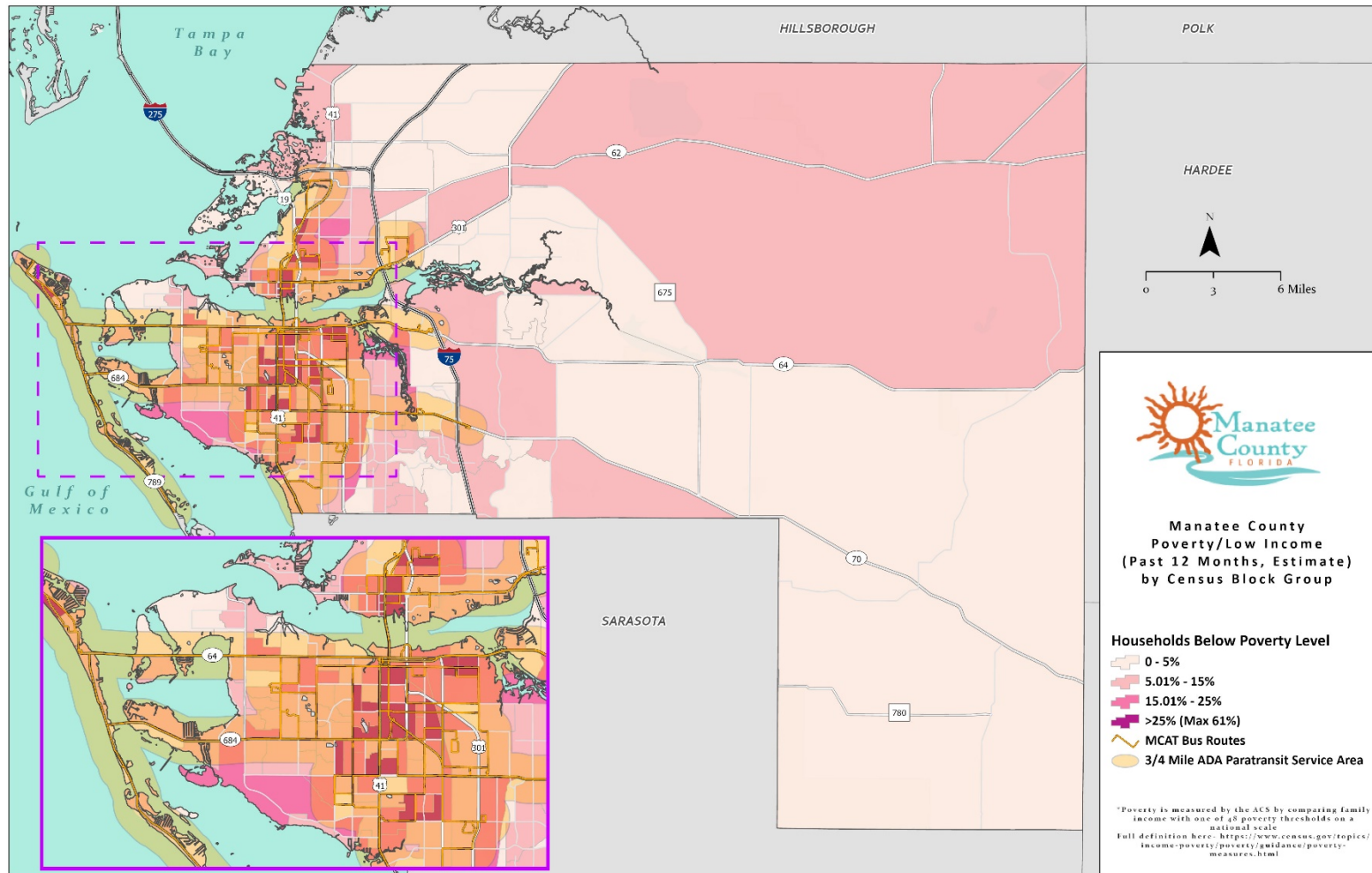
Poverty status is determined by the ACS based on the income and size of a household relative to the national consumer price index. Income thresholds are higher or lower as the size of the household increases or decreases, respectively. Map 5 shows the proportion of population at or below the poverty level for Manatee County by block group. The highest concentrations of poverty occur northeast of Palmetto and southeast of downtown Bradenton. In these areas, nearly half of the population falls at or below the poverty level for Manatee County.

**Table 6: Household Income Distribution**

Area	\$0 to \$9,999	\$10,000 to \$14,999	\$15,000 to \$24,999	\$25,000 to \$34,999	\$35,000 to \$49,999	\$50,000 and Over
Manatee	6,977	5,233	13,809	15,262	20,785	83,434
% of Total	4.8%	3.6%	9.5%	10.5%	14.3%	57.4%
Florida	502,860	332,661	765,894.8	796,840	1,075,347.2	4,262,707.4
% of Total	6.5%	4.3%	9.9%	10.3%	13.9%	55.1%

Source: 2019 ACS 5-year Estimates

**Map 5: Households At or Below Poverty Threshold**





### Household Vehicle Availability

Household vehicle availability plays an important role in determining public transportation needs. Zero-vehicle households are traditionally considered transit-dependent because they are more likely to rely on public transportation than households with cars available for driving. Table 7 shows the number of vehicles available by household within Manatee County and Florida. While more than 50% of households in both the county and Florida have at least two vehicles available, there is a lower percentage of zero-car households in Manatee County compared to the state.

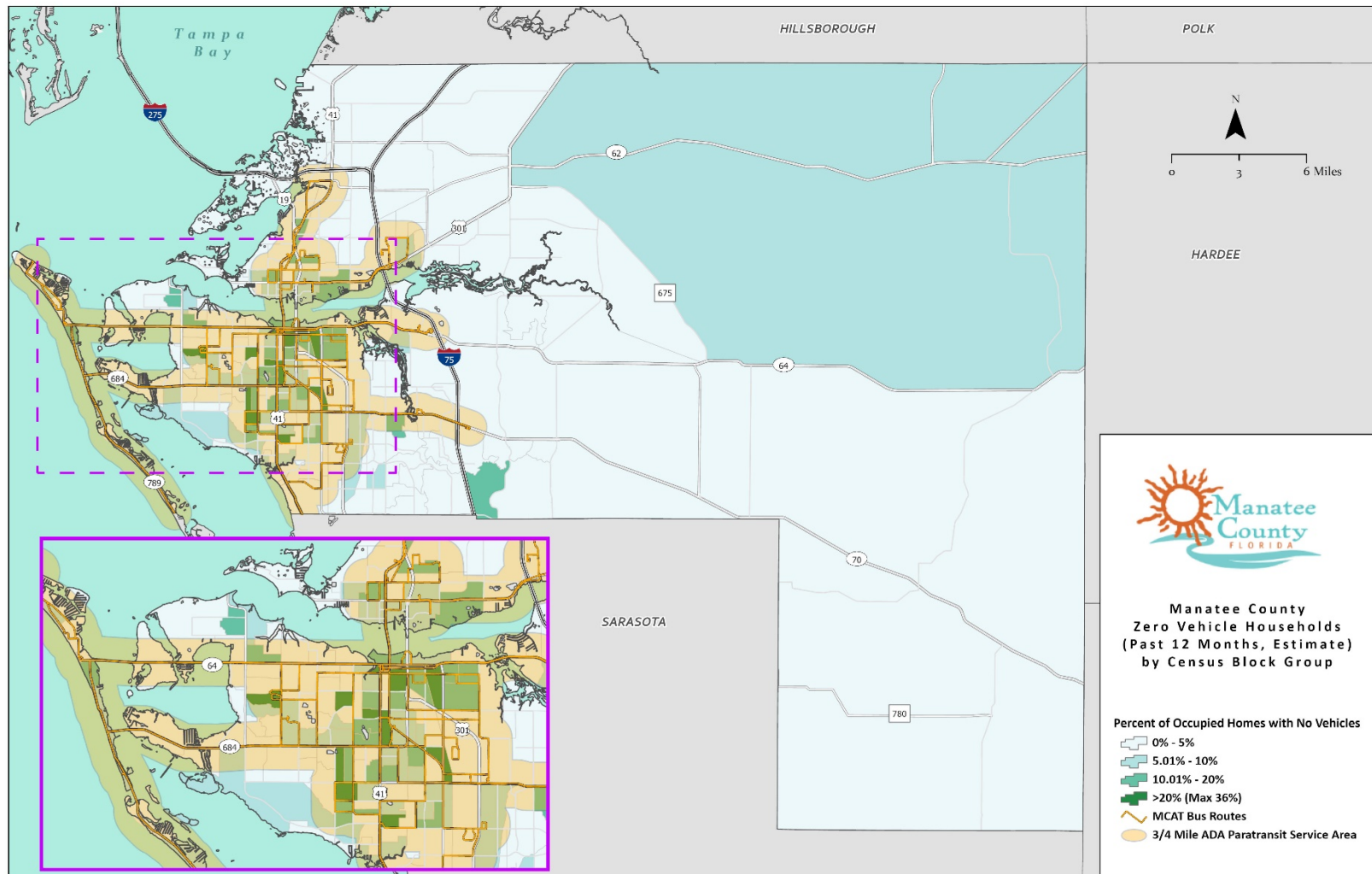
Map 6 illustrates the geographic distribution of those zero-vehicle households within the county by block group. Parts of Northeast Bradenton, Palmetto, and Holmes Beach show high densities of zero vehicle households compared to the rest of the county.

**Table 7: Household Vehicle Availability, 2019**

Area	Zero	One	Two	Three or more
Manatee County	6,571	60,695	58,283	19,807
% of Total Population	4.5%	41.8%	40.1%	13.6%
Florida	489,240	3,070,576	2,968,077	1,208,418
% of Total Population	6.3%	39.7%	38.4%	15.6%

Source: 2019 ACS 5-year Estimates

**Map 6: Zero-Vehicle Households**



### Population with a Disability

As shown in Table 8, 14.1% of the population in Manatee County has a disability characterized as a difficulty with either hearing, vision, cognitive, ambulatory, selfcare, and/or independent living. The percentage of Manatee County's population with a disability is slightly higher compared to the overall percentage of Florida's population with a disability.

Map 7 illustrates the distribution of persons with a disability living in Manatee County. Areas with a higher concentration of persons with disabilities include West Bradenton, Ellenton, Palmetto, and Terra Ceia.

**Table 8: Persons with Disabilities**

Area	Civilian Non-Institutionalized Population	Individuals with a Disability	% with a Disability
Manatee County	381,199	53,900	14.1%
Florida	20,588,432	2,768,155	13.4%

Source: 2015-2019 ACS 5-Year Estimates

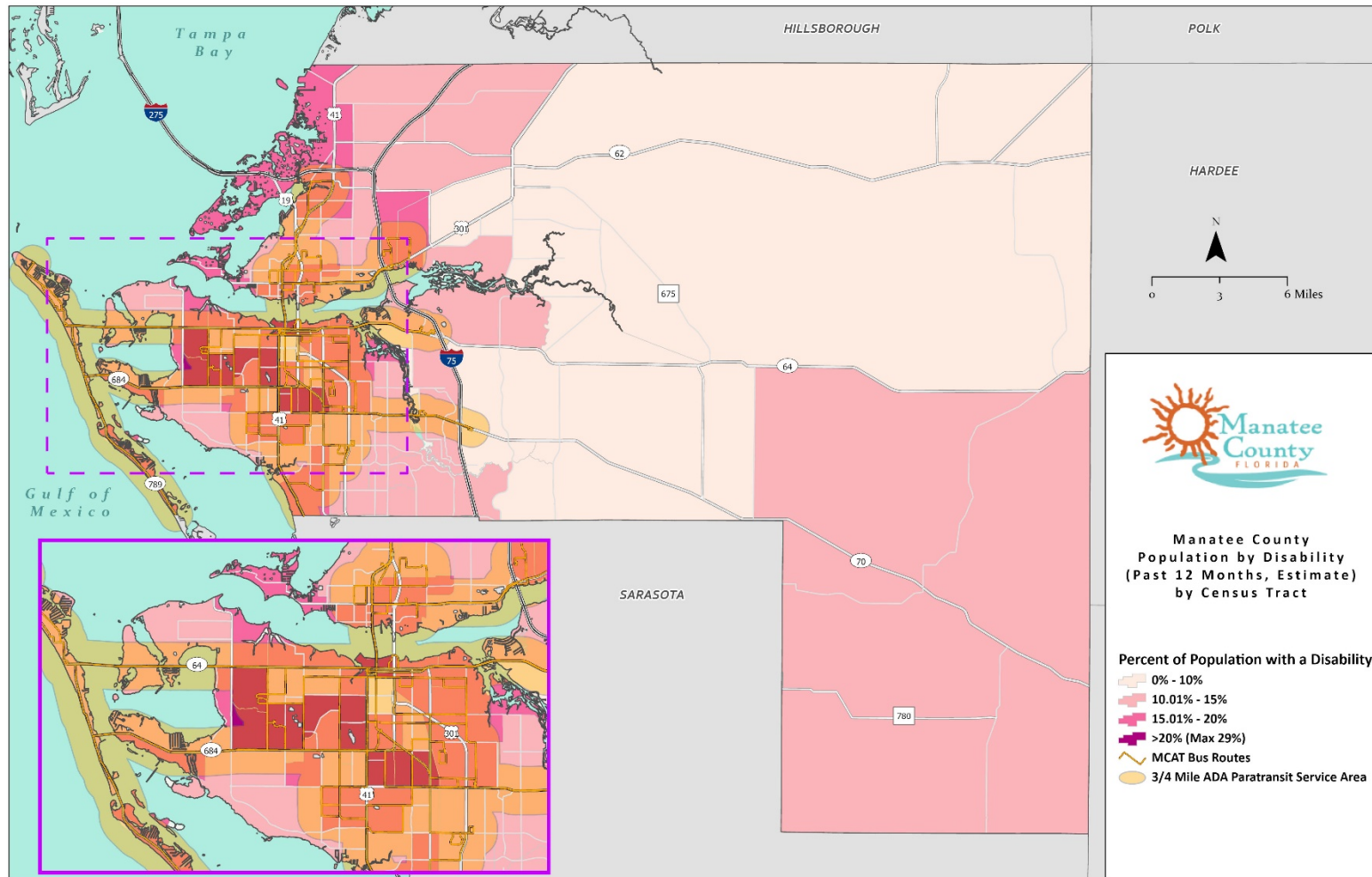
In early 2020, COVID-19 became a pandemic in the United States and, as of October 2021, has infected over 45 million Americans including 64,000 Manatee County residents. Having COVID-19 can cause symptoms that persist after the initial infection, leading to a condition called "long COVID." Long COVID occurs when symptoms persist beyond three weeks and affects one or more body systems<sup>1</sup>. A recent study published in July 2021, found that about 10% of COVID-19 patients were described as having long COVID<sup>2</sup>. In 93% of these patients, persistent syndromes had a cyclical pattern and were mostly represented by fatigue, thoracic oppression, myalgia, paresthesia, and burning pain.

According to the US Department of Health and Human Services (HHS), long COVID can be considered a disability under Titles II and III of the ADA. It is defined that a person with long COVID "has a disability if the person's condition or any of its symptoms is a 'physical or mental' impairment that 'substantially limits' one or more major life activities." For those with long COVID, there are reasonable modifications that should be considered as accommodations for these individuals under the ADA. As such, it is reasonable to conclude that lasting effects from COVID-19 could impact the future of demand for paratransit services.

<sup>1</sup> Halpin, Stephen, Rory O'Connor, and Manoj Sivan. "Long COVID and Chronic COVID Syndromes." *Journal of medical virology* 93.3 (2021): 1242–1243. Web.

<sup>2</sup> Scherlinger, Marc, et al. "Refining 'Long-COVID' by a Prospective Multimodal Evaluation of Patients with Long-Term Symptoms Attributed to SARS-CoV-2 Infection." *Infectious Diseases and Therapy*, vol. 10, no. 3, 2021, p. 1747+

**Map 7: Population with a Disability**



## Major Trip Generators

Major paratransit (TD and ADA) trip generators/attractors in Manatee County include banks, churches, dialysis centers, doctors' offices, grocery stores, hospitals, nursing homes, restaurants, salons, schools, shopping centers, agency sites, work locations, assisted living facilities, pharmacies, and diagnostic sites. As expected, persons using Handy Bus services need to access similar locations to those who drive or ride the fixed-route system. Outlying residential areas of the county generate trips by individuals who need to access destinations in the more urbanized areas of the county for services. These longer trips place additional demand on the system in terms of increased travel time and longer distances. Table 9 provides examples of more popular major trip generators in Manatee County; however, it is not an exhaustive list.

**Table 9: Major Trip Generators/Attractors**

Location Name	Type
Blake Hospital	Hospital
CVS	Pharmacy
DeSoto Square Mall	Shopping
Goodwill	Shopping
Manatee Memorial Hospital	Hospital
Publix	Grocery
Walgreens	Pharmacy
Walmart	Shopping
Winn Dixie	Grocery

## Inventory of Available Transportation Services

A list of transportation services that are provided in Manatee County are identified in Table 10. This list includes private, public, non-profit, and local commuter service providers.

**Table 10: Inventory of Available Transportation Services**

Company	Phone	Eligible Riders	Vehicle Type
ACC Medlink	(941) 639-9119	Cancer Patient, Older Adults with Disabilities, Private Pay Consumers, TD, General Public	Long Distance Transportation, Non-Emergency Stretcher Van
American Cancer Society	(800) 227-2345	Cancer Patients	Car, Taxi
Amtrak Train Service	(800) 872-7245	General Public	Train
Caring Hands Wheelchair Transport, Inc.	(941) 416-8024	Older Adults with Disabilities, Private Pay Consumers, Veterans	Wheelchair Van
Centerstone of Florida, Inc.	(941) 782-4150	Adults with mental health and substance use disorders	Unknown
Comfortable Care Transport, Inc.	(941) 504-4812	Older Adults with Disabilities, Private Pay Consumers	Wheelchair Van
Corporate Angel Network, Inc.	(914) 328-1313	Cancer Patients	Airplane
Diplomat Taxi & Wheelchair Transportation	(877) 859-8933;(941) 355-5155	Older Adults with Disabilities, Private Consumers	Limousine/Luxury Car, Taxi, Van, Wheelchair Van
Doctors Transport Service	(941) 924-4990	Cancer Patients, Older Adults with Disabilities, Private Pay, Consumers	Ambulatory Van, Non-Emergency Stretcher Van, Wheelchair Van
Easter Seals Southwest	(941) 355-7637	Persons with Disabilities	Wheelchair Bus, Van, Car
Elder Helpline Information and Assistance - Statewide	(800) 963-5337	Older Adults	Unknown
Greyhound Bus	(800) 846-0754	General Public	Bus
ITN Suncoast (Independent Transportation Network	(941) 364-7530	Older Adults with Disabilities	Car



Company	Phone	Eligible Riders	Vehicle Type
Lyft	N/A (mobile app)	General Public	Car, Van, SUV
Manatee County Area Transit – Handy Bus	(941) 748-2317	ADA Eligible, Older Adults, TD, Veterans	Mini-Bus, Wheelchair Van
Manatee County Area Transit	(941) 747-8621	General Public	Bus
Manatee County Government Public Safety Department	(941) 749-3500	Older Adults with Disabilities, General Public, Indigent Persons	Bus
Martz Group	(727) 399-6198	Older Adults with Disabilities, General Public, Private Consumers	Bus Minivan Van
Meals on Wheels PLUS of Manatee County	(941) 747-7433 (941) 747-4655	Older Adults with Disabilities, Private Consumers	Car
Medi Redi Transport LLC	(941) 417-7979	Cancer Patients, Older Adults with Disabilities, General Public, Veterans	Van Minibus, Non-Emergency Stretcher Van, Wheelchair Van
Metro Medical Transport	(941) 322-1888	Older Adults with Disabilities, Private Consumers	Non-Emergency Stretcher Van, Wheelchair Van
Mobility Freedom of Florida	(800) 303-4545	Persons with Disabilities	Wheelchair Van
Right Accord Transportation and Health Care of Sarasota	(941) 366-0801, (941) 487-3665	Older Adults with Disabilities, Private Consumers	Van, Non-Emergency Stretcher Van, Wheelchair Van
Samaritan Service Sun City Center	(813) 634-9283	Cancer Patients, Older Adults, General Public, Indigent Persons, Veterans	Car
Silver Line Elder Transportation	(941) 724-6100	Cancer Patients, Older Adults with Disabilities, Private Consumers	Non-Emergency Stretcher Van, Wheelchair Van
Sunnyvale Medical Transport, Inc.	(863) 381-3565	Cancer Patients, Older Adult with Disabilities, General Public, Private Consumers	Bus
Sunrise Community Center of Southwest Florida	(941) 251-4956	Persons with Disabilities, Medicaid-Eligible Persons	Ambulatory Van Wheelchair Van



Company	Phone	Eligible Riders	Vehicle Type
Super Shuttle of Tampa Bay	(800) 282-6817	Older Adult with Disabilities, Private Consumers	Ambulatory Van, Limousine/Luxury Car, Wheelchair Van
The Bus Bank	(866) 428-7226	Older Adult with Disabilities, General Public, Private Consumers	Bus
The Florida Express Bus	(407) 442-2810	General Public, Private Consumers	Bus
Uber	N/A (mobile app)	General Public	Car, Van, SUV
WeGoShop.com and Errand Service	(813) 331-4164	Cancer Patients, Older Adult with Disabilities, General Public, Private Consumers, Veterans	Car Van
West Coast Southern Medical Service	(941) 748-7148	Cancer Patients, Older Adult with Disabilities, General Public, Private Consumers	Ambulance
Westside Group Home	(941) 794-5759	Persons with Disabilities, Private Consumers	Van
Wheelchair Transport Service	(941) 364-5151	Cancer Patient, Disabled Elderly, General Public, Medicaid-Eligible Persons, Private Pay Consumer, Indigent	Non-Emergency Stretcher, Ambulatory Van, Wheelchair Van, Ambulance, Car, Mini-Bus, Taxi
Yellow Cab of Sarasota and Manatee	(941) 955-3341	Persons with Disabilities, Older Adults, Private Pay Consumers	Taxi, Wheelchair Van

Source: Florida Department of Transportation Safe Mobility for Life Coalition, [Find a Ride](#)

## Service Analysis

A service analysis was completed to help establish the need and demand for future TD services and to estimate the potential TD population.

### Forecasts of TD Population

A required element of the Service Analysis is the forecast of the TD population within the CTC's service area. The CTD commissioned the Center for Urban Transportation Research (CUTR) to develop a methodology to forecast paratransit services demand. The resulting *Forecasting Paratransit Services Demand – Review and Recommendations* report was adopted by the CTD in 2013. Using a series of automated formulas within the spreadsheet tool, ACS 2015-2019 5-Year estimates for population projections, age, income, and disability data, and BEBR population estimates published in April 2021, the TD population and travel demand estimates are calculated for Manatee County. The pre-coded data included in the spreadsheet are derived from the National Household Travel Survey and the US Census Bureau's Survey of Income and Program Participation (SIPP). The forecast estimates include the general TD population, the critical need TD population, and the demand for TD trips. The spreadsheet tool eliminates the "double counts" by automatically calculating the overlapping populations that occur when individuals fall into one or more of the demographic or socio-economic categories.

**Figure 13: General Transportation Disadvantaged Population Groups**

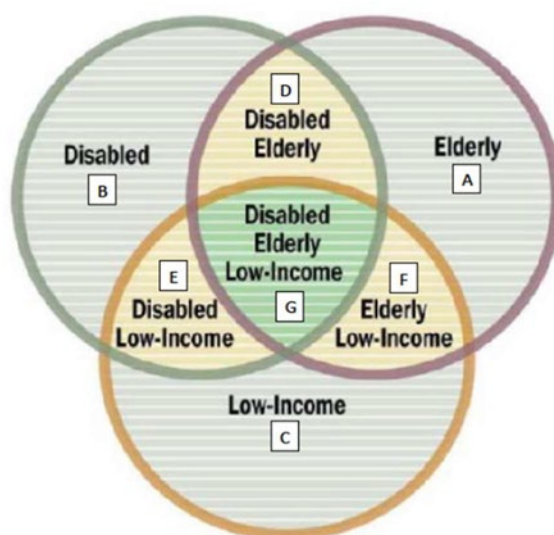


Table 11 displays the forecasts of the general TD population for Manatee County and references Figure 13, as the overlapping circle component to account for double counting. As shown in the table, the 2019 TD population in Manatee County is estimated at 168,027, which is equivalent to 42% of the total County population. This includes all persons with a disability, older adults, low-income persons, and children who are high-risk or at-risk. The TD population is expected to increase by approximately 15% from 2019 to 2026.

Table 12 presents the critical need TD population forecasts and includes individuals who, due to severe physical limitations or being low income, are unable to transport themselves or purchase transportation and therefore dependent upon others to obtain access to health care, employment, education, shopping, social activities, and other life sustaining activities.

The Manatee County 2019 critical need TD population is estimated to be 21,444, or 13%, of the general TD population. The critical need population forecast indicates a 15% increase by 2026. In 2019, the critical need TD population needed an estimated 12,980 total daily trips. The number of required daily critical need trips is expected to increase to 14,630 in 2026 (13%).

**Table 11: Manatee County General TD Population Forecast**

General TD Population	2019	2020	2021	2022	2023	2024	2025	2026
<b>Overlapping Circle Component</b>								
<b>E</b> - Estimate non-elderly/disabled/low income	4,915	5,011	5,110	5,210	5,312	5,417	5,523	5,631
<b>B</b> - Estimate non-elderly/disabled/not low income	19,685	20,071	20,465	20,867	21,276	21,694	22,119	22,553
<b>G</b> - Estimate elderly/disabled/low income	3,230	3,293	3,358	3,424	3,491	3,560	3,629	3,701
<b>D</b> - Estimate elderly/ disabled/not low income	28,282	28,837	29,403	29,980	30,568	31,168	31,779	32,403
<b>F</b> - Estimate elderly/non-disabled/low income	6,996	7,133	7,273	7,416	7,561	7,710	7,861	8,015
<b>A</b> - Estimate elderly/non-disabled/not low income	74,189	75,645	77,129	78,642	80,186	81,759	83,363	84,999
<b>C</b> - Estimate low income/not elderly/not disabled	30,730	31,333	31,948	32,575	33,214	33,866	34,530	35,208
<b>Total General TD Population</b>	<b>168,027</b>	<b>171,324</b>	<b>174,686</b>	<b>178,113</b>	<b>181,608</b>	<b>185,172</b>	<b>188,805</b>	<b>192,510</b>
<b>Total Population</b>	<b>398,711</b>	<b>406,534</b>	<b>414,511</b>	<b>422,645</b>	<b>430,938</b>	<b>439,394</b>	<b>448,016</b>	<b>456,807</b>

Based on 37% of the Manatee County population having access within ¼-mile of the existing fixed-route system and the paratransit service operating service of 307 days.

Source: University of South Florida's Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

**Table 12: Manatee County's Annual Trip Demand**

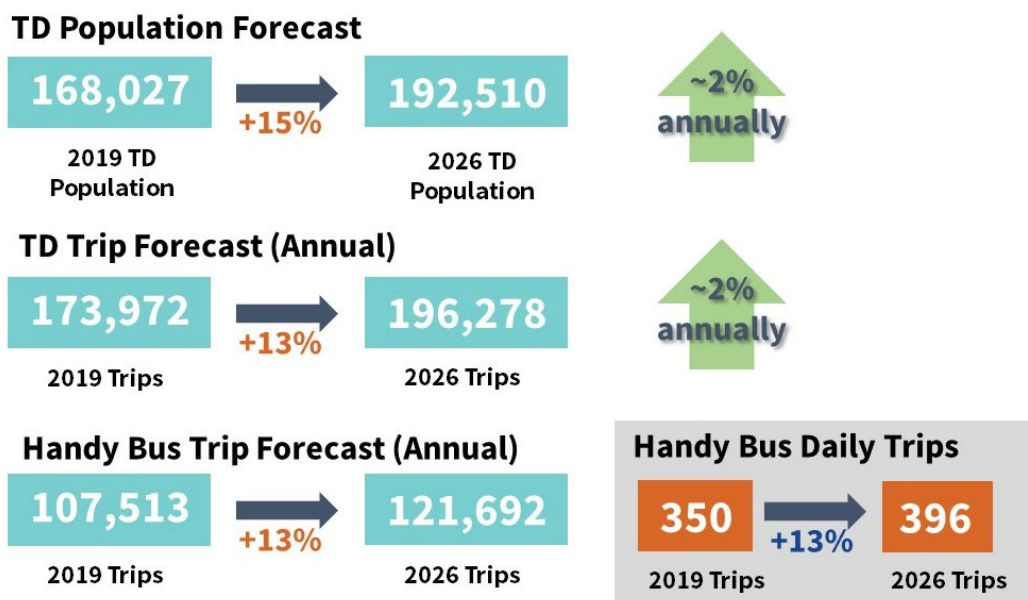
<b>Critical Need TD Population Forecast</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Critical TD Population</b>								
Persons Who Are Disabled	14,996	15,290	15,590	15,896	16,208	16,526	16,850	17,181
Low Income, Not Disabled, No Access	6,448	6,575	6,704	6,835	6,970	7,106	7,246	7,388
<i>Total Critical Need TD Population</i>	<i>21,444</i>	<i>21,865</i>	<i>22,294</i>	<i>22,732</i>	<i>23,178</i>	<i>23,632</i>	<i>24,096</i>	<i>24,569</i>
<b>Daily Trips - Critical Need TD Population</b>								
Persons Who Are Severely Disabled	735	749	764	779	794	810	826	842
Low Income, Not Disabled, No Access	12,245	12,486	12,731	12,980	13,235	13,495	13,760	14,030
<i>Total Daily Trips Critical Need TD Population</i>	<i>12,980</i>	<i>13,200</i>	<i>13,423</i>	<i>13,649</i>	<i>13,880</i>	<i>14,126</i>	<i>14,376</i>	<i>14,630</i>
<b>Annual Trips</b>	<b>3,984,904</b>	<b>4,052,248</b>	<b>4,120,731</b>	<b>4,190,372</b>	<b>4,261,189</b>	<b>4,336,612</b>	<b>4,413,370</b>	<b>4,491,487</b>

Based on 37% of the Manatee County population having access within ¼-mile of the existing fixed-route system and the paratransit service operating service of 307 days.

Source: University of South Florida's Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013.

While this forecast estimates number of trips the TD population will need over a defined period, it is not an accurate depiction of how many of these trips MCAT will need to provide. The results were subsequently refined using the actual number of trips provided by Handy Bus and Manatee County’s coordination contractors and the growth rate calculated from the forecast tool. It is important to note that 2019 trips were used as the 2020 ridership is skewed due to the COVID-19 pandemic. Figure 14 illustrates that MCAT may need to increase the Handy Bus daily trip cap from 350 to up to 400 daily trips by 2026 to meet increasing paratransit demand.

**Figure 14: Handy Bus Trip Forecast**



## Needs Assessment

The unmet mobility needs of the TD population have been identified through an analysis of public outreach results, county population and demographics, and the TD population and trip forecasts. These needs are detailed below and are also used to help form the program goals and objectives.

### Increasing Demand

The demographic analysis shows that almost 27% of Manatee County’s current population is 65 years or older. BEBR’s population projections estimate that, by 2025, the percentage of older adults may increase by 20%, or 21,000 residents. Additionally, nearly 14% of the population currently has a disability. With an estimated 16% of Manatee County residents having been infected with COVID-19 to-date, long-COVID complications could significantly increase the number of residents eligible for paratransit services under the ADA in the future. Based on the population forecasts, demand for TD services will increase as the county’s population grows. It is estimated that MCAT will need to increase the daily Handy Bus trip cap from 350 trips to nearly 400 trips by 2026.

### *Travel Training and Social Service Agency Outreach*

The agency interviews and online survey results revealed that some clients have expressed a hesitancy to ride the fixed-route bus as they find it intimidating. Most of these agency representatives and their clients were not aware of the free Travel Training Program offered by MCAT. Expanding outreach to educate the public and social service agencies on what transportation programs and services the county has to offer would be beneficial.

### *Expanded Fixed-Route Public Transit*

The public outreach results demonstrate that expanding the fixed-route network, in terms of spatial coverage and service frequency, would greatly benefit the TD population. Expanding public transportation in the county would improve transportation access for all TD individuals and could reduce transportation costs as trips are moved from the more expensive door-to-door service to the fixed-route network. Supporting the expansion of the fixed-route system is well within the scope of the CTC's role of coordinating transportation across the county. MCAT has recently received two FDOT grants to increase the peak headways to 20 minutes on Route 99 and 30 minutes on Route 2. Both of these service enhancements will start in late 2021.

## **Barriers to Coordination**

Barriers to coordination can include any federal, state, or local government policies, natural or operational environmental characteristics/constraints, or funding constraints that hinder or prevent the coordination of transportation services. Below are the barriers to coordination identified.

### *Funding for Transportation*

Limited CTD funding remains an issue. Local human service agencies are decreasing transportation service levels and providing less transportation for their clients in response. Uncertainty about the TD Trust Fund and local funding constraints create barriers to providing more transportation services in the "coordinated system." However, Manatee County/MCAT continues to explore options to increase operating revenue, including an enhanced fare structure.

### *Land Use Development Patterns*

While Manatee County encourages redevelopment within the urban core and MCAT's fixed-route system improvements are being implemented to improve services along the "core network," new development and population growth continues in the eastern, unincorporated county where very limited or no public transportation services are currently available. The lack of transportation options on the east side of the county is both a need and a barrier to coordination and accessing services in the urban core. In addition, when trips are provided to the east (Myakka City and Duette), the Handy Bus vehicle and operator are occupied for the entire day, thereby reducing MCAT's system capacity. Coordination with other agencies providing transportation service in the eastern portion of the county must improve to enhance transportation options and reduce redundancy.

Transit supportive policies and new land development regulations are currently being developed that will encourage Transit Oriented Development (TOD) patterns and redevelopment within the



more urbanized area where MCAT operates its “core network.” Recent development patterns in the more rural areas has created disproportionate growth on the east side of the county, thereby further creating barriers to efficiently providing coordinated transportation services. In 2016, MCAT reviewed and modified services to increase fixed-route service frequency within the “core network” to better accommodate mobility in the more populated and developed areas. While this optimization of service improves urban area service levels, rural area needs in the eastern county continue to grow.

### *Fixed-Route Accessibility*

Ongoing improvements to bus stop infrastructure assist with removing barriers for TD passengers. MCAT offers conditional eligibility to qualifying ADA and TD applicants who are unable to use the fixed-route system due to bus stop accessibility issues. Over 800 bus stop improvements have been completed over the last six years. Continued transit infrastructure improvements should increase the number of ambulatory ADA and TD-eligible passengers able to transition to use the fixed-route system over time. An annual TD recertification process would help MCAT to regularly evaluate a person’s continued TD eligibility. By transitioning passengers from paratransit to fixed-route service, additional trips would be made available on the Handy Bus.

## **Alternatives Development**

The alternatives below were developed to address the needs and barriers identified in the Needs Assessment. Alternatives developed in MCAT’s 2018 Transit Development Plan (TDP) were also reviewed to maintain consistency. The alternatives consist of improvements that enhance existing MCAT services used by TD persons and fall into three categories: Service Improvements, Capital Improvements, and Marketing/Outreach Improvements.

### **Service Improvements**

- Enhance Service on Route 6 – Improving weekday headways from 60 minutes to 30 minutes would provide more attractive and convenient service on this route serving Cortez Road, thereby complementing other “Core Network” services.
- Enhance Service on Route 8 – Improving weekday headways from 60 minutes to 30 minutes would provide more attractive and convenient service on this key “feeder route.”
- Enhance Service on Route 16 – Improving weekday headways from 60 minutes to 30 minutes would provide more attractive and convenient service this route serving 15<sup>th</sup> Street.
- Enhance Handy Bus Levels of Service – Improving paratransit services by increasing the daily cap from 350 to approximately 400 trips by hiring five new transit operators and one additional customer service representative.
- Samoset MOD service – New MOD service connecting Samoset residents to day care centers, Downtown Station, and DeSoto Station.
- Sunday Service on High Performing Routes – Implement a nine-hour service span on Sundays for Route 1/Ellenton, Route 6/Cortez Rd., and Route 99/US 41.

- Explore Additional MOD Services – MOD services, such as the Longboat Key Shuttle, can provide effective and flexible transportation solutions in areas with lower residential/employment densities. MOD can be designed to complement existing fixed-route services or operate in areas without any fixed-route service. MCAT should conduct a study to evaluate potential MOD service areas and available technologies that enable same day reservations.

### **Capital Improvements**

- Expand and Improve Bus Stop Infrastructure and Accessibility – Improving bus stop infrastructure (e.g., benches, shelters, bicycle support facilities) and accessible pathways, along with ensuring all elements of the bus stop are ADA compliant, will enhance the rider experience and may help attract new riders. This is also important to transition current Handy Bus riders to use the fixed-route system, if able.
- Replace/Add New Vehicles – The bus replacement program for the existing vehicle fleet must continue. Acquiring additional vehicles to support increased paratransit demand and service enhancements also are included in the Plan.

### **Marketing/Outreach**

- Expand Marketing and Outreach Efforts – This will help to inform the TD population and stakeholders about MCAT's Travel Training Program, and other transportation services offered by Manatee County.

### **Cost Summary and Assumptions**

Cost estimates for the improvements discussed above were calculated based on a variety of assumptions.

#### **Operating Cost Assumptions**

- Service enhancement costs are consistent with operating costs developed for the 2018 TDP. Based on the most recent operating cost per revenue hour data, the marginal cost for future operating enhancements is assumed to be \$73 per revenue service hour for fixed-route services and \$43 per revenue service hour for paratransit services.
- The annual cost associated with improving the Handy Bus service is consistent with costs developed for the 2018 TDP. The annual costs, in 2022 dollars, include five additional transit operators at \$49,426 each, and \$42,000 per customer service representative.

#### **Capital Cost Assumptions**

- The estimated cost for a MOD study is consistent with similar studies recently conducted or ongoing in the region.
- Funds are allocated annually to add new bus stop infrastructure for new transit services, as well as to upgrade existing facilities to meet ADA accessibility requirements, where appropriate, based on estimates from the County's Capital Improvements Program (CIP).

- Based on MCAT's paratransit vehicle inventory, all 38 cutaways and 7 minivans will need to be replaced over the 5-year period, with 22 vehicles already having reached their useful life by 2021. The proposed vehicle replacement plan is shown in Table 13. It is assumed the 22 vehicles due for replacement by 2021 will be distributed over the five years.

**Table 13: Paratransit Vehicle Replacement Plan**

Vehicle Type	2021	2022	2023	2024	2025	2026
Cutaway	22	1	5	2	3	5
Minivan	0	0	1	4	1	1

Source: MCAT's vehicle replacement plan

Vehicle costs and useful life benchmarks are summarized in Table 14.

**Table 14: Vehicle Unit Cost/Life Cycle Assumptions**

Vehicle Type	Life Span (Years)	Average Unit Cost (2022\$)
Bus	12	\$690,000
Cutaway	5	\$131,800
Minivan	5	\$87,000

Source: MCAT's vehicle replacement plan

## Cost Summary

Table 15 summarizes the improvements detailed previously and includes cost estimates and potential funding source(s) for each. A timeline of when these improvements should be implemented is included in the Implementation Schedule later in this section.

**Table 15: TDSP Improvement Cost Summary**

Improvement	Annual Operating Cost (2022\$)	Capital Cost (2022\$)	Potential Funding Source(s)
Increase Weekday Headways (Rt 6)	\$458,000	\$1,380,000	FDOT Service Development/Local
Increase Weekday Headways (Rt 8)	\$250,000	\$690,000	FDOT Service Development/Local
Increase Weekday Headways (Rt 16)	\$250,000	\$690,000	FDOT Service Development/Local
Samoset MOD Service	\$110,000	\$80,000	FDOT Service Development/Local
Sunday Service (Route 1, 6, 99)	\$272,000	N/A	FDOT Service Development/Local
MOD Study	N/A	\$80,000 - \$100,000	Federal
Handy Bus Level of Service	\$289,000	\$659,000	Local
Bus Stop Enhancements	N/A	\$1,500,000*	Local
Paratransit Vehicle Replacements	N/A	\$5,600,000*	Federal
Expanded outreach	Varies/Staff Time	N/A	Local

\*Total cost over 5-year period (2022-2026)

## Goals, Objectives, and Strategies

Goals, objectives, and strategies were developed using the results of the Needs Assessment, input from the public outreach efforts, and the developed alternatives. Each goal is supported by objectives, or actions that can be taken toward achieving the goal, and strategies that will be taken to achieve the objectives. The strategies of the TDSP primarily focus on seven areas: Service Quality & Productivity, Outreach & Marketing, Funding & Efficiency, System Safety, Coordination, Accessibility, and Technology. The following have been adopted to guide the provisions of ADA and TD services for the next five years.

**Goal 1: Provide timely, courteous, reliable, and safe transportation services.**

Objective	Strategy	Measure	Target	Focus Area
Monitor service quality and maintain minimum service standards.	Optimize ridership productivity.	Passengers per revenue hour (PPH)	Meet or exceed 2.0 PPH annually	Service Quality & Productivity
	Decrease missed trips.	Number of missed trips	2% decrease annually	Service Quality & Productivity
	Minimize passenger no-shows.	Number of no-shows	5% decrease annually	Service Quality & Productivity
	Decrease paratransit complaints.	Number of complaints	1% decrease annually	Service Quality & Productivity
	Ensure timely delivery of paratransit customers.	On-time performance	95% or above	Service Quality & Productivity
	Review operating and financial information for completion of the Annual Operating Report and Service Plan updates.	Reporting requirement	Monthly reporting	Service Quality & Productivity
Maximize customer safety and comfort.	Conduct “quality of service” and customer satisfaction surveys.	Number of surveys	At least 25 surveys annually	Outreach & Marketing
	Improve Handy Bus vehicle ride quality and comfort for customers.	Include “Liquid Springs” chassis specifications on all new Handy Bus vehicles purchased	All new vehicle orders in each fiscal year	System Safety
	Minimize preventable accidents and injuries.	Number of injuries per vehicle revenue mile	0.87 injuries/100k miles (4 injuries)	System Safety
	Minimize preventable incidents.	Number of safety events annually	2 safety events per year	System Safety
Maintain a reliable paratransit fleet.	Minimize major vehicle failures.	Miles between major failures	5,800 miles	System Safety
	Meet the State of Good Repair targets developed for cutaway vehicles in MCAT’s adopted Transit Asset Management (TAM) Plan.	Percent of fleet exceeding useful life benchmark	60% at 5 years/200k miles	System Safety
	Meet the State of Good Repair targets developed for minivans in MCAT’s adopted TAM Plan.	Percent of fleet exceeding useful life benchmark	0% at 5 years/200k miles	System Safety

**Goal 2: Efficiently and effectively serve the mobility needs of the Transportation Disadvantaged population in Manatee County.**

Objective	Strategy	Measure	Target	Focus Area
Maximize the use of the fixed-route system as an alternative to door-to-door paratransit.	Encourage multi-loading and grouping trips to similar destinations.	Number of multi-loading opportunities	At least 10-15 trips per day	Service Quality & Productivity
	Promote the Travel Training Program and associated benefits for Handy Bus/TD customers.	Percent increase in travel training trips provided	10% annual increase in travel training trips	Outreach & Marketing
	Conduct Travel Training outreach and share training approaches with individuals and organizations that serve the older adults, persons with disabilities, and TD customers.	Number of outreach meetings/sessions	At least 10 outreach meetings/sessions per year	Outreach & Marketing
	Explore additional opportunities to add potential ADA and TD passengers to the fixed-route system.	Number of existing and potential Handy Bus/TD passengers transferring to fixed route	Annual increase in Handy Bus/TD passengers transferring to fixed route	Service Quality & Productivity
	Provide incentives, including discounted bus passes, to encourage existing and potential ADA and TD passengers to transition to the fixed-route system.	Number of existing and potential Handy Bus passengers transferring to fixed route	Increased sales in discounted fare (half fare/free fare for age 80 and over)	Outreach & Marketing
	Increase fixed-route weekday service headways to 30 minutes on MCAT's core network and critical supportive corridors including Route 6 (Cortez Rd), Route 16 (15 <sup>th</sup> St), and Route 8 (Oneco-Bayshore Gardens).	Number of service improvements implemented	At least 1 service improvement implemented every 2 years	Service Quality & Productivity
Manage paratransit demand.	Encourage TD passengers to schedule non-life sustaining trips during off-peak days/hours when the Handy Bus system provides fewer trips and has additional capacity.	Number of off-peak non-life sustaining trips scheduled	Annual increase in off-peak trips	Service Quality & Productivity
	Increase Handy Bus daily trip capacity.	Number of trips provided	Increase average daily capacity by 2% annually	Service Quality & Productivity
	Maintain an efficient three-day weekly schedule of trips for Myakka/Duette.	Number of trips provided	Maintain trips on Mondays, Wednesdays, and Fridays	Funding & Efficiency

Objective	Strategy	Measure	Target	Focus Area
Maximize Handy Bus/TD program revenue generation through various sources.	Apply for Section 5310 program and discretionary grant funding for new and replacements vehicles, preventative maintenance, and operations support.	Number of applications	Apply annually	Funding & Efficiency
	Promote the Voluntary Dollar option on vehicle registration renewals.	Percent increase in funding	Annual increase in Voluntary Dollar revenue	Funding & Efficiency
	Request funding for additional Handy Bus operator positions to incrementally meet growing ridership demand for Handy Bus transportation services.	Frequency of requests	Annually request funding	Funding & Efficiency

**Goal 3: Coordinate existing and planned transit service for the Transportation Disadvantaged population in Manatee County.**

Objective	Strategy	Measure	Target	Focus Area
Increase coordination with coordination contractors, medical providers, and other social service agencies to maximize partnerships, resources, and trip efficiency.	Meet regularly with the dialysis centers to provide education on the operations process and how delays affect the overall system performance.	Number of meetings	Quarterly meetings	Outreach & Marketing
	Schedule dialysis center trip pick-ups for 30 minutes after the customer's appointment time to reduce the number of customers that are not ready when the vehicle arrives.	Number of dialysis trips	Schedule for all dialysis pick-ups	Coordination
	Monitor transportation services provided by social service agencies and churches and identify additional opportunities for coordination and/or vehicle sharing.	Number of meetings	Quarterly meetings	Coordination
	Notify Coordination Contractors of available TD, FDOT, and Rural Transit Assistance Program training opportunities.	Number of notifications	At least 1 notification annually	Coordination
	Continue to offer technical assistance to agencies in completing and reviewing their applications for vehicle purchase through the	Number of notifications	At least 1 notification annually	Coordination



Objective	Strategy	Measure	Target	Focus Area
	Section 5310 program offered annually by USDOT.			
	Continue to coordinate with large nursing/group home facilities to bundle TD trips to grocery stores and other destinations; when possible, shift demand to the off-peak.	Number of facilities engaged	Meet with at least 10 contacts per year	Coordination
	Explore opportunities to expand the number of coordination agreements with the CTC.	Number or agency inquiries	Reach out to at least 1 potential agency quarterly	Outreach & Marketing
Coordinate inter-county ADA and TD services with surrounding counties.	Establish regular meetings with Sarasota and Pinellas counties to review opportunities for seamless inter-county connectivity.	Number of meetings	At least 2 meetings annually	Coordination
	Continue to implement the Inter-County transfer fare payment procedure between SCAT Plus and MCAT Handy Bus.	Number of intercounty fare payments received	Maintain current transfer fare policy	Coordination
	Coordinate with Sarasota and Pinellas, and Hillsborough County partners to maintain and review opportunities for seamless inter-county transfers, connectivity, and shared fare agreements.	Number of meetings	At least 1 meeting annually	Coordination

#### Goal 4: Improve accessibility to multimodal transportation options in Manatee County.

Objective	Strategy	Measure	Target	Focus Area
Provide opportunities for ADA and TD passengers to safely access multimodal	Include the Quantum wheelchair securement system with bus buys.	Number of securements	Securements included on every new bus	Accessibility
	Promote real time vehicle location application for fixed-route customers.	Use of real time information	Increase percentage of riders using real time information	Technology

Objective	Strategy	Measure	Target	Focus Area
transportation options.	Maintain and update fixed-route service schedules for the visually impaired on website.	Number of schedules updated	Quarterly review and update	Accessibility
	Ensure new Computer-Aided Dispatch/Automatic Vehicle Locator (CAD/AVL) infotainment system information is accessible to visually and/or hearing-impaired passengers, including on-board and station messaging systems.	Number of accessible infotainment systems	CAD/AVL information accessible on all systems	Accessibility
Provide and improve ADA compliant infrastructure and amenities at bus stops for TD riders using the fixed-route service.	Ensure new bus stops are accessible to persons with disabilities and meet ADA Accessibility Guidelines (ADAAG) compliance requirements.	Number of bus stops	All new bus stops meet Accessibility guidelines	Accessibility
	Implement consistent on-street display signage (i.e., route schedule information) with larger lettering.	Number of signs updated	All signage displays larger lettering	Accessibility
	Promote text-based “next bus” information at all fixed-route bus stops.	Use of “next bus” information	Percent increase of riders using “next bus” information	Technology
	Implement a passenger seating program for the placement of benches and shelters at all bus stops and enhance seating at mixed-land use attractors and major employment centers, including grocery stores, retail locations, and medical facilities.	Number of bus stops enhanced	Annual increase in bus stop enhancements that add passenger seating	Accessibility
	Install ADA compliant bus stop infrastructure with accessible paths/connections to the sidewalk when a sidewalk is already present.	Number of enhanced bus stops	Annual increase in enhanced bus stops	Accessibility

**Goal 5: Encourage urban design land use development patterns that enhance accessibility and mobility for the existing and potential Handy Bus/TD customers.**

Objective	Strategy	Measure	Target	Focus Area
Promote accessibility and mobility when reviewing roadway and development designs/ plans.	Continue the multi-disciplined development review process to maximize accessibility and mobility in the multimodal transportation system and infrastructure plans and designs.	Number of County and/or FDOT roadway designs and land development applications reviewed by MCAT staff	Review at least 12 County and/or FDOT roadway design and land development applications annually	Coordination
	Continue to work with other County departments to ensure land development regulations that encourage denser, multi-use developments that aid multi-loading, where possible.	Number of meetings	Quarterly	Coordination

## Implementation Schedule

Manatee County's Five-Year Implementation Schedule was derived from the goals, objectives, and strategies presented in the previous section, in addition to the improvements identified. As shown in Table 16, the implementation schedule is organized by the focus areas, including Service Quality & Productivity, Outreach & Marketing, Funding & Efficiency, System Safety, Coordination, Accessibility, and Technology.

The schedule includes the strategies/improvements to be implemented, timeframe for completion, responsible party(ies), estimated costs, and an area to indicate and track progress and outcomes for submittal with the TDSP annual updates.

The timeframe shown does not preclude the opportunity to delay or advance any of the strategies or improvements and can be adjusted as funding is identified.

**Table 16: Implementation Schedule**

Implementation Timeframe	Strategy/ Improvement	Responsible Party(ies)	Estimated Cost (2022\$)	Status
<b>Service Quality &amp; Productivity</b>				
FY 2023	Increase Route 6 weekday service to 30-minute headways.	MCAT	\$458,000 Annual Operating; \$1,380,000 Capital	
FY 2024	Increase Route 8 weekday service to 30-minute headways.	MCAT	\$250,000 Annual Operating; \$690,000 Capital	
FY 2024	Increase Route 16 weekday service to 30-minute headways.	MCAT	\$250,000 Annual Operating; \$690,000 Capital	
FY 2024	New MOD service connecting Samoset residents to daycare centers, Downtown Stations, and DeSoto Station.	MCAT	\$110,000 Annual Operating; \$80,000 Capital	
FY 2026	Sunday Service for Routes 1, 6, and 99.	MCAT	\$272,000 Annual Operating	
Monthly	Review operating and financial information for completion of the Annual Operating Report and Service Plan updates.	MCAT	Staff Time	
Annually	Increase Handy Bus daily trip capacity by 2% annually.	MCAT	\$289,000 Annual Operating; \$659,000 Capital	
	Optimize ridership productivity.	MCAT	N/A	
	Minimize missed trips.	MCAT	N/A	
	Minimize passenger no-shows.	MCAT	N/A	
	Decrease and effectively address paratransit complaints.	MCAT	N/A	
	Ensure timely delivery of paratransit customers.	MCAT	N/A	
Ongoing	Encourage multi-loading and grouping trips to similar destinations.	MCAT	N/A	
	Explore additional opportunities to add potential ADA and TD passengers to the fixed-route system.	MCAT	N/A	
	Encourage TD passengers to schedule non-life sustaining trips during off-peak days/hours when the Handy Bus system provides fewer trips and has additional capacity.	MCAT	N/A	

Implementation Timeframe	Strategy/ Improvement	Responsible Party(ies)	Estimated Cost (2022\$)	Status
<b>Outreach &amp; Marketing</b>				
Quarterly	Meet regularly with the dialysis centers to provide education on the operations process and how delays affect the overall system performance.	MCAT	Staff Time	
	Explore opportunities to expand the number of coordination agreements with the CTC.	MCAT	Staff Time	
Annually	Conduct “quality of service” and customer satisfaction surveys.	MCAT	Staff Time	
Ongoing	Promote Travel Training Program and associated benefits for Handy Bus/TD customers.	MCAT	Staff Time	
	Conduct Travel Training outreach and share training approaches with individuals and organizations that serve the elderly, persons with disabilities, and TD customers.	MCAT	Staff Time	
	Provide incentives, including discounted bus passes, to encourage ADA and TD passengers to transition to the fixed-route system.	MCAT	N/A	
<b>Funding &amp; Efficiency</b>				
Annually	Promote the Voluntary Dollar option on vehicle registration renewals.	MCAT/LCB	N/A	
	Request funding for additional Handy Bus operator positions to incrementally meet growing ridership demand for Handy Bus transportation services.	MCAT/Manatee County	N/A	
	Apply for Section 5310 program and discretionary grant funds for new and replacement vehicles, preventative maintenance, and operations support.	MCAT	N/A	
Ongoing	Maintain an Efficient Three-Day Weekly Schedule of trips for Myakka/Duette.	MCAT	N/A	
<b>System Safety</b>				
Annually	Minimize major vehicle failures.	MCAT	N/A	

Implementation Timeframe	Strategy/ Improvement	Responsible Party(ies)	Estimated Cost (2022\$)	Status
	Meet the State of Good Repair targets developed for paratransit vehicles in MCAT's adopted TAM Plan and vehicle replacement plan.	MCAT	N/A	
	Minimize preventable accidents and injuries.	MCAT	N/A	
	Minimize preventable incidents.	MCAT	N/A	
	Improve Handy Bus vehicle ride quality and comfort for passengers by including "liquid springs" chassis specifications on all new cutaway vehicle orders.	MCAT	\$9,000 per vehicle	
<b>Coordination</b>				
Monthly	Continue to coordinate with large nursing home facilities to group TD trips to grocery stores and other destinations, and when possible, shift demand to the off-peak.	MCAT	Staff Time	
Quarterly	Continue to work with other county departments to ensure land development regulations that encourage denser, multi-use developments that aid multi-loading, where possible.	MCAT	Staff Time	
	Monitor transportation services provided by social service agencies and churches and identify additional opportunities for coordination and/or vehicle sharing.	MCAT	Staff Time	
Annually	Notify Coordination Contractors of available TD, FDOT, and Rural Transit Assistance Program training opportunities.	MCAT	Staff Time	
	Continue to offer technical assistance to agencies in completing and reviewing their applications for vehicle purchase through the Section 5310 program offered annually by USDOT.	MCAT	Staff Time	
	Continue the multi-disciplined development review process to maximize accessibility and mobility in the multimodal transportation system and infrastructure plans and designs.	MCAT	Staff Time	
Ongoing	Coordinate with Sarasota, Pinellas, and Hillsborough County partners to maintain and review opportunities for	MCAT/SCAT	Staff Time	



Implementation Timeframe	Strategy/ Improvement	Responsible Party(ies)	Estimated Cost (2022\$)	Status
	seamless inter-county transfers, connectivity, and shared fare agreements.			
	Schedule dialysis center trip pick-ups for 30 minutes after the customer's appointment time to reduce the number of customers that are not ready when the vehicle arrives.	MCAT	N/A	
<b>Accessibility</b>				
Quarterly	Maintain and update fixed-route service schedules for the visually impaired on website.	MCAT	Staff Time	
Ongoing	Include the Quantum wheelchair securement system with bus buys.	MCAT	\$10,000 per bus	
	Ensure new CAD/AVL infotainment system information is accessible to visually and/or hearing-impaired passengers, including on-board and station messaging systems.	MCAT	N/A	
	Ensure new bus stops are accessible to persons with disabilities and comply with ADAAG requirements.	MCAT	\$150,000 Annually	
	Implement consistent on-street display signage (i.e., route schedule information) with larger lettering.	MCAT	N/A	
	Implement a passenger seating program for the placement of benches and shelters at all bus stops and enhance seating at mixed-land use attractors and major employment centers, including grocery stores, retail locations, and medical facilities.	MCAT	\$150,000 Annually	
<b>Technology</b>				
Ongoing	Promote real time vehicle location application for fixed-route customers.	MCAT	N/A	
	Promote text-based "next bus" information at all fixed-route bus stops.	MCAT	N/A	

## Fare Analysis

Federal regulations stipulate that the fare for a one-way ADA trip must not exceed twice the full fare charged for a similar trip on the fixed-route system. Currently, MCAT only charges 30% more per trip for door-to-door services, leaving room for the agency to increase paratransit fares. A peer review was conducted to gauge how MCAT's paratransit fares compare to other agencies in the region. An analysis of potential ridership and revenue impacts was then completed based on different fare increase scenarios.

### Peer Review

Peer systems were selected by reviewing transit systems from the peer analysis conducted in the most recent TDP, as well as input from MCAT staff. Table 17 presents the transit systems included in the peer review.

**Table 17: Selected Peer Fare Systems**

Peer System	Location
Sarasota County Area Transit (SCAT)	Sarasota, FL
Lakeland Area Mass Transit District	Lakeland, FL
Space Coast Area Transit (SCAT)	Brevard County, FL
City of Mobile	Mobile, AL
Pasco County Public Transportation (PCPT)	Pasco County, FL
Collier Area Transit (CAT)	Collier County, FL
Pinellas Suncoast Transit Authority (PSTA)	Pinellas County, FL
Escambia County Area Transit (ECAT)	Escambia County, FL
Lee County Transit (LeeTran)	Lee County, FL
Hillsborough Area Regional Transit (HART)	Hillsborough County, FL

Information on each system's fare policy and fare structure was collected from the transit agency's website. Table 18 summarizes the fare structure for each peer agency compared to MCAT, the peer group mean, and the percentage of MCAT's fare from the peer group mean. The base fare multiplier for each type of pass also was calculated. The base fare multiplier refers to the number that is multiplied by the cash fare to determine the price of the pass. From this peer review, the following observations are made:

- MCAT's base fixed-route fare, ADA fare, and TD fare are less than the peer group mean at 9%, 32%, and 17% less, respectively.
- Only one agency charges less than MCAT's multiplier of 1.33 for an ADA trip and one other agency's ADA fare is in line with MCAT's 1.33 multiplier.
- Six peer agencies charge the maximum amount for ADA trips.

**Table 18: Peer Comparison of Fixed-Route and Paratransit Fare Structures**

Transit System	Fixed Route Base Fare	ADA Fare (per Trip)	ADA Multiplier	TD Fare <sup>1</sup> (per Trip)	TD Multiplier
MCAT (Manatee)	\$1.50	\$2.00	1.33	\$2.00	1.33
ECAT (Escambia)	\$1.75	\$3.50	2.00	\$2.50	1.43
Lakeland Area Mass Transit	\$1.50	\$2.00	1.33	\$2.00	1.33
LeeTran	\$1.50	\$3.00	2.00	\$3.00	2.00
CAT (Collier)	\$2.00	\$3.00	1.50	\$1, \$3, \$4	Varies
PCPT (Pasco)	\$1.50	\$0-\$3	Varies	\$0-\$3	Varies
SCAT (Sarasota)	\$1.25	\$2.50	2.00	\$2.50	2.00
Space Coast (Brevard)	\$1.50	\$1.50	1.00	\$1.50	1.00
The WAVE (Mobile, AL)	\$1.25	\$2.50	2.00	<sup>2</sup>	<sup>2</sup>
PSTA (Pinellas)	\$2.25	\$4.50	2.00	\$3.00	1.33
HART (Hillsborough)	\$2.00	\$4.00	2.00	Varies	Varies
<b>Peer Group Mean</b>	<b>\$1.65</b>	<b>\$2.94</b>	<b>1.76</b>	<b>\$2.42</b>	<b>1.52</b>
<b>MCAT % from Mean</b>	<b>-9.1%</b>	<b>-32.1%</b>	<b>-24.2%</b>	<b>-17.2%</b>	<b>-12.0%</b>

<sup>1</sup>MCAT also offers a discounted monthly TD bus pass for \$15 per month

<sup>2</sup>TD program only applicable in Florida

### Fare Scenarios and Potential Impacts

An analysis of ridership and revenue impacts was completed for the paratransit fare change scenarios. For each fare scenario identified in Table 19, this analysis takes into consideration the following:

- Fare elasticity or the sensitivity to ridership based on fare increases or decreases.
- Existing Handy Bus ridership and revenue data for FY 2019 (latest year of data available not impacted by COVID-19)

**Table 19: Fare Scenarios**

Scenario	Assumptions
Scenario 1	ADA/TD fare increased to \$2.50 per trip.
Scenario 2	ADA/TD fare increased to \$3.00 per trip.

Elasticity measures how demand shifts when other economic factors change. For this fare analysis, a price elasticity variable was applied to determine the effect of a fare increase on paratransit ridership. Typically, fares have a negative impact on ridership. According to the *Estimating Ridership of Rural Demand-Response Transit Services for the General Public* study developed by the National Center for Transit Research (NCTR), a 1% increase in fares can lead to a 0.24% reduction in paratransit ridership, which happens to be lower than the elasticity of fixed-route fares (0.43%). The low fare elasticity shows that paratransit ridership is fairly inelastic to price, given that many users of demand-response service have few alternative options. However, fare levels still have some effect, showing that even though many riders may be transit-dependent, ridership will decrease with increases in fares.

According to MCAT's FY 2019 Handy Bus ridership, a total of 98,752 trips were provided, with 67,947 trips categorized as ADA or TD fares used as the base ridership for this analysis.

### Estimated Ridership and Revenue Impacts by Fare Scenario

Unlike fixed-route service, in which the costs of service are set to a certain economy of scale, the operating costs of paratransit service are variable. As trips are added, additional costs are incurred and, when trips decrease, these costs are not incurred. Further, MCAT receives revenue from the CTD for non-sponsored trips to fund ADA and TD services in Manatee County that are reimbursed on a per-trip basis; if the number of trips provided decreases, the corresponding revenue is not provided to MCAT.

Tables 20 and 21 show the ridership and revenue impacts, with and without elasticity applied respectively, for both scenarios. Scenario 1, which assumes ADA and TD fares will increase by \$0.50, is estimated to generate \$23,781 annually if the elasticity is applied, or \$33,974 annually if ridership is maintained. Scenario 2, which assumes a \$1.00 fare increase, is estimated to generate \$43,486 annually if elasticity is applied, or \$67,947 annually if ridership is maintained. As previously mentioned, both scenarios are based on pre-COVID (FY 2019) ridership levels.

**Table 20: Low-End Ridership and Revenue Estimates for Paratransit Fare Change Scenarios (Elasticity Applied Resulting in Ridership Loss)**

Scenario	FY2019 Ridership	FY2019 Revenue	Estimated Ridership	Difference from Base	Estimated Revenue	Difference from Base
Scenario 1	67,947	\$135,984	63,870	(4,077)	\$159,675	\$23,781
Scenario 2	67,947	\$135,984	59,793	(8,154)	\$179,380	\$43,486

**Table 21: High-End Ridership and Revenue Estimates for Paratransit Fare Change Scenarios (Assumes No Ridership Loss)**

Scenario	FY2019 Ridership	FY2019 Revenue	Estimated Ridership	Difference from Base	Estimated Revenue	Difference from Base
Scenario 1	67,947	\$135,984	67,947	0	\$169,868	\$33,974
Scenario 2	67,947	\$135,984	67,947	0	\$203,841	\$67,947

## 5 Service Plan

The Service Plan describes the MCAT system procedures for the provision of ADA and TD transportation services. Information is also provided on MCAT's coordinated contractors and the required CTD standardized rate model. The rate model spreadsheets were reviewed to consider past and projected costs and revenues associated with Manatee County's TD transportation services. The tool presents the cost of TD services by passenger mile and by one-way trip for ambulatory and non- ambulatory services.

### Operations Element

This section documents the MCAT's daily operations, including service standards and policies.

#### Types, Hours, and Days of Service

MCAT coordinates ambulatory, door-to-door paratransit, and fixed- route bus public transportation services. Manatee County's paratransit service is administered by MCAT and is referred to as the Handy Bus. The Handy Bus is an advance reservation, door-to-door, non-emergency transportation system serving older adults, persons with disabilities, veterans, children at-risk, and other transportation disadvantaged persons.

The Handy Bus service for TD passengers is available from 7:30 a.m. to 4:30 p.m. Monday through Saturday (excluding major holidays) throughout the county on an advance reservation, trip prioritization and subscription basis. Reservations can be made between 9:00 a.m. and 2:00 p.m. Monday through Friday.

Veterans registered with MCAT may schedule trips to VA facilities and CW Bill Young VA Medical Center in Pinellas County. Trips are available Monday through Friday.

Centralized group trips are defined as four or more clients being transported to and from a common origin and destination. Transportation services for group trips should be scheduled through agencies and support coordinators only. Subscription service trips are classified as regular trips with a standing order being transported with the same origin/time on a recurring basis. Transportation services for subscription service trips and centralized group trips should be scheduled through agencies and support coordinators only.

Fixed-route service is available to the public. Individuals living within  $\frac{3}{4}$ -mile of a fixed route and who are unable to access or use the fixed-route service can apply to use the complementary paratransit service required under the ADA. Reservation-based ADA service operates in conjunction with all fixed-route services during normal hours of operation as follows:

- Local Fixed Route Bus operates Monday through Saturday from 5:30 a.m. to 8 p.m.
- The Anna Maria Island Trolley operates daily from 6 a.m. to 10:30 p.m.
- The Longboat Key Shuttle operates daily from 6 a.m. to 8 p.m.
- The Beach Express operates on Sundays and holidays from 9 a.m. to 5 p.m.

The origin and destination of the requested ADA trip must be within  $\frac{3}{4}$ -mile of an MCAT fixed-route. Clients using the ADA service must complete an assessment to certify eligibility.

It is MCAT policy to provide reasonable modifications to both fixed-route and paratransit policies, procedures, and practices to ensure service is accessible to persons with disabilities. MCAT fixed route operators are directed to pick up passengers at a reasonable distance from an obstructed bus stop (due to construction or inclement weather). Fixed-route operators are trained to assist passengers with fare media, when necessary. Paratransit operators are trained to adjust the passenger pick up location, when necessary, for access by the person with a disability.

Fixed-route, Handy Bus, and Longboat Key Shuttle services are not available on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Fixed-route and Handy Bus services end at 3:00 p.m. on Christmas Eve. Anna Maria Island Trolley and Longboat Key Shuttle services end at 7:00 p.m. on Christmas Eve.

In March 2005, the Manatee County BoCC elected to discontinue the coordination of non-emergency Medicaid transportation services under the CTC. The CTC has entered a contract with Medical Transportation Management (MTM) to provide the Manatee County Medicaid transportation services.

### **Accessing Services**

Individuals who are TD and therefore eligible to use the Handy Bus service may make a reservation from 9:00 a.m. to 2:00 p.m. Monday through Friday by calling (941) 748-2317. Reservations may be made up to two weeks in advance; however, a minimum of two business days in advance is required for TD trips and one day in advance for ADA trips. Reservations are made on a first-come, first-served basis. If the time requested is not available, MCAT staff will offer alternative days and/or times that are available. Cancellations should be made prior to 8:00 a.m. by calling (941) 748-1135 or cancelling through the IVR automated system. Riders must notify MCAT of their scheduled return time when scheduling the originating trip. The fare is \$2.00 for each one-way trip, and exact change is required.

The following information is required when scheduling a trip:

- Name and date of trip;
- Pick-up time and appointment time;
- Pick-up address and phone number of location(s), including building name and specific drop-off and pick-up information;
- If a medical appointment, include doctor's name, phone number and suite number;
- Whether a wheelchair or other mobility device will be used;
- Whether a personal care attendant or companion will accompany the rider (the person accompanying the rider must be registered before the trip), and
- Return time.

Veterans' transportation trips may be scheduled from 8:00 a.m. to 5:00 p.m. by calling (941) 748-2317. Veterans using the service must first register with MCAT by calling (941) 747-1739. The fare is \$5.00 and collected on fixed-route for each one-way trip. Registered companions may accompany passengers if space is available. Companions must pay the regular fare.

Riders must be able to make their way from the pick-up location to the curb outside. The operator may assist the passenger on and off the bus, as well as help with securing the passenger in a safe and comfortable manner.

### *Cancellations/No Shows*

Cancellations should be made a minimum of two hours before a scheduled trip. Failure to give MCAT adequate notice that a trip will not be taken is a “no-show” and constitutes misuse of the service. MCAT reserves the right to deny service for a reasonable amount of time to riders who show a pattern or practice of excessive or consistent cancellations or no-shows.

### *Eligibility*

In 2017, MCAT updated the eligibility process for the ADA and TD programs. The eligibility criteria for each program differs based on the program requirements. Individuals must be screened for ADA eligibility. Documentation from a medical professional and an in-person assessment, if needed, are required to determine whether the person’s disability prevents them from using the fixed-route system. Eligibility applications may be completed by phone Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. If approved, the customer will receive an approval letter and an ADA-eligible identification card. Recertification is required every three years from the date of approval. If temporary eligibility is granted, the recertification process may be required more frequently than every three years.

Visiting ADA-eligible riders with valid documentation may use the MCAT ADA Handy Bus service for up to 21 days of service. If an individual requires services for more than 21 days, the Manatee County local certification process must be completed.

Individuals requesting TD service must be eligible to use the system. Eligibility is based on income, inability to drive due to a disability, and having no access to other transportation. Applicants must verify their disability on the TD application. The income eligibility guidelines are based on the HHS Poverty Guidelines. Eligible individuals may not exceed 200% of the HHS Poverty Guidelines for low-income households. In addition, potential usage of the TD bus pass program will be offered to eligible TD applicants who meet the income requirements but are able to use the fixed-route service.

### *Prioritization*

Kidney dialysis treatment patients are given top priority for non-sponsored TD trips. TD trip scheduling for non-medical (e.g., life-sustaining, food, and nutrition) trips are on selected days only. Trips are prioritized by trip purpose, days, times, location, and restrictions are set in place to remain within MCAT’s budget and operational capacity. The decision to prioritize and restrict these trips is determined locally. Scheduling for TD medical trips is available Monday through Friday.

## **Transportation Operators and Coordination Contractors**

Manatee County is a partial brokerage system where the CTC contracts with four coordination contractor agencies for the provision of services. MCAT does not currently contract with any



transportation operators for the provision of Handy Bus services. Table 22 presents the agencies currently under contract with MCAT.

**Table 22: MCAT Coordination Contractors**

Agency	Contact Person	Service	Clients Served
Easter Seals Southwest Florida	Vacant	Ambulatory	Persons with a disability
Sunrise Community of Southwest FL, Inc	Zach Wray	Ambulatory	Persons with a disability
Meals on Wheels PLUS of Manatee	Bryan Lipps	Ambulatory, Wheelchair	Medical, Social
Westside Group Home	Iliana Stokes	Ambulatory	Persons with a disability

### Public Transportation Utilization

The public transportation system is used as a means for transferring conditional ADA passengers to fixed-route service. As part of the transition, travel training is offered to those transitioning passengers and to clients unfamiliar with the existing public transportation services. MCAT has an in-house Travel Training Coordinator who completes the functional and cognitive assessments for potential riders. A Travel Trainer has been on staff since August 2017 who is available upon request to anyone who is interested in learning to ride the fixed-route bus.

MCAT added the Skyway ConneXion service, a limited-stop express service connecting Manatee and Pinellas counties. The route serves all three MCAT transfer stations and stops at several PSTA transfer points, including the Grand Central Terminal. MCAT also offers the Veterans paratransit feeder service which allows Veterans to transfer to the Skyway ConneXion to access the C.W. Bill Young VA Medical Center in St. Petersburg.

Many agencies purchase monthly bus passes from MCAT. Medicaid clients whose origin and destination are within ¾-mile of the fixed-route system must use that instead of the Handy Bus. If a Medicaid client is unable to use the public transportation system due to a physical or mental condition, a Bus Pass Exemption form must be completed and signed by a physician or registered nurse and submitted to MCAT. The signed exemption requires the physician or registered nurse to verify the medical condition, whether it is temporary or permanent, and how the condition prevents the patient from using the MCAT fixed-route system.

### School Bus Utilization

MCAT is not currently using the school bus system for coordination; however, during emergency situations, assistance from the school bus system may be requested for the provision of a larger fleet.

### Vehicle Inventory

The vehicle inventory for MCAT is presented as Appendix B. The inventory reflects the 38 cutaway buses and 5 minivan vehicles that are primarily used to provide Handy Bus service as of September 30, 2021.

## **System Safety Program Plan Certification**

The MOA between the CTC and CTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). MCAT has an approved SSPP that complies with Chapter 14-90, Florida Administrative Code (F.A.C.), Equipment and Operational Standards Governing Public-Sector Bus Transit Systems. Each coordinator and any transportation operator from whom service is purchased or funded by local, state, or federal funds must ensure that their operations and services comply with the safety requirements as specified in Sections 341.041, 334.044(2), and 341.61(2)(a), F.S. and Chapter 14-90, F.A.C. MCAT is required to monitor the coordinated contractors' compliance with the SSPP requirement. During the coordinated contractor evaluation reviews, MCAT certifies that each coordinated contractor is in compliance with the SSPP requirement and that appropriate documentation is on file. Refer to Appendix C to review the most recent SSPP certification for MCAT. The SSPP is now a component of MCAT's overall Public Transportation Agency Safety Plan (PTASP), which was adopted by the BoCC in December 2020. MCAT transmitted updated Safety Performance Target Goals to the Sarasota/Manatee MPO in February 2021.

## **Intercounty Services**

MCAT Route 99 extends into Sarasota County, providing intercounty public transportation services. An Interlocal Agreement between MCAT and SCAT has been executed for the provision of Route 99 service. In addition, MCAT passengers have access to Sarasota County on the fixed-route system at three transfer points. Passengers may access Sarasota County by transferring from the Longboat Key Shuttle at the Bay Isles Shopping Center transfer point, the Sarasota Bradenton International Airport (Route 99 and Route 16), and the intersection of Tallevast Road and 15th Street East (Route 16). SCAT has notified MCAT that their buses will no longer travel to the intersection of Tallevast Road and 15th Street starting in June 2021.

Effective April 2016, MCAT began the Skyway ConneXion limited-stop express service from the Desoto Station to the C.W. Bill Young VA Medical Center in Pinellas County with interim stops that connect with PSTA routes at several transfer points. The Skyway ConneXion operates Monday through Friday.

Paratransit services are being coordinated between Manatee and Sarasota County for ADA clients. Under the Interlocal Agreement, any registered ADA client may transfer to and from Sarasota and Manatee County paratransit services at the Sarasota-Bradenton International Airport. Passengers accessing intercounty paratransit services need to schedule separate trips on both the MCAT service and the SCAT service. In 2020, MCAT began monitoring the number of transfers to/from Handy Bus/SCAT Plus at Sarasota Bradenton Airport. That information is reported to the LCB. Presently, both MCAT and SCAT vehicles providing out-of-county trips for veterans' services are operating at capacity; therefore, MCAT and SCAT are not currently operating any shared out-of-county trips.

## **Emergency Preparedness and Response**

In the event of a natural disaster, the Manatee County Comprehensive Emergency Management Plan designates MCAT as the lead agency for providing transportation assistance. The Manatee

County Public Works Department Transit Division Disaster Plan is presented as Appendix D. The emergency preparedness and response information can also be found under the emergency evacuations section on the MCAT website at

[https://www.mymanatee.org/departments/mcat/agency\\_information/severe\\_weather](https://www.mymanatee.org/departments/mcat/agency_information/severe_weather)

Persons needing evacuation assistance prior to a hurricane should complete the Manatee County Emergency Management Division's Assisted Care Questionnaire Form (obtained by calling the Manatee County EOC at (941) 748-4501). In the event of a hurricane, the EOC will be activated and a Manatee County Government employee will call those persons who completed the questionnaire to determine if transportation to a shelter is needed. MCAT will provide transportation to individuals in need, and they should be packed and ready to go. MCAT will call the individual to verify the request for transportation and identify the approximate pick-up time either by bus or ambulance and transport the passenger to the shelter and provide the return trip, when appropriate.

The IVR system implemented in 2017 can also be used to provide Handy Bus passengers with automated text, phone and e-mail message concerning emergency-related service changes.

### **Education Efforts and Marketing**

MCAT's website provides information on the fixed-route and the Handy Bus services. Guide maps and schedules are available on the website, and printed versions are available at MCAT facilities. Informational videos are also posted on the MCAT website and the websites of other government agencies in Manatee County. Advertising is done through the local newspaper, government access television, and social media. The advertisements include MCAT's phone number and website address for additional information. MCAT also is reviewing options for providing system information at bus stops in the future. In 2019, MCAT began operating digital signage at each of its transfer points. MCAT also has many of its printed materials and website materials available in Spanish translation.

### **Acceptable Alternatives**

MCAT operates public transit services throughout Manatee County. MCAT was designated as the County's CTC in 1990, with the most recent designation occurring on July 1, 2021. MCAT, under the Manatee County Public Works Department, has been successful in operating the County's coordinated system. At this time, there are no recommended alternatives to the existing structure of the Manatee County coordinated system.

### **Service Standards**

Service standards are integral to the development and implementation of a quality transportation program. Listed below are the local service standards, consistent with those of the CTD, which have been developed and adopted by the LCB, the Sarasota/Manatee MPO, and MCAT.

#### *Drug and Alcohol Policy*

The Manatee County CTC complies with applicable FTA requirements for all those in safety-sensitive positions.

### *Escorts and Children*

Passengers with accompanying escorts or companions must be registered in the MCAT system prior to making the appointment. When booking a trip for transport, clients must indicate the escort/companion during this time. Companions may accompany qualified riders on a space available basis. Companions are required to pay the regular fare and are limited to one person per trip. Accompanied children are considered traveling companions. The companion fare is free for children five or younger. The full fare of \$2.00 is required for children six or older. Passengers using the ADA paratransit system and requiring a Personal Care Attendant (PCA) must indicate the need for a PCA during the assessment process. There is no charge for PCAs.

### *Child Restraints*

MCAT does not provide child restraints for use in its paratransit vehicles. All children are required to use a child restraint device in accordance with Section 316.613, F.S. The client must provide and properly secure the child restraint seat.

### *Rider Property*

Carry-on packages are limited to what the passenger and the PCA/companion can carry. The operator may assist passengers with loading and unloading packages and is limited to one trip to the door. If a passenger brings more than the allowable limit of property, the trip will be declined, and it will be the customer's responsibility to find alternative transportation.

### *Vehicle Transfer Points*

When required, transfers are conducted at a safe and secure location, identified on a case-by-case basis.

### *Local Toll Free Phone Numbers for Consumer Comment*

The TD ombudsman has a toll-free number, which is posted on all vehicles, in addition to the MCAT toll-free number for registering complaints. The local number for registering comments and complaints is (941) 747-8621. The TD ombudsman hotline is (800) 983-2435.

### *Out-of-Service-Area Trips*

Out-of-service-area trips must be provided when determined locally and approved by the LCB, except in cases where the local ordinances prohibit such trips. Out-of-service-area trips are coordinated with adjoining transit agencies and connections are provided at pre-approved drop-off points.

### *Vehicle Cleanliness*

All vehicles are cleaned daily on the interior and exterior portions of the bus. MCAT uses community service workers and fuel attendants to ensure that vehicles are in good condition. All vehicles are treated weekly with an insect pesticide.

### *Billing Requirements to Contracted Operators*

All standard billing reports are processed and billed to the appropriate agencies. All invoices are paid within 30 days from the invoice submittal date.

### *Rider/Trip Data*

MCAT uses Trapeze software to collect and maintain its database of trips, including ridership, agency data, statistical reports, billing, and customer information.

Each paratransit vehicle has been equipped with a mobile data terminal (MDT) that displays an electronic manifest and allows the operator to establish arrival and departure times. The operator also has the ability to contact dispatch via instant message. Additional Wi-Fi was added in low connection areas to help improve active MDT information.

MCAT also monitors its camera system regularly and randomly to ensure operations are in compliance. If there are complaints regarding an operator, the cameras are monitored to determine if additional training is needed for the operator.

### *Adequate Seating*

MCAT follows the guidelines of the manufacturer's recommended capacity, which is stored in the Trapeze system. When a vehicle is at capacity, the Trapeze software will alert the dispatcher and the scheduler to ensure that the vehicle's seating and wheelchair standards are not exceeded. In addition, the software helps to ensure that the proper vehicle is dispatched for agencies purchasing services from MCAT.

### *Driver Identification*

All MCAT operators have identification tags and are required to appear professional and wear compatible uniforms.

### *Passenger Assistance*

When appropriate, operators assist passengers on and off the vehicles for safety purposes. Operators also secure wheelchair devices and lifts ensuring the passengers' safety prior to departure.

### *Smoking and Eating on Vehicles*

No drinking, eating (certain restrictions apply), chewing tobacco, or smoking, including electronic cigarettes, is permitted inside the vehicles.

### *No-Show Policies*

Cancelling a trip less than two hours in advance will result in a "no-show." A customer who has five or more no-shows within a 30-day period or who show a pattern or practice (which is defined as three times the system's average based on the passenger's average trips) will be notified both verbally and in writing of their violation regarding the policy. MCAT reserves the right to deny service for a reasonable length of time to customers who demonstrate a pattern of policy violations.

### *Communication Equipment*

All MCAT vehicles are equipped with a two-way radio system, a public address (PA) system, CAD/AVL systems, and cameras. The entire paratransit fleet has been upgraded to include MDTs, which allows communication via instant message. All paratransit passengers are now able participate in MCAT's IVR system, which can automatically alert passengers via phone, text or

email to vehicle arrival times and scheduled appointments as well as emergency communications.

In 2019, MCAT purchased technology improvements that enhanced the customer experience and provide better regional connectivity. Real-time bus Information at transfer stations and on a smartphone application for fixed route has been available since September 2019. The same system is now providing audio announcements for bus stops. Future technological enhancements may include fareboxes capable of accommodating potential future regional fare media, and the addition of onboard Wi-Fi.

#### *Vehicle Air Conditioning and Heat Equipment*

All MCAT vehicles are equipped with fully functional air conditioning and heating.

#### *First Aid Policy and Cardiopulmonary Resuscitation*

All paratransit operators are certified in cardiopulmonary resuscitation (CPR) before being assigned an official route. All operators, supervisors, and safety-sensitive positions receive training on matters related to blood-borne pathogens, drugs and alcohol, ADA/accessibility, communications, cooperation, excellence, sensitivity, and service. Paratransit operators are also certified in core competencies for Agency for Persons with Disabilities (APD), including the Health Insurance Portability and Accountability Act (HIPAA), and zero-tolerance.

#### *Pick-Up Windows*

The Handy Bus pick-up window is 30 minutes for all trips. MCAT requires a one-hour leeway of the client's appointment time to ensure arriving on-time. For example, if a passenger has an appointment at 10:00 a.m., MCAT schedules the pick-up for 9:00 a.m., and the driver arrives to pick up the passenger between 8:45 a.m. and 9:15 a.m. For ADA trips MCAT can allow a two-hour scheduling window and the actual pick-up time can be negotiated to one hour before or one hour after the requested pick-up time.

#### *On-Time Performance*

MCAT strives to meet their on-time performance standard of 95% for all completed trips.

#### *Advance Reservation Requirements*

To guarantee a trip, MCAT requires that clients reserve paratransit trips at least 48 hours in advance. Clients using the ADA service may call by 5:00 p.m. the day before their requested trip. All clients may call up to a maximum of two weeks in advance of their trip.

#### *Public Transit Ridership*

MCAT encourages the use of discount passes for its fixed-route service for all ADA and TD customers.

#### *Background Check*

All MCAT hires undergo background checks completed by the Manatee County Human Resources Department, including Level II background screenings for APD Children and Family Clearinghouse. Screenings of motor vehicle, criminal background, previous employment, and education records

are completed. All operators must have a Class A or B commercial driver's license with a passenger endorsement. Once officially approved, the operator will be given a start date for hire.

#### *Complaints*

There should be no more than two (2) complaints per 1,000 trips.

#### *Accidents*

There should be no more than five (5) accidents per 100,000 miles.

#### *Roadcalls*

There should be no less than 10,000 miles between each road call.

#### *Call-Hold Time*

Call-hold time must not exceed two (2) minutes.

#### *Service Animals*

Guide dogs or other service animals are allowed if specified when applying for TD and/or ADA service. Family pets are not allowed.

Pets that are small enough to be carried and secured in either a cage/carrier designed for transporting animals or in a closed container are also welcome. Animals must remain in their closed, secure cage/carrier/container while on-board the bus.

### **Local Complaint and Grievance Procedures and Process**

The adopted grievance procedure for Manatee County is set forth below. Clients who believe they have been treated unfairly should discuss the situation with the transportation operator. If the client is not satisfied with an operator's decision, he or she should contact the following persons (in the order listed):

1. Transit Division Manager
2. Manatee County Public Works Department Director
3. Local Coordinating Board

With each step, the client should wait for a decision before contacting the next person. A judgment should be rendered within three working days at every step. Once the grievance is sent to the LCB, the procedures established below must be followed.

### **Grievance Procedures**

Grievance procedures will be those as specified by the LCB Grievance Committee as stated below.

Complaints that stem from continued lateness, driver behavior, passenger discomfort, and irregularities in the system of delivery or decisions made to deny, reduce, or terminate services constitute grievances by a funding agency or transportation provider. Other complaints can be heard at the discretion of the Grievance Committee.

A letter stating the problem must be sent to the CTC outlining the nature of the alleged grievance and, where applicable, the date, time, and place of the incident constituting the grievance.



The CTC will make every effort to resolve the grievance following the procedure of the transportation provider. If this effort is not successful, the grievant may present their grievance to the Grievance Committee through the LCB.

Upon receipt of the grievance form, the Grievance Committee Chairperson has 15 working days to contact the Grievance Committee members and set a hearing date.

The grievant and all parties involved must be notified at least seven (7) working days prior to the hearing date by Certified Mail, return receipt requested.

#### *Powers and Duties of the Grievance Committee*

The Grievance Committee has the power to hold hearings, conduct investigations, and take testimony in all matters relating to complaints or grievances brought before the Committee by a user, funding agency, or transportation provider.

Each party, at their own expense, has the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, and to examine opposing witnesses on any relevant matter.

The Grievance Committee must review the material presented and issue a decision to all parties involved within 10 working days. The notice must be sent to all parties by Certified Mail with return receipt requested.

All meetings and hearings must be open to the public. Minutes must be kept at each hearing and filed with the LCB and must be public record.

If the grievance cannot be resolved by the Grievance Committee, the grievant may notify the LCB.

If the grievance is not resolved at the LCB, the grievant may notify the Sarasota/Manatee MPO Board.

If all above attempts are unsuccessful, the grieving party may notify the CTD in Tallahassee, Florida. This should be a last-resort effort. The CTD must respond to the grieving party within 30 calendar days.

#### **CTC Monitoring Procedures of Operators and Coordination Contractors**

MCAT does not currently have contracted transportation operators; therefore, there are no monitoring procedures specified for contracted transportation operators.

Coordination contractors undergo an annual monitoring process where MCAT completes an on-site visit to each agency's facility. The process is documented and includes inspection of the agency vehicles, both internally and externally, for safety compliance, cleanliness, and the presence of any damage. During the visit, drivers' licenses, insurance, CPR certifications, Level II background checks, maintenance records, SSPPs, Preventative Maintenance plans, and performance standards are reviewed for compliance. The CTC staff person also rides the vehicle to evaluate how the operator interacts with passengers as part of the review. During the visit, the coordination contractors are notified of any findings. The findings are documented in a written

report and provided to the coordination contractor with a 30- day notice to comply with any findings.

### Cost/Revenue Allocation and Rate Structure Justification

The rate structure is the same for all TD trips within Manatee County. The TD rates presented in this section were determined using the CTD standardized rate model spreadsheets, which consider past and projected costs and revenues associated with Manatee County’s TD transportation services. The rate model is updated annually by Manatee County to reflect changes in revenues and expenditures.

The FY 2021/2022 rates calculated using the CTD model were approved by the LCB in May 2021. The LCB will continue to monitor the rates on an ongoing basis to determine when (and if) these rates need to be modified due to changes in the cost of delivery of trips. The new rate structure for ambulatory and wheelchair trips is shown in Table 23. For further details on how the rates were calculated, the rate model worksheets are presented in Appendix E.

The one-way trip rates charged by purchasing agencies are shown in Table 24. Charges that show “varies,” depends on the type of trip. All Medicaid Waiver agency trips vary from \$3.88, \$5.27, \$7.10, \$7.32, \$9.15, and \$12.82 per trip. These rates need to be evaluated due to the increasing expense of providing the trip; however, based on Florida legislation, the rates have remained the same for an extended period.

**Table 23: Rate Structure FY 2021/2022**

Service Type	Rate per Passenger Trip (one-way)
Ambulatory	\$31.07
Wheelchair	\$53.27

**Table 24: MCAT Payor Codes**

<b>A-1 PAYOR CODES Para-Transit Payor Codes Per One Way Trip</b>				
<u>Payor Codes</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Rate Charge</u>
ADA- American W/Disabilities	X	X	X	\$2.00
ADC- ADA Child	X	X	X	\$1.00
ADF-ADA Feeder Service	X	X	X	\$0.00
ADN- ADA/No Charge	X	X	X	\$0.00
ADP-ADA Prepaid	X	X	X	\$2.00
ADZTD-ADA Out of Zone	X	X	X	\$2.00
ADVANCE SUPPORT COORD.		X	X	Varies
AZTDP-ADA OZ Pre-Paid	X	X	X	\$0.00
ADX-ADA Airport Transfer	X	X	X	\$2.00
ADPX-ADA Airport Transfer Prepaid		X	X	\$2.00
ADZTDX-ADA Airport Transfer Out of Zone		X	X	\$2.00
ADPZX-ADA Airport Transfer OZ Prepaid		X	X	\$2.00
AMY-Amy Maxhimer-Peters		X	X	Varies
ATEAM (Barbara Braun)		X	X	Varies
BEST(Cynthia Best)		X	X	Varies
BRUNNER-Shannon		X	X	Varies
BRUN-Maria		X	X	Varies
CCE- Comm. Care Elderly	X	X	X	\$8.00
CCI – Center for Community Integration		X	X	Varies
CCZ-Comm. Care Out Zone	X	X	X	\$10.00
CFF- Child Free Fare		X	X	Free
CHOICE-Choice Inc		X	X	Varies
CRAW-Cathy Crawford		X	X	Varies
FRE-Free Fare		X	X	\$0.00
J&M Inc.		X	X	Varies
LAV-Susan Lavallo		X	X	Varies
MAZ- Mazaeda		X	X	Varies
MOL1-Elizabeth Brown		X	X	Varies
N/C – No Charge		X	X	Free
RAN-Deborah Randall		X	X	Varies
RBRUNO-Rosario Bruno		X	X	Varies
SATB-Support Association of Tampa		X	X	Varies
SEA – Supporting Exceptional Abilities		X	X	Varies
SOL-(Alfred Solomon)		X	X	Varies
TD-Transp. Disadvantage	X	X	X	\$2.00
TDC-TD-Child (5 y/o under)	X	X	X	Free
TDE-TD Escort	X	X	X	\$2.00
TDN-TD-No Charge	X	X	X	\$0.00
TDNZ-ADA OZ PCA	X	X	X	\$0.00
TDP- TD Prepaid	X	X	X	\$2.00
TDPE- TD Prepaid Escort	X	X	X	\$2.00
TSOL- Tiffany Solomon	X	X	X	Varies
TVS- Transfer Vet	X	X	X	\$0.00
TXS- Transfer Service	X	X	X	\$0.00
VR-Vocational Rehabilitation		X	X	\$8.00
VRZ-Vocation Rehabilitation-Out Zone		X	X	10.00
YOCH-Jenny Yochem		X	X	Varies
**** When the charge states vary it will depend on the type of trip. All Medicaid-Waiver agency trips will vary from \$3.88, \$5.27, \$7.10, \$7.32, \$9.15 and \$12.82 per trip.				

## 6 Quality Assurance

### CTC Evaluation Process

In accordance with the CTD's *Quality Assurance and Program Evaluation LCB CTC Evaluation Workbook*, the LCB conducts an annual evaluation of MCAT to evaluate the CTC's performance over the previous year. The most recent CTC evaluation was completed in April 2020 and is presented as Appendix F. In addition, the CTD conducts a Quality Assurance and Program Evaluation (QAPE) review as part of its monitoring process. The QAPE review is conducted by an independent auditor on behalf of the CTD and in compliance with the detailed tasks listed in the CTD's evaluation workbook. Through staff interviews and system record inspections, the QAPE auditor evaluates the CTC based on CTD standards, local standards, and ADA requirements. A FY 2021 CTC evaluation was not required since MCAT's five-year CTC designation was renewed on July 1, 2021 (through June 30, 2026).

## Appendix A: Consistency Review of Other Plans

Federal and State Plan/Policy Context

Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
Fixing America’s Surface Transportation (FAST) ACT	Federal	October 2015	FDOT	Five-year funding for US surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains a strong commitment to safety.	<ul style="list-style-type: none"> <li>Increases dedicated bus funding by 89% over the life of the bill.</li> <li>Provides both stable formula funding and a competitive grant program to address bus and bus facility needs.</li> <li>Reforms public transportation procurement to make federal investment more cost effective and competitive.</li> <li>Consolidates and refocuses transit research activities to increase efficiency and accountability.</li> <li>Establishes a pilot program for communities to expand transit through the use of public-private partnerships.</li> <li>Provides flexibility for recipients to use federal funds to meet their state of good repair needs.</li> <li>Provides for the coordination of public transportation services with other federally-assisted transportation services to aid in the mobility of older adults and individuals with disabilities.</li> </ul>
Florida Transportation Plan: Horizon 2060 (FTP)	State	2010	FDOT	The FTP looks at a 50-year transportation planning horizon and calls for a fundamental change in how and where Florida invests in transportation.	<ul style="list-style-type: none"> <li>The FTP supports the development of state, regional, and local public transportation services through a series of related goals and objectives, emphasizing new and innovative approaches by all modes to meet the needs today and in the future.</li> </ul>
State of Florida Transportation Disadvantaged Five-Year/Twenty-Year Plan	State	2005	Florida CTD	<p>The plan, required under the Florida Statutes, includes the following elements:</p> <ul style="list-style-type: none"> <li>Explanation of the Florida Coordinated Transportation System.</li> <li>Five-Year Report Card.</li> <li>Florida Office of Program Policy Analysis and Government Accountability Review.</li> <li>Strategic Vision and Goals, Objectives, &amp; Measures.</li> </ul>	<ul style="list-style-type: none"> <li>Short-term strategic vision includes developing and field-testing a model community transportation system for TD persons.</li> <li>Long-range strategic vision includes developing a universal cost-effective transportation system with a uniform funding system and services that are designed and implemented regionally throughout the state.</li> </ul>

**Regional Plan/Policy Context**

Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
Sarasota/Manatee MPO 2045 Long Range Transportation Plan (LRTP)	Sarasota and Manatee counties	2020	Sarasota/ Manatee MPO	The LRTP identifies future transportation facilities and guides investment in the Sarasota/Manatee regional transportation system for the next 25 years	<p>The goal is to promote the vision of the region’s transportation system in promoting opportunities, providing choices, and preserving what is important. This will be done by:</p> <ul style="list-style-type: none"> <li>• Encouraging safety and reducing traffic congestion by fixing the most dangerous roads/intersections in the area and providing education.</li> <li>• Increasing resiliency by identifying and mitigating the effects of extreme weather events on the system.</li> <li>• Increasing system connectivity/reliability through expanding transportation options and projects that reduce travel time.</li> <li>• Improving operating efficiency by using intelligent transportation systems.</li> <li>• Stimulating the economy in zones, improving access to tourist destinations, and maintaining the regional freight network.</li> <li>• Promoting environmental and public health by supporting green infrastructure, reducing vehicle miles traveled, protecting critical habitat, and increasing infill development to reduce sprawl.</li> <li>• Expanding access to services, housing, bus stops, and transfer stations.</li> <li>• Improve access for persons with disabilities.</li> <li>• Prioritizing projects with a local match and/or public/private partnerships.</li> </ul>
TBARTA RTDP	Hernando, Hillsborough, Manatee, Pasco, and Pinellas counties	2020	TBARTA	This document functions as a strategic guide for TBARTA and its partner agencies, that represents the vision for transit in the Tampa Bay region for the next 10 years.	<p>The Plan’s vision is to advance regional transportation needs by planning, funding, operating, and branding a regional transit system. Goals to achieve this vision include having TBARTA develop, implement, and operate a safe, sustainable, and effective regional transit system and commuter services program, in which the agency would evaluate the need for regional TD services within the five-county area and fill the needs as warranted.</p>
US 41 Multimodal Emphasis Corridor (MMEC)	Sarasota and Manatee counties	2020	Sarasota/ Manatee MPO	Established to assist with the development and revitalization of the US 41 corridor through the allocation of funds for multimodal transportation improvements	<ul style="list-style-type: none"> <li>• The study provides some corridor-wide considerations, potential funding sources, and implementation strategies.</li> <li>• Recommends positioning bus stops effectively to minimize the extent to which pedestrians conflict with motor-vehicle traffic.</li> <li>• In depicting existing conditions, shows the bus routes that service the corridor, who takes transit, and where.</li> <li>• This analysis evaluates the MMEC Program’s effectiveness while assessing existing conditions to identify potential safety and mobility improvements that address the MPO’s performance measures and targets that focus on: <ul style="list-style-type: none"> <li>○ Safety/Security</li> <li>○ Mobility/Congestion/Reliability</li> <li>○ Environment/Conversation</li> <li>○ Equity/Livability</li> </ul> </li> </ul>



Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
Sarasota / Manatee Congestion Management Plan (CMP)	Sarasota and Manatee counties	2020	Sarasota/ Manatee MPO	A systemic approach that is objectives-driven and performance based that provides a consistent framework for responding to congestion in Sarasota and Manatee counties.	<p>This plan includes the goals and objectives from the 2045 LRTP with recommended performance measures. This allows for effective evaluation in which appropriate allocation of transportation funds can then be implemented. The three measures used in evaluating the performance of the system are:</p> <ul style="list-style-type: none"> <li>• Average speed</li> <li>• Level of travel time reliability</li> <li>• Person hours of delay</li> </ul> <p>The plan also goes into the impacts and causes of congestion to be able to discuss the congestion management strategies that are targeted to alleviate existing mobility conditions.</p>
Active Transportation Plan	Sarasota and Manatee counties	2019	Sarasota/ Manatee MPO	This plan provides a foundation for a multimodal network to connect key destinations, transit services, and trail networks to make them safer and more convenient for all users.	<ul style="list-style-type: none"> <li>• The plan discusses the types of public transportation services that can be part of a multimodal network, along with the challenges for each.</li> <li>• The plan also discusses opportunities for implementation: discussing that dedicated, local funding will offer the region increased flexibility to fund these transportation options and providing options for funding sources.</li> </ul>

Local Plan/Policy Context

Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
Manatee County FDOT Five-Year Work Program	Manatee County	2020	FDOT	Program of state funding for transportation projects of various modes for FYs 2021-2025.	<ul style="list-style-type: none"> <li>The plan includes an update of four years of the adopted work program (FYs 2021-2024), and scheduling of projects for the new fifth year (FY 2025).</li> <li>The work program includes highway, bridge, aviation, seaport, rail, transit, multi-use trail, sidewalks and bicycle facilities.</li> </ul>
City of Palmetto Comprehensive Plan	Palmetto	2015	City of Palmetto	A planning document for the City of Palmetto to guide development, land use decisions, preservation, and transportation improvements.	<ul style="list-style-type: none"> <li>A goal to increase the number of transit trips per capita in Palmetto is established.</li> <li>The plan identifies the goal for Palmetto to become a multimodal city.</li> <li>The goal to create a policy to reduce greenhouse gases by allowing increased density in areas served by transit is established.</li> </ul>
MCAT TDSP	Manatee County	2021	MCAT	This update refines the five-year planning horizon and implementation plan for TD services in Manatee County.	<ul style="list-style-type: none"> <li>This document outlines the profile and demographics of the service area (like the major trip generators) trend analyses, needs assessments, MCAT's daily operations, system procedures, and system standards.</li> <li>The goals of this plan primarily focus on funding, efficiency, coordination, service effectiveness, and accessibility. Each goal includes the objectives as well as the implementation actions. The goals stated are: <ul style="list-style-type: none"> <li>Efficiently and effectively serve the mobility needs of the transportation disadvantaged population in Manatee County.</li> <li>Efficiently and effectively coordinate existing and planned transit service for the TD population in Manatee County and out-of-county.</li> <li>Provide safe, reliable, timely, and courteous transportation services.</li> <li>Encourage land use development patterns that support transit services. <ul style="list-style-type: none"> <li>Improve pedestrian accessibility to multimodal transportation options in Manatee County.</li> </ul> </li> </ul> </li> </ul>
MCAT TDP FY 2019-2028 Update	Manatee County	2018	MCAT	This plan represents MCAT's vision for public transportation and functions as a strategic	<ul style="list-style-type: none"> <li>Includes an analysis of progress on the goals established by the last TDP update in 2013 and</li> </ul>

Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
				guide for the community over the next 10 years.	<p>discusses improving or establishing new transit services and programs.</p> <ul style="list-style-type: none"> <li>Sets forth new goals for the next 10 years: <ul style="list-style-type: none"> <li>Increase the number of one-way, fixed-route passenger trips.</li> <li>Maintain route service coverage for urban and suburban areas.</li> <li>Ensure safe, comfortable, and attractive services, facilities, and passenger amenities.</li> <li>Provide excellent customer service through reducing number of complaints.</li> <li>Reduce MCAT's carbon footprint and fuel costs.</li> <li>Increase the profile of transit through installing more shelters and conducting more outreach events.</li> <li>Ensure a fiscally-sound transportation alternative by maintain funding for the bus service.</li> </ul> </li> </ul>
Manatee County Comprehensive Plan (Mass Transit Element)	Manatee County	2021	Manatee County Planning Commission / Board of County Commissioners	Policies to guide development, land use decisions, preservation, and transportation improvements for the unincorporated county.	<p>Objectives and policies related to public transportation include:</p> <ul style="list-style-type: none"> <li>Maintain or improve the current levels of service of the fixed-route transit line through appropriate capital and operating expenditures.</li> <li>Maintain current levels of service on the paratransit bus system.</li> <li>Achieve efficient, coordinated transit and alternative modes systems.</li> <li>Establish an adequate transit system for older adults, persons with disabilities, and TD persons.</li> <li>Coordinate patterns of land use that are conducive to an efficient and cost-effective transit and alternative modes systems.</li> <li>Make transit an attractive option by improving transit availability.</li> <li>Reduce traffic congestion.</li> <li>Promote economic development by linking employees with employment centers through convenient and accessible transit.</li> <li>Reduce pollution through the integration of the walking, biking, and transit systems.</li> <li>Coordinate with local agencies for alternative transportation modes.</li> </ul>

Plan/Program/Study Reviewed	Plan/Program Details			Plan/Program Overview	Key Considerations for the TDSP
	Geographic Applicability	Date of Most Recent Update	Responsible Agency		
Town of Longboat Key Comprehensive Plan	Longboat Key	2017	Town of Longboat Key	A planning document to guide development, land use decisions, and transportation improvements for Longboat Key.	<ul style="list-style-type: none"> <li>The plan outlines a goal of providing a multimodal transportation system, with support for developing alternative means of transportation.</li> <li>A goal of coordinating with Manatee and Sarasota transit agencies is established.</li> <li>The strategies to accomplish this goal include: <ul style="list-style-type: none"> <li>Support the Sarasota County LRTP and plans and initiatives of the Sarasota/Manatee Metropolitan Planning Organization.</li> <li>Adopt an LRTP map consistent with Sarasota/Manatee's LRTP.</li> <li>Adopt and implement a Mobility Plan in conjunction with participating counties.</li> </ul> </li> <li>Coordinate with Sarasota County Area Transit and Manatee County Area Transit to maintain and improve mass transit functionality and accessibility.</li> </ul>
City of Holmes Beach Comprehensive Plan	Holmes Beach	2009	City of Holmes Beach	A planning document to guide development, land use decisions, and transportation improvements for Holmes Beach.	<ul style="list-style-type: none"> <li>The plan contains provisions to regulate parking, establish transit corridors, and encourage coordination with MCAT on provision of transit service through the city.</li> <li>A policy is established to support transit through development site plan review to include pedestrian facilities in new development.</li> </ul>
City of Anna Maria Comprehensive Plan	Anna Maria	2017	City of Anna Maria	A planning document to guide development, land use decisions, and transportation improvements for Anna Maria.	<ul style="list-style-type: none"> <li>The plan regulates vehicle parking and pedestrian pathways, including transit connections.</li> <li>The updated version encourages a multimodal transportation system through: <ul style="list-style-type: none"> <li>Distribution of bus schedules</li> <li>Continued free trolley service and water taxis</li> <li>Providing crosswalks and sidewalks on roadways</li> </ul> </li> <li>An objective is established to encourage increased use of available public transportation.</li> </ul>

## Appendix B: Vehicle Inventory

CURRENT VEHICLE REPLACEMENT SCHEDULE

Name of Applicant: Manatee County Board of County Commissioners/MCAT

9/30/2021

EQ Number	Date Acquired	Model Year	Make	Length of each unit	Model	Make/Size/Type ( c )	Vehicle Type	Vin Number ( d )	FDOT Control Number	Ramp or Lift	WHC and Seated Passengers	Current Mileage	Actual Mileage from the Past Year	Vehicle Status (Active/Spare/Other)	Federal Useful Life (Years)	Retirement Date	Retirement Mileage	Expected Retirement Date	Actual Disposal Date	Funding Source	Aquired Cost	Replacement Cost	Current Fleet Age as of 09/30/2021
52341	07/03/2008	2006	TURTLETOP	22'	ODYSSEY	TURTLETOP/22'/ODYSSEY	D	1GBJG312X61156233		Lift	4/6	240,022	23,932	OTHER	5	2013	200,000	2013 and/or 200000	07/14/18	5307 FTA Grant	\$76,167.00	\$91,400.40	13.25
54114	02/19/2010	2010	GLAVAL	22'	TITAN II	GLAVAL/22'/TITAN II	D	1GB9G5A67A1122583		Lift	4/6	226,058	38,037	OTHER	5	2015	200,000	2015 and/or 200000	09/08/18	5307 FTA Grant	\$74,827.00	\$89,792.40	11.62
54115	02/19/2010	2010	GLAVAL	22'	TITAN II	GLAVAL/22'/TITAN II	D	1GB9G5A63A1122869		Lift	4/6	211,125	52,457	OTHER	5	2015	200,000	2015 and/or 200000	02/19/19	5307 FTA Grant	\$74,827.00	\$89,792.40	11.62
54838	11/19/2010	2010	GLAVAL	23'	TITAN II	GLAVAL/23'/TITAN II	D	1GB9G5ALXA1173243		Lift	4/6	225,219	60,034	OTHER	5	2015	200,000	2015 and/or 200000	09/14/19	5307 FTA Grant	\$85,389.00	\$102,466.80	10.87
54839	11/19/2010	2010	GLAVAL	23'	TITAN II	GLAVAL/23'/TITAN II	D	1GB9G5AL7A1173278		Lift	4/6	248,145	68,497	OTHER	5	2015	200,000	2015 and/or 200000	04/19/19	5307 FTA Grant	\$85,389.00	\$102,466.80	10.87
54840	11/19/2010	2010	CHEVY	24'	TITAN II	CHEVY/24'/TITAN II	D	1GB9G5ALOA1173445		Lift	6/14	237,089	18,876	OTHER	5	2015	200,000	2015 and/or 200000	01/30/20	5307 FTA Grant	\$86,196.96	\$103,436.35	10.87
54841	11/23/2010	2010	GLAVAL	23'	TITAN II	GLAVAL/23'/TITAN II	D	1GB9G5ALXA1173257		Lift	4/6	216,310	54,627	OTHER	5	2015	200,000	2015 and/or 200000	06/19/19	5307 FTA Grant	\$85,389.00	\$102,466.80	10.86
54842	11/23/2010	2010	GLAVAL	23'	TITAN II	GLAVAL/23'/TITAN II	D	1GB9G5AL2A1173494		Lift	4/6	228,446	56,821	OTHER	5	2015	200,000	2015 and/or 200000	07/19/19	5307 FTA Grant	\$85,389.00	\$102,466.80	10.86
54843	11/23/2010	2010	CHEVY	24'	TITAN II	CHEVY/24'/TITAN II	D	1GB9G5ALO1173932		Lift	6/14	224,672	37,556	OTHER	5	2015	200,000	2015 and/or 200000	07/14/20	5307 FTA Grant	\$86,196.96	\$103,436.35	10.86
54844	11/30/2010	2010	GLAVAL	23'	TITAN II	GLAVAL/23'/TITAN II	D	1GB9G5AL7A1173331		Lift	6/0	201,870	66,786	OTHER	5	2015	200,000	2015 and/or 200000	08/19/19	5307 FTA Grant	\$85,389.00	\$102,466.80	10.84
55040	08/11/2011	2011	Dodge	N/A	Grand Caravan	Dodge Caravan	F	2D4RN4DG58R628767	96165	Ramp	1/5	145,919	0	OTHER	4	2015	150,000	2015 and/or 150000	02/13/21	5310 FDOT Grant	\$43,373.00	\$50,312.68	10.15
55041	07/22/2011	2011	CHEVY	24'	TITAN II	CHEVY/24'/TITAN II	D	1GB6G5BL881143516	96164	Lift	6/14	200,076	42,626	OTHER	5	2016	200,000	2016 and/or 200000	PENDING	5310 FDOT Grant	\$86,759.00	\$104,110.80	10.20
56958	04/16/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT5CED10450		Lift	8/20	194,692	64,062	ACTIVE	5	2018	200,000	2018 and/or 200,000		5307 FTA Grant	\$110,180.00	\$132,216.00	8.46
56959	04/16/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT6CED10456		Lift	8/20	152,112	41,444	OTHER	5	2018	200,000	2018 and/or 200,000	02/13/21	5307 FTA Grant	\$110,180.00	\$132,216.00	8.46
56960	04/18/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT8CED10457	97130	Lift	8/20	164,069	46,809	ACTIVE	5	2018	200,000	2018 and/or 200,000		5310 FDOT Grant	\$110,180.00	\$132,216.00	8.46
56961	04/18/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT1CED10459	97131	Lift	8/20	200,010	71,082	OTHER	5	2018	200,000	2018 and/or 200,000		5310 FDOT Grant	\$110,180.00	\$132,216.00	8.46
56962	04/18/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT8CED10460	97132	Lift	8/20	189,826	52,985	ACTIVE	5	2018	200,000	2018 and/or 200,000		5310 FDOT Grant	\$110,180.00	\$132,216.00	8.46
56963	04/18/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GTXCED10461		Lift	8/20	200,942	50,389	OTHER	5	2018	200,000	2018 and/or 200,000	06/12/21	5307 FTA Grant	\$110,180.00	\$132,216.00	8.46
56964	04/16/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT3CED10463		Lift	8/20	187,491	48,915	ACTIVE	5	2018	200,000	2018 and/or 200,000		5307 FTA Grant	\$110,180.00	\$132,216.00	8.46
56965	04/18/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT5CED10464	97133	Lift	8/20	177,276	50,299	ACTIVE	5	2018	200,000	2018 and/or 200,000		5310 FDOT Grant	\$110,180.00	\$132,216.00	8.46
56966	04/16/2013	2013	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT4CEC62861		Lift	8/20	146,712	42,164	ACTIVE	5	2018	200,000	2018 and/or 200,000		5307 FTA Grant	\$110,180.00	\$132,216.00	8.46
57854	05/30/2014	2014	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT1EEA94048		Lift	8/22	159,255	63,967	ACTIVE	5	2019	200,000	2019 and/or 200,000		5307 FTA Grant	\$114,825.00	\$137,790.00	7.34
57855	05/30/2014	2014	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT3EEA94049		Lift	8/22	148,994	46,969	ACTIVE	5	2019	200,000	2019 and/or 200,000		5307 FTA Grant	\$114,825.00	\$137,790.00	7.34
57856	06/16/2014	2014	CHEVY	24'	TITAN	CHEVY/24'/TITAN	D	1GB6G5BL7E1160554		Lift	8/22	164,268	49,069	ACTIVE	5	2019	200,000	2019 and/or 200000		5307 FTA Grant	\$95,089.00	\$114,106.80	7.30
57857	06/16/2014	2014	CHEVY	24'	TITAN	CHEVY/24'/TITAN	D	1GB6G5BLXE1162279		Lift	6/22	175,232	34,530	OTHER	5	2019	200,000	2019 and/or 200000	PENDING	5307 FTA Grant	\$95,089.00	\$114,106.80	7.30
57858	06/16/2014	2014	CHEVY	24'	TITAN	CHEVY/24'/TITAN	D	1GB6G5BL3E1162737		Lift	6/22	141,774	63,490	ACTIVE	5	2019	200,000	2019 and/or 200000		5307 FTA Grant	\$95,089.00	\$114,106.80	7.30
59090	09/14/2015	2015	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT7FED21020	97192	Lift	8/22	141,902	62,632	ACTIVE	5	2020	200,000	2020 and/or 200,000		5310 FDOT Grant	\$95,263.00	\$114,315.60	6.05
59091	09/15/2015	2015	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT9FED21021	97191	Lift	8/22	135,996	45,398	ACTIVE	5	2020	200,000	2020 and/or 200,000		5310 FDOT Grant	\$95,263.00	\$114,315.60	6.05
59092	09/15/2015	2015	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT1FED21028	97193	Lift	8/22	120,793	56,432	ACTIVE	5	2020	200,000	2020 and/or 200,000		5310 FDOT Grant	\$95,263.00	\$114,315.60	6.05
59093	09/16/2015	2015	CHEVY	24'	ENTOURAGE	CHEVY/24'/ENTOURAGE	D	1GB6G5BL7F1262860	97199	Lift	6/22	14,043	(75,127)	ACTIVE	5	2020	150,000	2020 and/or 150000		5310 FDOT Grant	\$95,263.00	\$114,315.60	6.04
60696	09/28/2016	2016	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GTXGEC33872	98149	Lift	8/22	112,250	69,349	ACTIVE	5	2021	200,000	2021 and/or 200,000		5310 FDOT Grant	\$115,878.00	\$139,053.60	5.01
60697	09/28/2016	2016	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT1GEC33873	98151	Lift	8/22	119,913	70,633	ACTIVE	5	2021	200,000	2021 and/or 200,000		5310 FDOT Grant	\$115,878.00	\$139,053.60	5.01
60698	09/28/2016	2016	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT3GEC06724	98148	Lift	8/22	86,848	55,746	ACTIVE	5	2021	200,000	2021 and/or 200,000		5310 FDOT Grant	\$115,878.00	\$139,053.60	5.01
60699	09/28/2016	2016	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDGF5GT5GEC06725	98150	Lift	8/22	88,696	55,699	ACTIVE	5	2021	200,000	2021 and/or 200,000		5310 FDOT Grant	\$115,878.00	\$139,053.60	5.01
60700	02/01/2017	2016	CHEVY	24'	TITAN II	CHEVY/24'/TITAN II	D	1GB6GUBL9G1139069	98165	Lift	6/12	88,696	27,382	ACTIVE	5	2022	200,000	2022 and/or 200000		5310 FDOT Grant	\$95,963.00	\$115,155.60	4.66
61989	10/18/2018	2018	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDAF5GT1HEF01053		LIFT	8/22	46,982	45,037	ACTIVE	5	2023	200,000	2023 and/or 200000		5307 FTA Grant	\$118,873.00	\$142,647.60	2.95
61991	10/31/2018	2018	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDAF5GT1HEE87770		LIFT	8/22	35,203	33,521	ACTIVE	5	2023	200,000	2023 and/or 200000		5307 FTA Grant	\$118,873.00	\$142,647.60	2.92
62042	03/06/2018	2018	CHEVY	24'	TITAN II	CHEVY/24'/TITAN II	D	1GB3GSBG3H1344883	98194	LIFT	2/10	74,118	54,508	ACTIVE	5	2023	200,000	2023 and/or 200000		5310 FDOT Grant	\$115,878.00	\$139,053.60	3.57
62091	04/19/2018	2018	FORD	24'	TITAN II	FORD/24'/TITAN II	D	1GB3GSBG1H1344963	98199	LIFT	2/10	70,171	54,890	ACTIVE	5	2023	200,000	2023 and/or 200000		5310 FDOT Grant	\$95,963.00	\$115,155.60	3.45
62092	04/17/2018	2018	FORD	22'	HIGH TOP	FORD/22'/HIGH TOP	E	1FDVU4XG2JKA04413	10004	LIFT	2/5	61,083	54,725	ACTIVE	5	2023	200,000	2023 and/or 200000		5310 FDOT Grant	\$66,780.00	\$80,136.00	3.46
62284	07/13/2018	2018	FORD	29'	ENTOURAGE	FORD/29'/ENTOURAGE	D	1FDAF5GT2HEF01725	10020	LIFT	8/22	46,192	42,332	ACTIVE	5	2023	200,000	2023 and/or 200000		5310 FDOT Grant	\$118,873.00	\$142,647.60	3.22
62402	04/30/2019	2019	FORD	22'	HIGH TOP	FORD/22'/HIGH TOP	E	1FDVU4XM2KKA24913	10045	LIFT	2/5	31,949	31,456	ACTIVE	5	2024	200,000	2024 and/or 200000		5310 FDOT Grant	\$69,093.00	\$82,911.60	2.42
62422	01/28/2019	2019	CHEVY	24'	CHALLENGER	CHEVY/24'/CHALLENGER	D	1HA6GUBG9JN005768	10034	LIFT	2/10	52,540	50,872	ACTIVE	5	2024	200,000	2024 and/or 200000		5310 FDOT Grant	\$87,074.00	\$104,488.80	2.67
62423	01/28/2019	2019	CHEVY	24'	CHALLENGER	CHEVY/24'/CHALLENGER	D	1HA6GUBGXJN005889	10035	LIFT	2/10	60,539	58,949	ACTIVE	5	2024	200,000	2024 and/or 200000		5310 FDOT Grant	\$87,074.00	\$104,488.80	2.67
63593	04/26/2019	2019	FORD	22'	HIGH TOP	FORD/22'/HIGH TOP	E	1FDVU4XM7KKA38239		LIFT	2/5	29,281	28,778	ACTIVE	5	2024	200,000	2024 and/or 200000		FCTD TE Grant (GOX44)	\$69,093.00	\$82,911.60	2.43
64068	10/03/2019	2019	FORD	22'	HIGH TOP	FORD/22'/HIGH TOP	E	1FDVU4XM4KKA54222		LIFT	2/5	15,653	15,653	ACTIVE	5	2024	200,000	2024 and/or 200000		FCTD TE Grant (G1A46)	\$67,319.00	\$80,782.80	1.99
63719	12/03/2019	2019	FORD	22'	HIGH TOP	FORD/22'/HIGH TOP	E	1FDVU4XG2KKB43698	10078	LIFT	2/5	16,204	16,204	ACTIVE	5	2024	200,000	2024 and/or 200000		5310 FDOT Grant	\$70,228.00	\$84,273.60	1.83
64864	04/28/2020	2020	FORD	29'	DEFENDER	FORD/29'/DEFENDER	D	1FDAF5GYKKEF41893	10090	LIFT	8/22	22,643	22,643	ACTIVE	5	2025	200,000	2025 and/or 200000		5310 FDOT Grant	\$70,228.00	\$84,273.60	1.42
64865	04/28/																						

## Appendix C: System Safety Program Plan Certification





Public Works/Transit Division  
2411 Tallevast Road  
Sarasota, FL 34243  
Phone: (941) 747-8621  
www.mymanatee.org

January 12, 2021

**MANATEE COUNTY AREA TRANSIT  
SYSTEM SAFETY AND SECURITY PLAN  
ANNUAL SAFETY AND SECURITY CERTIFICATION**

Effective: January 12, 2021

**1. Name and address of Transit System:**

Manatee County Area Transit  
2411 Tallevast Road  
Sarasota, Florida 34243

**2. Name and address of entity performing bus safety inspection and security certification:**

Manatee County Area Transit  
2411 Tallevast Road  
Sarasota, Florida 34243

**3. Safety and Security Certification Statement**

As the official directly responsible for the management of Manatee County Area Transit, I certify the following to be true:

- a. Manatee County Area Transit has developed and implemented a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) in accordance with Rule Chapter 14-90.
- b. Manatee County Area Transit will comply with the SSPP and the SPP as developed and submitted to the Florida Department of Transportation on January 16, 2009 and updated January 2021.
- c. Safety and security inspections of all vehicles have been and will be performed pursuant to the adopted SSPP, SPP and Rule Chapter 14-90.
- d. Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

Names and address of entity performing the security and safety inspections:

Name: Manatee County Board of County Commissioners, Fleet Management Division  
Address: 2411 Tallevast Road, Sarasota, FL 34243

SIGNED:

William P. Steele, Transit Division Manager

1-12-21

Date

JAMES  
SATCER  
District 1

REGGIE  
BELLAMY  
District 2

KEVIN  
VAN OSTENBRIDGE  
District 3

MISTY  
SERVIA  
District 4

VANESSA  
BAUGH  
District 5

CAROL  
WHITMORE  
At Large

GEORGE W.  
KRUSE  
At Large

## Appendix D: Public Works Department Transit Division Disaster Plan



**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**

**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**May 13, 2021**

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

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**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

IN THE EVENT OF AN IMPENDING OR ACTUAL HURRICANE, THE FOLLOWING PROCEDURES WILL BE FOLLOWED BY THE TRANSIT DIVISION OF THE PUBLIC WORKS DEPARTMENT.

**CPA - 48 HOURS (CLOSEST POINT OF APPROACH FOR ARRIVAL OF GALE FORCE WINDS @ 40 MPH).**

1. INITIAL PREPARATION.
2. PERSONNEL ALERTED FOR POSSIBLE DUTY IN 24 HOURS.
3. ALL PLANNED LEAVES CANCELED OF KEY PERSONNEL, BUS DRIVERS, AND EQUIPMENT OPERATORS.
4. ALL PERSONNEL TO BEGIN PREPARATION OF HOME AND FAMILIES.
5. CHECK FUEL SUPPLIES, FLASHLIGHTS, BATTERIES, ETC.
6. CONTACT FLEET MANAGER, URGENT EFFORT TO HAVE ALL APPLICABLE VEHICLES OPERATIONAL.
7. FUEL ALL VEHICLES - IF NEEDED - ASSESS OTHER EQUIPMENT.
8. TAKE HOME VEHICLES ASSIGNED. (SEE ATTACHED - PAGE 4)
9. EXTRA BOTTLES OF WATER TO MANATEE COUNTY TRANSIT FLEET FACILITY (MCTFF).
10. ALERT SCHOOL BUS OPERATIONS SUPERINTENDENT FOR POSSIBLE USE OF THEIR EQUIPMENT, DRIVERS AND DISPATCHERS.

**CPA - 36 HOURS**

1. FIELD OPERATIONS SUPERINTENDENTS, BUS SUPERVISORS REPORT FOR DUTY - IF CALLED.
2. CUSTOMER SERVICE REPRESENTATIVES, ADMINISTRATIVE STAFF AND OPERATOR ADMINISTRATIVE STAFF WILL ASSIST, ONE PER EVERY 12 HOUR SHIFT ROTATION WILL REPORT TO THE EMERGENCY OPERATIONS CENTER (EOC) OR MCTFF FOR ASSIGNED DUTIES AS REQUESTED PER SHIFT.
3. CHECK AND FUEL GENERATORS, MOBILE FUEL VEHICLES, CLEAN WATER COOLERS AND FILL.

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

4. REVIEW ASSIGNMENT LOCATIONS AND SUPPLIES FOR EACH.
5. PREPARE TO MAN MOBILE RADIO CHECK POINTS, REVIEW RADIO PROCEDURES AND SECURE ALL PORTABLE COMPUTERS AT MCTFF.
6. BEGIN SPECIAL NEEDS TRANSPORT AS DIRECTED BY EOC. \*\*

\*\* NOTE: THIS MAY INVOLVE PICKING UP CLIENTS AND THEIR OXYGEN EQUIPMENT. (VOLUNTEER ASSISTANCE AT THE MCTFF WILL BE REQUESTED FROM THE EMERGENCY OPERATIONS CENTER).

**CPA - 24 HOURS**

1. IDENTIFICATION TAGS ISSUED TO OUTPOST UNITS.
2. TRANSIT SUPERVISORS REPORT TO MCTFF.
3. VEHICLES TO EVACUATION POINTS.
4. PRE-POSITION VEHICLES AS FOLLOWS: (SEE ATTACHED - PAGE 4)  
  
STAND BY FOR EVACUATION ORDERS FROM EOC.
5. ALL SUPERVISORS, OPERATORS AND ADMINSTRATIVE STAFF REPORT TO ASSIGNED AREAS (BRING FOOD, CLOTHING, BLANKETS, PILLOWS, MEDICATION, ETC.)
6. SECURE ALL BUILDINGS.
7. VERIFY LOCATION OF ALL VEHICLES.
8. PROCEED WITH EVACUATION COMMAND.

**CPA - 16 HOURS**

1. EVACUATION ORDERS CARRIED OUT.
2. STAY ALERT FOR PULL BACK ORDER.
3. REPORT LOCATION EVERY 30 MINUTES.

**CPA – 40 MPH GALE WINDS**

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

ALL UNITS GO TO PROTECTIVE LOCATIONS. (TRANSIT VEHICLES PULL BACK TO STAGING AREAS OR TRANSIT YARD, WHICHEVER IS CLOSEST.)

**ARRIVAL HURRICANE WINDS 74 MPH**

1. PERIOD OF SELF PROTECTION/WITHDRAW.
2. NO PERSONNEL OUT OF SHELTERS.
3. ALL OUT POSTED UNITS REPORT TO DISPATCHER EVERY 30 MINUTES.

**EARLY RECOVERY PERIOD**

1. SUPERVISORY STAFF - UPDATE ROAD AND BRIDGE STATUS FOR TRANSIT UNITS.
2. ALERT FOR SEVERE AREAS RESCUE.
3. ASSESS DAMAGE TO EQUIPMENT - STATUS OF SUPPLIES.
4. REPORT ALL LOCATION OF PERSONNEL.
5. REPORT ALL DAMAGE TO COUNTY RIGHT-OF-WAY/BRIDGES/SIGNALS.

**POST EVACUATION**

1. TRANSIT UNITS STAND-BY FOR DISPATCHER'S ORDERS REGARDING RETURNING EVACUEES TO THEIR HOMES.
2. RETURN EVACUEES AS ORDERED BY EOC.



**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**VEHICLE STATUS AND LOCATIONS**

<b>Number Available/Description</b>	<b>Location</b>	<b>Contact</b>
1 - Administrative Tahoe	MCTFF (2411 Tallevast Road)	Transit Manager
1 – Administrative Van	MCTFF (2411 Tallevast Road)	Operator Supervisor
1 – Administrative Van	MCTFF (2411 Tallevast Road)	Operator Supervisor
1 – 12 Passenger/4 Wheelchair/ Glaval Bus	Oneco Square Plaza (5108 15 <sup>th</sup> St E)	Various Bus Driver
1 – 12 Passenger/4 Wheelchair/ Glaval Bus	Oneco Square Plaza (5108 15 <sup>th</sup> St E)	Various Bus Driver
2 – 12 Passenger/4 Wheelchair/ Glaval Bus	Palmetto (600 10 <sup>th</sup> Street East)	Various Bus Driver
1 – 12 Passenger/4 Wheelchair/ Glaval Bus	Shops of Paradise Bay (75 <sup>th</sup> Street West and Cortez Road)	Various Bus Driver
1 – 18 Passenger/7 Wheelchair/Glaval Bus	Shops of Paradise Bay (75 <sup>th</sup> Street West and Cortez Road)	Various Bus Driver
2 – 10 Passenger/4 Wheelchair/Glaval Bus	Beachway Plaza (7400 Manatee Avenue West)	Various Bus Driver
2 - 12-Passenger/2-Wheelchair/Glaval Bus	Braden River Plaza (4300 SR 64 E)	Various Bus Driver
3 - 12-Passenger/2-Wheelchair/Glaval Bus	Bayshore Plaza (6150 14 <sup>th</sup> St W)	Various Bus Driver
1 - 20-Passenger/3-Wheelchair/Glaval Bus	Bayshore Plaza (6150 14 <sup>th</sup> St W)	Various Bus Driver

\*\* Various Other Buses are Available on Stand By

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Handy Bus	Maximum Seated Passengers	Maximum Whc and Seated Passengers	Transit Bus	Maximum Seated Passengers	Maximum Whc and Seated Passengers	Trolley Numbers	Maximum Seated Passengers	Maximum Whc and Seated Passengers
55041	12	6 / 0	50737	26	2 / 20	55342	32	2 / 26
56958	22	8 / 0	50739	26	2 / 20	62420	32	2 / 30
56959	22	8 / 0	50740	26	2 / 20	62421	32	2 / 30
56960	22	8 / 0	50742	26	2 / 20	63861	32	2 / 30
56961	22	8 / 0	50743	26	2 / 20	65938	32	2 / 30
56962	22	8 / 0	50746	26	2 / 20			
56963	22	8 / 0	53591	35	2 / 31			
56964	22	8 / 0	53592	35	2 / 31			
56965	22	8 / 0	53593	35	2 / 31			
56966	22	8 / 0	54565	24	2 / 20			
57854	22	8 / 0	54566	24	2 / 20			
57855	22	8 / 0	54567	24	2 / 20			
57856	14	6 / 0	54568	24	2 / 20	Staff Vehicles		
57857	14	6 / 0	55346	26	2 / 23	45115	5	0
57858	14	6 / 0	55347	26	2 / 23	50553	7	0
59090	22	8 / 0	59094	26	2 / 23	50578	10	0
59091	22	8 / 0	59095	26	2 / 23	53526	3	0
59092	22	8 / 0	59096	26	2 / 23	54985	5	0
59093	14	6 / 0	59097	26	2 / 23	56752	5	0
60696	22	8 / 0	59098	26	2 / 23	56753	5	0
60697	22	8 / 0	59099	26	2 / 23	56754	10	0
60698	22	8 / 0	59100	26	2 / 23	56755	10	0
60699	22	8 / 0	59101	26	2 / 23	61729	5	0
60700	14	5 / 4	59102	26	2 / 23	61730	5	0
61989	14	8 / 0	59103	26	2 / 23			
61991	14	8 / 2	62226	26	2 / 23			
62042	10	2 / 6	62227	26	2 / 23			
62091	12	2 / 10	62418	26	2 / 23			
62092	7 (V)	2 / 10	62419	31	2 / 25			
62284	18	5 / 6	65897	26	2 / 23			
62402	9 (V)	2 / 5	65898	26	2 / 23			
62422	12	3 / 6	65899	26	2 / 23			

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**BUS CENSUS-WHEELCHAIR/SEATING CAPACITY CONTINUED**

Handy Bus	Maximum Seated Passengers	Maximum Whc and Seated Passengers	Transit Bus	Maximum Seated Passengers	Maximum Whc and Seated Passengers	Trolley Numbers	Maximum Seated Passengers	Maximum Whc and Seated Passengers
62423	12	4 / 6						
63593	9 (V)	2 / 5						
63719	7 (V)	2 / 3						
64068	7 (V)	2 / 3						
64993	7 (V)	2 / 3						
64866	10	2 / 6						
66169	22	8 / 0						
66170	22	8 / 0						REG GAS

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**RADIO UNIT NUMBERS-RADIO LOG**

<u>UNIT NUMBER</u>	<u>NAME</u>	<u>TITLE</u>
Director	Chad Butzow	Interim Public Works Director
Transit 1	William Steele	Transit Division Manager
Transit 2	Jim Egbert	Transit Operations Chief
Transit 3	Benita Zarr	Transit Operations Superintendent
Transit 4	Kevin Sheerin	Transit Operations Superintendent
Transit 5	Alex Levett	Operator Supervisor
Transit 6	Ron Hosey	Operator Supervisor
Transit 7	Stacey Meeth	Operator Supervisor
Transit 8	Rhonda Nelson	Operator Supervisor
Transit 9	Fil Rivera	Operator Supervisor
Transit 10	Brian Medina	Operator Supervisor
Transit 11	Casandra Adderley	Operator Supervisor
Transit 12	Gary Robertson	Operator Supervisor
Transit 13	Steve Roberts	Logistics
Transit 14	Katie Sheffer	Customer Service Team Supervisor

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**PHONE/FAX NUMBERS**

Administration Fax Line - (941) 708-7464  
Administration Extensions - 7629, 7620, Fax 5992  
Customer Service Reps/Coordinator Fax Line-  
Administration Direct Line -747-8621

**KEY PERSONNEL**

<b><u>Name/Title/Address</u></b>	<b><u>Phone #</u></b>	<b><u>LID #</u></b>	<b><u>Location</u></b>
<b>STEELE, William</b> – Transit Manager 2401 Country Trails Drive Safety Harbor, FL 34695	(727) 366-9913 (cell)	N/A	EOC
<b>EGBERT, James</b> –Transit Operations Chief 3425 93 <sup>rd</sup> Ave N. Pinellas Park, FL 33782	(727) 743-5026 (cell)	2652	TRANSIT/EOC
<b>ZARR, Benita L.</b> –Transit Operations Superintendent 7808 114th Avenue E Parrish, FL 34219	(941) 962-5603 (cell)	2691	TRANSIT/EOC
<b>SHEERIN, Kevin</b> – Transit Operations Superintendent 1520 12 <sup>th</sup> Street Drive W Palmetto, FL 34221	(941) 799-9351 (cell)	2601	TRANSIT OFFICE
<b>ROBERTS, Steve</b> – Logistics Manager 12132 Whisper Lake Dr. Bradenton, FL 34211	(719) 963-6745 (cell)	N/A	EOC
<b>SHEFFER, Katie</b> – Customer Service Team Supervisor 2004 47 <sup>th</sup> Ave Dr W Bradenton, FL 34207	(941) 447-6851 (cell)	N/A	EOC
<b>LEVETT, Alex</b> - Operator Supervisor 2003 Flamingo Blvd Bradenton, FL 34207	(941) 739-0712	2604	TRANSIT OFFICE
<b>HOSEY, Ron</b> -Operator Supervisor 406 28 <sup>th</sup> Street West Palmetto, FL 34221	(941) 224-4781	2603	TRANSIT OFFICE
<b>RIVERA, Filaderfio</b> -Operator Supervisor 5310 26 <sup>th</sup> Street W #602 Bradenton, FL 34207 (SPANISH LANGUAGE ASSISTANCE)	(941) 705-9823	2605	TRANSIT OFFICE
<b>MEDINA, BRIAN</b> -Operator Supervisor 3307 Miami Place Bradenton, FL 34207 (SPANISH LANGUAGE ASSISTANCE)	(941) 962-0910	2684	TRANSIT OFFICE

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

<b><u>Name/Title/Address</u></b>	<b><u>Phone #</u></b>	<b><u>LID #</u></b>	<b><u>Location</u></b>
<b>ADDERLEY, CASANDRA</b> -Operator Supervisor 2411 4 <sup>TH</sup> Street S Ruskin, FL 33570	(941) 462-7362	2609	TRANSIT OFFICE
<b>ROBERTSON, GARY</b> -Operator Supervisor 8610 71 <sup>st</sup> Ave E Parrish, FL 34221	(941) 348-0416	2608	TRANSIT OFFICE
<b>NELSON, RHONDA</b> -Operator Supervisor 18 Ponce De Leon Street Bradenton, FL 34208	(716) 397-1286	2607	TRANSIT OFFICE
<b>MEETH, STACEY</b> -Operator Supervisor 2306 21 <sup>st</sup> Avenue West Bradenton, FL 34205	(941) 592-3878	2610	TRANSIT OFFICE

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

**DIVISION PERSONNEL**

<b>Last Name</b>	<b>First Name</b>	<b>Address</b>	<b>City</b>	<b>Phone #</b>	<b>Evac: Zone</b>
Abraham	Mardoche	16714 Scenic Hill Way	Wimauma	(813) 270-1167	NONE
Adams	Patricia	1011 13th St East	Bradenton	(941) 462-8681	E
Adderley	Casandra	2211 4th St. SW	Ruskin	(813) 712-0850	C
Almonte	Carlos	11937 Whisper Creek Dr	Riverview	(813) 485-5232	NONE
Amaro	Ana Maria	4266 70th St Cir E.	Palmetto	(941) 281-0180	D
Anderson	Cecil	2738 36th Ave East.	Bradenton	(941) 301-0171	A
Barrett	Anthonett	3950 S. Sumter Blvd Unit 133	North Port	(941) 250-2727	E
Bates	Raymond	4875 49th Ave W. Apt 1009	Bradenton	(941) 465-7153	D
Beach	Tricia	5925 36 <sup>th</sup> Ct W Apt 205	Bradenton	(941) 237-6616	B
Bellamy	Bryan	100 61st E. Lot 38	Palmetto	(941) 304-6140	C
Berry	Steven	5310 26 <sup>th</sup> St W Unit 602	Bradenton	(941) 462-6113	NONE
Bettilyon	Rob (Charles)	3491 Parkridge Cir	Sarasota	(702) 406-0865	C
Blanchard	Fritz	2823 93rd Ct East	Palmetto	(813) 767-7741	NONE
Bolli	Milleo	6205 Rosefinch Ct Unit 104	Lakewood Ranch	(239) 898-0556	NONE
Boyaggi	Terry	1205 3 <sup>rd</sup> St Cir E	Palmetto	(941) 779-3789	A
Boyko	Heather	1912 7th Ave West Apt 13	Bradenton	(941) 462-7255	B
Bradshaw	Deirdre	4275 Coquina Circle Apt C	Bradenton	(941) 226-0155	-A
Bravo	Francisco	152 Colony Dr. N	Ellenton	(708) 502-0640	D
Brown	Karen	5053 N Beach Rd Unit 6	Englewood	(478) 451-7660	NONE
Case	Timothy	10315 Cortez Rd W.# 8- E. St	Bradenton	(941) 447-0340	NONE
Cawley Jr	William	2738 36th Ave E	Bradenton	(941) 281-9318	D
Cepeda-Hernandez	Maria	2421 33 <sup>rd</sup> Ave Dr E	Bradenton	(941) 448-8279	D
Chapman	Christine	3812 Garden Lake Estates Dr	Bradenton	(941) 321-2332	A



**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Last Name	First Name	Address	City	Phone #	Evac: Zone
Chatelier	Marc	2809 7th Ave East	Bradenton	(941) 301-6744	B
Coons	Karl	2056 Crystal Lake Trail	Bradenton	(585) 259-2966	NONE
Coston	Carol	5811 28th Ave Dr E	Bradenton	(941) 447-9916	D
Crawford	Michael	2601 Gulf Dr. North Unit 507	Bradenton Beach	(401) 868-8770	A
Dalton	Stephen	2812 80th Ave E	Ellenton	(941) 776-1050	E
Davis	David	107 Pocono Trail W.	Nokomis	(863) 884-6656	A
Dupuy	Evelyn	532 Spring Lakes Blvd	Bradenton	(352) 284-2642	E
Egbert	James (Jim)	3425 93rd Ave N	Pinellas Park	(727) 743-5026	C
Estevez	George	15835 High Bell Pl	Bradenton	(347) 624-2242	E
Fava	Dori	3456 Lake Bayshore Dr P501	Bradenton	(630) 400-9900	
Ferrucho	German	5818 11 <sup>th</sup> Ave West	Bradenton	(941) 592-2081	E
Fields	Charles	110 50th Ave Plz W	Bradenton	(941) 755-1728	E
Forrest Jr.	Ian	6050 34th St West # 1102	Bradenton	(216) 410-7260	B
Friddle	Valentina	11004 3rd Ave NE	Bradenton	(941) 812-1237	C
Gandy Jr.	Lynn	1741 29th St	Sarasota	(941) 735-9316	D
Garcia	Angel	4515 26 <sup>th</sup> St W	Bradenton	(941) 720-7442	C
Giarraputo	Robert	5579 Summit Glen	Bradenton	(646) 331-3117	C
Gileno	Richard	15130 Agave Grove Place	Bradenton	(772) 359-6893	C
Giovelli	Thomas	7723 Camden Harbour Dr	Bradenton	(941) 405-4801	E
Goff	Farrah	1505 71st St E	Rubonia	(941) 929-5497	A
Gordon	Patrick	213 South Polk Dr	Sarasota	(941) 388-2456	A
Groom	Beth	3452 Lake Bayshore Dr. Apt # K317	Bradenton	(203) 508-5167	D
Hatfield	Jennifer	11336 Cockle Dr Apt 209	Port Richey	(863) 440-8159	

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Last Name	First Name	Address	City	Phone #	Evac: Zone
Hay	Kathryn	4005 Voorne St	Sarasota	(941) 730-4843	B
Hillman	Timothy	4734 30th St. West	Bradenton	(941) 962-0911	D,E
Holmes	Hope	2606 49 <sup>th</sup> Dr E	Bradenton	(941) 545-9509	NONE
Hosey	Ronald	406 28th St W.	Palmetto	(407) 664-6064	NONE
Iovino	Kimberly	4710 Forest Creek Trl	Parrish	(425) 761-3520	NONE
Jeffers Jr.	Marshall L	436 Palm Tree Dr	Bradenton	(941) 224-1335	E
Joglar	Jose	6404 Tahitian Dr.	Bradenton	(321) 900-6078	E
Johnson	Towanna	4315 2nd Ave East	Bradenton	(941) 234-6189	E
Joseph	Cherisard R	2305 Mizner Bay Ave	Bradenton	(941) 704-7849	D,E
Joseph	Fleurilien	2915 31st Ave East	Bradenton	(941) 704-8080	E
Kalicharan	Allyson V	515 20th Street East	Palmetto	(941) 779-4252	D
Kelly	Maxwell	427 47th St W.	Palmetto	(941) 713-5055	B
Kennedy	Steven E	3223 N Lockwood Ridge Rd Lot 184	Sarasota	(941) 351-4902	C
LaPeccerella	Mark	100 Hampton Rd Lot 243	Clearwater	(727) 999-0798	
Levett	Alexander	5680 Fountain Lake Cir Apt 204	Bradenton	(941) 580-0780	E
Lewis	Twando	1608 26th Ave East	Bradenton	(941) 962-2650	E
Liburdi	Joe	523 Grand Preserve Cove	Bradenton	(914) 420-1279	A
Little	Donna	3730 Dover Dr	Sarasota	(440) 796-6199	NONE
Mark	Gordon	6301 39th Ave West	Bradenton	(941) 592-8482	E
McCall	Ronnie J.	5103 17th Ave West	Bradenton	(941) 962-6963	NONE
McCoy	Kyle E	1710 30th Street West	Bradenton	(941) 773-1609	NONE
McDaniel	Jared	3669 Huntington Pl Dr	Sarasota	(941) 536-4374	NONE
McDonald	Janine	347 34th Ave Drive East	Bradenton	(941) 705-6561	NONE

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Last Name	First Name	Address	City	Phone #	Evac: Zone
McMenemy	Kevin	112053 <sup>rd</sup> Ave E #25	Bradenton	(727) 643-0631	B
Medina	Brian O.	3307 Miami PL	Bradenton	(941) 962-0910	D
Meeth	Stacy	2306 21st Ave W	Bradenton	(941) 592-3878	C
Miller	Sheryl	230 Bougainvillea Ln	Parrish	(419) 559-9067	NONE
Montgomery	Susan	807 Alderwood Way	Sarasota	(941) 266-5945	D
Morain	Anthony	1160 4 Season Cir	Sarasota	(941) 250-9112	
Mullin	Michael	6509 Mayellen Ct Ave #209	Sarasota	(941) 538-1766	NONE
Murphy	David	1180 8th Ave W # 140	Palmetto	(303) 548-3358	C
Musgrave	Josephine	808 53rd Ave East Lot 283	Bradenton	(636) 222-4603	D
Myers	Chris	6808 CR 675	Bradenton	(941) 545-6890	E
Nelson	Rhonda	18 Ponce De Leon St.	Bradenton	(716) 397-1286	A
Nguyen	Trieu Hai	1584 S Lake Ave	Clearwater	(727) 437-8071	NONE
Noone	Linda	205 San Lorenzo Ct	Bradenton	(941) 580-7120	B
Parker	Ruben	1419 26th Ave West	Bradenton	(513) 498-1135	D
Parks	Kevin	12550 Muholland Rd	Parrish	(941) 243-0150	D
Patrolia	Carly	604 28 <sup>th</sup> Ave W	Bradenton	(941) 413-8875	D
Patterson	Shenika	2620 River Preserve Ct	Bradenton	(305) 879-3172	NONE
Pettyjohn	Catherine	494 Ridgewood Ln	Ellenton	(706) 680-2777	A
Pissarenko	Oleg	6247 Columbia Dr.	Bradenton	(941) 720-6824	D
Plank	Rosalinda	215 59th Ave Dr W	Bradenton	(941) 753-3569	D
Pratt	Hubert	567 Bayshore Dr	Ellenton	(802) 393-9624	A
Quinter	Harry R	12516 24th St E	Parrish	(717) 572-7442	D
Ramos	John	1028 31 <sup>st</sup> Ave E	Bradenton	(941) 565-4093	D,E
Raymond	Gregory	2445 Twin Dr.	Sarasota	(941) 441-7786	NONE

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Last Name	First Name	Address	City	Phone #	Evac: Zone
Reo	John	4506 2 <sup>nd</sup> Ave	Holmes Beach	(941) 726-3484	
Rhea	Donna	918 38 <sup>th</sup> W	Bradenton	(609) 420-1072	D
Riley	Robert	1551 Leisure Dr F-26	Bradenton	(941) 592-5976	B
Rios-Lugo	Omaida	6319 Oahu Dr.	Bradenton	(941) 704-8584	D
Rivera	Filaderfio	5407 Peaceful Creek Cove	Bradenton	(941) 705-9823	E
Roberts	Steven	12132 Whisper Lake Dr.	Bradenton	(719) 963-6745	NONE
Roberson	Jonathan	11911 Forest Park Cir	Bradenton	(561) 827-2523	
Robertson	Gary	8610 71st Ave E	Palmetto	(941) 348-0416	NONE
Rodgers	Scott	11611 11 <sup>th</sup> Ave E	Bradenton	(941) 725-8623	E
Rodriguez	Janette	5400 26 <sup>th</sup> St W Apt I135	Bradenton	(941) 203-9280	
Rolle	Alexis	2105 15 <sup>th</sup> Ave E	Bradenton	(786) 759-3916	D
Rouchon	Jean-Roody	1416 22 <sup>nd</sup> St E	Palmetto	(845) 821-6748	NONE
Sanders	Shea	12104 Blue Pacific Dr	Riverview	(850) 287-8322	
Scarbrough	James B	3223 Bailey Street	Sarasota	(941) 374-1594	NONE
Seehawer	Marc	2421 33 <sup>rd</sup> Ave Dr E	Bradenton	(941) 592-2133	C
Sheerin	Kevin D	1520 12th Street Drive West	Palmetto	(941) 722-2959	B
Sheffer	Katie	2004 47 <sup>th</sup> Ave Dr W	Bradenton	(941) 447-6851	
Sheridan	Andrew	604 Key Royale Dr	Holmes Beach	(941) 685-7648	A
Smith	Barb	1016 49 <sup>th</sup> Ave W	Bradenton	(603) 477-4514	D
Smith	Peggy	307 141th Ct NE	Bradenton	(425) 318-0042	NONE
Smith	Matthew	1016 49 <sup>th</sup> Ave W	Bradenton	(941) 725-8738	D
Smykowski	Hubert	2633 Pier Dr.	Ruskin	(216) 857-0939	D
Stapleton	Lisa	417 Spring Lakes Blvd	Bradenton	(770) 712-8087	D
Starling	Beverly	2318 15th Ave East	Palmetto	(941) 713-5711	D

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN**

Last Name	First Name	Address	City	Phone #	Evac: Zone
Steele	William	2401 Country Trails Dr	Safety Harbor	(727) 366-9913	NONE
Stewart Jr.	Howard L	2712 38th Ave West	Bradenton	(941) 932-0018	NONE
Stutzman	David	4759 Raintree St Cir E	Bradenton	(941) 447-1531	
Sweeting	Edrick	4498 Sanibel Way	Bradenton	(941) 321-2164	D
Szalkowski	Mark J	6528 Coopers Hawk Ct	Lakewood Ranch	(727) 360-7437	A
Talitsch	Andrew	1910 19 <sup>th</sup> Ave W	Bradenton	(941) 224-6627	NONE
Thompson	Tamara	1616 3 <sup>rd</sup> St W	Bradenton	(941) 713-1616	C,D
Turk	Christian	4939 78 <sup>th</sup> St E	Sarasota	(845) 825-6071	D
Turner	Mark A	3207 48th St E	Palmetto	(941) 721-4293	NONE
Vang	Mark	13850 Highland Rd	Wimauma	(813) 703-7897	NONE
Vang	Yee	24803 77th Ave East	Myakka City	(941) 592-8111	NONE
Vasquez	Francklin	3451 Queens St Apt 212	Sarasota	(917) 557-5474	B
Vazquez	Stephanie	2320 Terra Ceia Bay BV # 206	Palmetto	(941) 896-0948	D
Vickers	Madeline	4550 47th St W. Apt 825	Bradenton	(904) 357-0975	D
Vienes	Leovel	7428 Visla Way #102	Bradenton	(786) 797-2215	
Waggoner	Melinda	8410 36th Ave East	Palmetto	(941) 812-1642	E
Ware	David	6020 Hopkins Dr N	Bradenton	(941) 580-1937	D
Willingham	Gary	2308 Clark Ave	Bradenton	(941) 462-6084	
Wittenmyer	Bryan	6218 33rd Ave Cir West	Bradenton	(941) 400-4829	E
Woodard	Rebecca	4008 99 <sup>th</sup> Street West	Bradenton	(941) 374-1995	NONE
Zarr	Benita	7808 114 <sup>th</sup> Avenue East	Parrish	(941) 776-8906	NONE

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

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**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SITES/CENTERS/AGENCIES**  
**EMERGENCY TELEPHONE NUMBERS**

**Easter Seals of Southwest FL**

Becky Forrest, Dir. Adult Services	(941) 355-7637 x477	
Don Herndon	(941) 355-7637 x425	(941) 350-7989 (cell)
Linda Poteate-Brown, Safety Director	(941) 355-7637 x401	(678) 570-5562 (cell)

**United Cerebral Palsy (UCP) of Southwest FL**

Gail Lesko, Program Director	(941) 201-1466	(941) 548-8176 (cell)
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**Lighthouse of Manasota:**

Lisa Howard, Chief Executive Officer	(941) 359-1404	(727) 412-2902 (cell)
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**Meals on Wheels:**

Maribeth Phillips, Chief Executive Officer	(941) 747-4655, ext. 211	(941) 527-9830 (cell)
Joe Stoddard, Chief of Programs	(941) 747-4655, ext. 1242	(941) 962-5631 (cell)

**Meals on Wheels Friendship Centers:**

Jerry Gironda, Dining Manager	(941) 747-4655, ext. 1243	(941) 932-0224 (cell)
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- Faith United Methodist      7215 1<sup>st</sup> Ave. W. Bradenton
- Journey                        5017 37<sup>th</sup> St. E. Bradenton
- Palmetto Gayle               501 17<sup>th</sup> St. W. Palmetto
- Woodwinds                    1800 Dr. E. Bradenton

**Meals on Wheels Day Center:**

Gene Chilton, Director	(941) 748-3001, ext. 3206	(941) 757-6048 (cell)
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**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SITES/CENTERS/AGENCIES**  
**EMERGENCY TELEPHONE NUMBERS**  
**(CONT.)**

<b><u>CENTER/AGENCY</u></b>	<b><u>CENTER/AGENCY#</u></b>	<b><u>CONTACT # AFTER HOURS</u></b>	<b><u>NAME</u></b>
<b><u>DIALYSIS/KIDNEY</u></b>			
Bradenton Artificial Kidney Center	(941) 792-3290 (941) 794-6798 (fax)	(941) 920-7536 (cell)	Debbie Becht
DaVita of Bradenton	(941) 727-4209	(941) 757-7947 (cell)	Sonny Lloyd
Lakewood Kidney Center	(941) 359-0676 (941) 358-7012(fax)	(941) 786-6220 (cell)	Jason Jacobs
Southwest Dialysis	(941) 747-5500 (941) 748-7879(fax)	(941) 348-9934 (cell)	Rachel Desarmo
Bradenton Dialysis-Tangle wood	(941) 792-7800 (941) 792-7822(fax)	(941) 730-2771 (cell) (941) 518-7262 (cell)	Frank Sancreist Debbie Burke
Fresenius Medical Care	(941) 351-1641 (941) 351-1649(fax)	(941) 465-9191 (cell)	Deborah Holmes
Plantation Dialysis Center	(941) 722-3733	(941) 713-0110 (cell) (941) 357-0848 (cell)	Teresa McKease Gail Levy

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**TRANSIT EMERGENCY DRIVER MANIFEST LOG:**

DRIVER: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME START : \_\_\_\_\_ STARTING MILEAGE: \_\_\_\_\_

ROUTE: \_\_\_\_\_ TIME END: \_\_\_\_\_ ENDING MILEAGE: \_\_\_\_\_

BUS # : \_\_\_\_\_ TOTAL MILEAGE: \_\_\_\_\_

TOTAL HOURS WORKED: \_\_\_\_\_

VAULT#: \_\_\_\_\_ BEGIN LUNCH: \_\_\_\_\_

PICK UP ADDRESS	TIME	# OF CLIENTS	W-w/chair L-lift	SHELTER

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

<b><u>EMERGENCY FOOD CONSUMPTION LOG</u></b>		
<b>DATE</b>	<b>EMPLOYEE SIGNATURE</b>	<b>TIME</b>

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**Transit Division Emergency Coordinators**

<b><u>Name/Position</u></b>	<b><u>Phone Number</u></b>	<b><u>LID</u></b>
<b><u>Chad Butzow</u></b> Interim Public Works Director	(941) 708-7476	N/A
<b><u>William Steele -</u></b> Transit Division Manager	(727) 725-4659	N/A
<b><u>Jim Egbert-</u></b> Transit Operations Chief Primary Contact Transit Coordination	(727) 743-5026	N/A
<b><u>Benita Zarr -</u></b> Transit Operations Superintendent Primary Contact EOC Coordination	(941) 776-8906(H) Cell (941) 962-5603	2691
<b><u>Kevin Sheerin -</u></b> Transit Operations Superintendent Contact Transit Coordination	(941) 722-2959(H) Cell (941) 799-9351	N/A
<b><u>Steven Roberts-</u></b> Transit Division Logistics Manager	(719) 963-6745	N/A
<b><u>Katie Sheffer-</u></b> Customer Service Team Supervisor Transit Lead EOC ESF 1	(941) 447-6851	N/A

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
ABRAHAM, MARDOCHE				
ADAMS, PATRICIA				
ADDERLEY, CASANDRA				
ALMONTE, CARLOS				
AMARO, ANA MARIA				
ANDERSON, CECIL				
BARRETT, ANTHONETT				
BATES, RAYMOND				
BEACH, TRICIA				
BELLAMY, BRYAN				
BERRY, STEVEN				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
BETTILYON, CHARLES				
BLANCHARD, FRITZ				
BOLLI, MILLEO				
BOYAGGI, TERRY				
BOYKO, HEATHER				
BRADSHAW, DEIRDRE				
BRAVO, FRANCISCO				
BROWN, KAREN				
CASE, TIM				
CAWLEY, WILLIAM				
CEPEDA-HERNANDEZ, MARIA				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
CHAPMAN, CHRISTINE				
CHATELIER, MARC				
COONS, KARL				
COSTON, CAROL				
CRAWFORD, MICHAEL				
DALTON, STEPHEN				
DAVIS, DAVID				
DUPUY, EVELYN				
EGBERT, JIM				
ESTEVEZ, GEORGE				
FAVA, DORI				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME  SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
FERRUCHO, GERMAN				
FIELDS, CHARLES				
FORREST, IAN				
FRIDDLE, TINA				
GANDY JR, LYNN				
GARCIA, ANGEL				
GIARRAPUTO, ROBERT				
GILENO, RICHARD				
GIOVELLI, THOMAS				
GOFF, FARRAH				
GORDON, PATRICK				



**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME  SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
GROOM, BETH				
HATFIELD, JENNIFER				
HAY, KATHRYN				
HILLMAN, TIMOTHY				
HOLMES, HOPE				
HOSEY, RONALD				
IOVINO, KIM				
JEFFERS, MARSHALL				
JOGLER, JOSE				
JOHNSON, TOWANNA				
JOSEPH, CHERISARD				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
JOSEPH, FLEURILLIEN				
KALICHARAN, ALLYSON				
KELLY, MAXWELL				
KENNEDY, STEVEN				
LAPECCERELLA, MARK				
LEVETT, ALEXANDER				
LEWIS, TWANDO				
LIBURDI, JOE				
LITTLE, DONNA				
MARK, GORDON				
MCCALL, RONNIE				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
MCCOY, KYLE				
MCDANIEL, JARED				
MCDONALD, JANINE				
MCMENEMY, KEVIN				
MEDINA, BRIAN				
MEETH, STACY				
MILLER, SHERYL				
MONTGOMERY, SUSAN				
MORAIN, ANTHONY				
MULLIN, MICHAEL				
MURPHY, DAVID				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
MUSGRAVE, JOSEPHINE				
MYERS, CHRIS				
NELSON, RHONDA				
NGUYEN, TRIEU				
NOONE, LINDA				
PARKER, RUBEN				
PARKS, KEVIN				
PATRIOLA, CARLY				
PATTERSON, SHENIKA				
PETTYJOHN, CATHERINE				
PISSARENKO, OLEG				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME  SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
PLANK, ROSALINDA				
PRATT, HUBERT				
QUINTER, HARRY				
RAMOS, JOHN				
RAYMOND, GREG				
REO, JOHN				
RHEA, DONNA				
RILEY, ROBERT				
RIOS-LUGO, OMAIDA				
RIVERA, FILADERFIO				
ROBERTS, STEVEN				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
ROBERTON, JONATHAN				
ROBERTSON, GARY				
RODGERS, SCOTT				
RODRIGUEZ, JANETTE				
ROLLE, ALEXIS				
ROUCHON, JEAN-ROODY				
SANDERS, SHEA				
SCARBROUGH, JAMES				
SEEHAWER, MARK				
SHEERIN, KEVIN				
SHEFFER, KATIE				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
SHERIDEN, ANDREW				
SMITH, BARB				
SMITH, PEGGY				
SMITH, MATTHEW				
SMYKOWSKI, HUBERT				
STAPLETON, LISA				
STARLING, BEVERLY				
STEELE, WILLIAM				
STEWART, HOWARD				
STUTZMAN, DAVID				
SWEETING, EDRICK				

**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME  SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
SZALKOWSKI, MARK				
TALITSCH, ANDREW				
THOMPSON, TAMARA				
TURK, CHRISTIAN				
TURNER, MARK				
VANG, YEE				
VANG, MARK				
VASQUEZ, FRANCKLIN				
VAZQUEZ, STEPHANIE				
VICKERS, MADELINE				
VIENES, LEOVEL				



**MANATEE COUNTY PUBLIC WORKS DEPARTMENT**  
**TRANSIT DIVISION - ESF-1 TRANSPORTATION**

**DISASTER PLAN - (CONTINUED)**

**SUPERVISORS / STAFF SIGN IN**

**STORM NAME:** \_\_\_\_\_

**STORM DATE:** \_\_\_\_\_

NAME SIGN BELOW OR BY YOUR NAME	MILITARY TIME IN	MILITARY TIME OUT	MILITARY TIME IN	MILITARY TIME OUT
WAGGONER, MELINDA				
WARE, DAVID				
WILLINGHAM, GARY				
WITTENMYER, BRYAN				
WOODARD, REBECCA				
ZARR, BENITA				

## Appendix E: CTD Rate Model Calculation Spreadsheets

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Manatee County Board of County Commissioners  
**County (Service Area):** Manatee  
**Contact Person:** Benita Zarr  
**Phone #** 941-747-8621

### 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: Manatee County Board of County Commissioners  
County: Manatee

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</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	\$ 34,684	\$ 36,765	\$ 38,971	6.0%	6.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						County Cash includes the local match required for TD grant. Also includes county funds to operate TD service.
Compl. ADA Services						
County Cash	\$ 154,868	\$ 209,377	\$ 356,965	35.2%	70.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 619,257	\$ 682,660	\$ 657,837	10.2%	-3.6%	
Non-Spons. Capital Equipment	\$ 128,818	\$ 65,421		-49.2%	-100.0%	
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 213,910	\$ 240,350	\$ 277,107	12.4%	15.3%	5307 and 5310 Contribution represents all the vehicle maintenance, fuel, and capital cost for paratransit vehicles which is matched with local funds (In-Kind Match) multiplied by percentage of TD Trips ONLY.
49 USC 5310	\$ 92,250	\$ 19,165		-79.2%	-100.0%	
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>						

### 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: Manatee County Board of County Commissioners  
County: Manatee

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</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

## 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						
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						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =

	None				
<b>Total Revenues =</b>	<b>\$1,243,787</b>	<b>\$1,253,738</b>	<b>\$1,330,880</b>	<b>0.8%</b>	<b>6.2%</b>

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 551,307	\$ 592,989	\$ 628,568	7.6%	6.0%	Expenses determined by taking all of ALL paratransit services and multiplying by percentage of TD Trips ONLY.
Fringe Benefits	\$ 207,847	\$ 214,003	\$ 226,843	3.0%	6.0%	
Services	\$ 173,719	\$ 200,905	\$ 223,853	15.6%	11.4%	
Materials and Supplies	\$ 68,262	\$ 78,189	\$ 94,220	14.5%	20.5%	
Utilities	\$ 7,697	\$ 9,774	\$ 10,361	27.0%	6.0%	
Casualty and Liability	\$ 22,883	\$ 54,950	\$ 58,247	140.1%	6.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 3,572	\$ 9,356	\$ 9,917	161.9%	6.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 498	\$ 554	\$ 587	11.2%	6.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect	\$ 69,673	\$ 73,853	\$ 78,284	6.0%	6.0%	

### Capital Expenditures

Equip. Purchases with Grant Funds	\$ 138,329	\$ 19,165		-86.1%	-100.0%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
<b>Total Expenditures =</b>	<b>\$1,243,787</b>	<b>\$1,253,738</b>	<b>\$1,330,880</b>	<b>0.8%</b>	<b>6.2%</b>

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

# Comprehensive Budget Worksheet

Version 1.4

CTC: Manatee County Board of County Commissioners  
County: Manatee

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2020</b> to Sept 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</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

# Budgeted Rate Base Worksheet

Version 1.4

CTC: Manatee County Board of County Commissioners

County: Manatee

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2021
	to
	Sept 30th of
	2022
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$	38,971
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	356,965
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### CTD

Non-Spons. Trip Program	\$	657,837
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### USDOT & FDOT

49 USC 5307	\$	277,107
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311(Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### AHCA

Medicaid	\$	-
Other AHCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DCA

Community Services	\$	-
Other DCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

\$	38,971	
\$	-	
\$	-	
\$	-	
\$	-	

\$	-	\$	-
\$	-	\$	-
\$	73,093	\$	283,872
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	657,837	\$	-	\$	-	\$	73,093
\$	-	\$	-	\$	-	\$	-
\$	-	\$	-	\$	-	\$	-
\$	-	\$	-	\$	-	\$	-

\$	-	\$	277,107		
\$	-	\$	-	\$	-
\$	-	\$	-		
\$	-	\$	-	\$	-
\$	-	\$	-		
\$	-	\$	-		
\$	-	\$	-		
\$	-	\$	-		

\$	-	\$	-
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\$	-	\$	-
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\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

## Page 6 of 10



## Worksheet for Program-wide Rates

CTC: Manatee County Board  
County: Manatee

Version 1.4

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 Projected Passenger Miles = 160,046

Rate Per Passenger Mile = \$ 4.57

Total Projected Passenger Trips = 20,415

Rate Per Passenger Trip = \$ 35.80

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length = 7.8 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 8.32

Rate Per Passenger Trip = \$ 65.19

**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: Manatee County  
County: Manatee

Version 1.4

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 type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V 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 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 type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II 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 type="radio"/> Yes <input checked="" type="radio"/> No

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?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:

per Passenger Mile =

per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II 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			
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	Do NOT Complete Section II for Group Service

## Worksheet for Multiple Service Rates

CTC: Manatee County  
County: Manatee

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  
Section IV and  
Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?.....  

☒ Pass. Trip  
☐ Pass. Mile

Leave Blank
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).....   
..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate  
0.00 to 1.00

Do NOT  
Complete  
Section IV

### 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: 2021 - 2022				
Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 160,046	= 125,795	+ 34,252	+ Leave Blank	+ Leave Blank 0
Rate per Passenger Mile =	\$3.96	\$6.79	\$0.00	\$0.00 \$0.00
			per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 20,415	= 16,063	+ 4,352	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =	\$31.07	\$53.27	\$0.00	\$0.00 \$0.00
			per passenger	per group
Combination Trip and Mile Rate				
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			Leave Blank	Leave Blank \$0.00
Rate per Passenger Mile for Balance =	\$3.96	\$6.79	\$0.00	\$0.00 \$0.00
			per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$7.21	\$12.37	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$56.58	\$96.99	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

### Worksheet for Multiple Service Rates

CTC: **Manatee County** Version 1.4  
County: **Manatee**

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

## Appendix F: FY2020 CTC Evaluation

# ***CTC*** ***EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED:** MANATEE COUNTY AREA TRANSIT

**COUNTY (IES):** MANATEE COUNTY

**ADDRESS:** 2411 TALLEVAST RD SARASOTA, FL 34243

**CONTACT:** BENITA L. ZARR

**PHONE:** 941-708-7426

**REVIEW PERIOD:** FY 18/19

**REVIEW DATE:** APRIL 28, 2020

**PERSON CONDUCTING THE REVIEW:** CORINNE TUCKER, SARASOTA  
/MANATEE METROPOLITAN PLANNING ORGANIZATION, LCB EVALUATION TEAM

**CONTACT INFORMATION:** 941-359-5772

## **EVALUATION INFORMATION REQUIRED**

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
2	Evaluation Information
3-4	Entrance Interview Questions
5-6	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
7	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
8	Insurance
9-15	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
16-22	Commission Standards and Local Standards
23	Status Report Follow-up from last review
24-25	On-Site Observation
26-27	Surveys
28	Level of Cost - Worksheet 1
29-30	Level of Competition – Worksheet 2
31-34	Level of Coordination – Worksheet 3

**Notes to remember:**

- The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.
- Attach a copy of the Annual QA Self Certification.

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.  
  
The LCB will be reviewing the following areas:
  - ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
  - ☐ Monitoring of contractors.
  - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL ☒ URBAN
2. ORGANIZATION TYPE:
  - ☐ PRIVATE-FOR-PROFIT
  - ☐ PRIVATE NON-PROFIT
  - ☒ GOVERNMENT
  - ☐ TRANSPORTATION AGENCY
3. NETWORK TYPE:
  - ☐ SOLE PROVIDER
  - ☒ PARTIAL BROKERAGE
  - ☐ COMPLETE BROKERAGE
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:  
  
**NO CONTRACTS**



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

**EASTER SEALS SOUTHWEST FL, SUNRISE COMMUNITY OF SOUTHWEST FL, CENTERSTONE OF FLORIDA, MEALS ON WHEELS PLUS OF FL, INC, AND WESTSIDE GROUP HOME.**

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
<b>AGENCY FOR PERSON WITH DISABILITIES (APD)</b>	<b>25%</b>	<b>WHITNEY NORMAN</b>	<b>813-233-4325</b>
<b>COMMUNITY CARE FOR THE ELDERLY (CCE)</b>	<b>1%</b>	<b>TRACIE ADAMS</b>	<b>941-749-3030 x 3646</b>
<b>VETERANS</b>	<b>1%</b>	<b>LEE WASHINGTON</b>	<b>941-749-3030 x 3479</b>
<b>VOCATIONAL REHABILITATION</b>	<b>1%</b>	<b>DEBRA HARP</b>	<b>941-721-2858</b>

7. **REVIEW AND DISCUSS TD HELPLINE CALLS: N/A**

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## 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 does not have transportation operator contracts.**

Is a written report issued to the operator?                      N/A                      ☐ Yes                      ☐ No

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

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

**The CTC performs on-site visits, which are conducted every year or when needed**

**The CTC performs a standard on-site observation which consists of checking the coordination contracts: System Safety Program Plan, Insurance, Vehicle and Registration documents. Inspecting vehicles internally and externally with respect to safety and compliance. Verifying current CPR certifications, Valid Driver’s License, Level II background screenings through AHCA/Children and Family clearinghouse and in-service rides as a passenger to observe. Preventative Maintenance records are checked for compliance. The Provider has (30) thirty days to comply with required corrective action/s as part of the on-site monitoring process. If a vehicle is deemed unsafe during the on-site monitoring, the Provider must place the vehicle out-of-service immediately; once the Provider achieves compliance, additional monitoring will be performed by MCAT to ensure all corrective actions are completed and continuing compliance is achieved. An “approved” compliance letter is then sent to the Provider.**

Is a written report issued?                      ☒ Yes                      ☐ No

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

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

**A written notice of the findings is sent to the Provider, who has (30) thirty days to incorporate corrective action and achieve compliance. Another on-site monitoring visit is then conducted to ensure all previous non-comprehensive findings are resolved. If there are any safety issues found, the vehicle will be removed immediately and placed out-of-service until the safety issue is resolved. Re-inspection by MCAT ensures that the vehicle is safe for passenger transport.**

IS THE CTC IN COMPLIANCE WITH THIS SECTION?

☒

Yes

☐

No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

## COMPLIANCE WITH CHAPTER 427, F.S.

**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 currently does not use the school bus system for coordination; however, during emergency situations (Hurricanes) if Transit exhausts its fleet capacity, additional assistance from the School Bus system is requested.**

**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?

**Manatee County Area Transit (MCAT) added TD monthly bus pass for \$20 for those individuals who qualify for the 200% (low income) poverty threshold, and the passenger is capable of utilizing the fixed route system. MCAT continues to assist with Travel Training for those individuals interested in utilizing fixed route services.**

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

☒ Yes ☐ No

If YES, what is the goal? 2%

Is the CTC accomplishing the goal? .04% ☐ Yes ☒ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☒ No

Comments:

**The CTC completes all assessments on interested applicants for ADA Paratransit services. Not all applicants become fully eligible; and some are classified as conditional or not eligible; which allows for the migration to the Fixed Route system for certain trips and when mitigating factors are favorable. Travel Training is currently offered from MCAT's in-house Travel Trainer. Proactive efforts are continuing: Networking, presentations for residential facilities and other interested parties, and individually speaking to System potential candidates who could possibly migrate to Fixed Route. MCAT continues to progress in achieving specific objectives in attempts to facilitate Travel Training to migrate more clients to Fixed Route.**

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

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

*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

**The minimum insurance requirements are \$100,000 per person and \$200,000 per incident.**

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

**The minimum insurance requirements are \$100,000 per person and \$200,000 per incident.**

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
<b>Manatee County Area Transit</b>	<b>Self-Insured- \$200,000-\$300,000</b>
<b>Contracted Coordinator</b>	<b>Varies \$100,000+</b>

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

☐ Yes ☒ No

If yes, was this approved by the Commission? **N/A**

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

Comments:

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

**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.

Cost [CTC and Coordination Contractor (CC)] **N/A**

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
<b>Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)</b>	<b>See Attachment A-1</b>				
Special or unique considerations that influence costs?					
<b>Explanation: Fare structures for APD (Agency for Persons with Disabilities) are state mandated through AHCA (Agency for Health Care Administration) these rates are not negotiable.</b>					

1. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No

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

Cost [CTC and Transportation Alternative (Alt.)] **N/A**

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
<b>Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)</b>	<b>N/A</b>				
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **N/A**

**RULE 41-2**

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll-free phone number must be posted in all vehicles.	<b>The TD ombudsman toll free number is posted inside all Paratransit vehicles along with the toll-free number for registering complaints through Manatee County Area Transit.</b>
Vehicle Cleanliness	<p><b>All interior and exterior portions of the vehicles are cleaned daily and a comprehensive detailing performed twice a year by a service provider. All Operators perform a pre-trip inspection to ensure vehicles are in good/safe condition before daily road assignments are performed.</b></p> <p><b>A pesticide treatment is performed monthly on each vehicle.</b></p> <p><b>MCAT took safety precautions for coronavirus, which included a comprehensive fleet and facility sanitizing procedures twice per week, daily sanitizing bus wipe-downs, and hand sanitizers onboard the entire Transit, Trolley and Handy Bus fleets, in communications with proactive ongoing safety steps.</b></p>
Passenger/Trip Database	<p><b>Currently MCAT uses Trapeze Software to schedule trips, collect data and maintain our database; allowing accurate tracking of ridership, agency data, statistical reports, billing and customer information transmitted.</b></p> <p><b>“Rangers” Mobile Data Terminals are installed on Paratransit vehicles. The “Ranger” displays an electronic manifest and allows the Operator to establish arrivals, departures and time sensitive information to perform the trip. The Operator also has the capability to safely instant message the Dispatcher, if needed.</b></p>
Adequate seating	<b>MCAT continues to follow the manufacturer’s recommended guidelines for capacity types which are also entered in Trapeze Software; to ensure proper vehicle assignments for trips booked and switch-outs daily for effective service provision.</b>
Driver Identification	<b>All MCAT Operators are required to have their employee picture identification badges while on duty.</b>



Commission Standards	Comments
Passenger Assistance	<b>All Operators are trained to assist passengers on and off the bus. Operational Safety is the number one priority along with excellent customer service. Operators properly secure wheelchair devices and passengers, inspect wheelchair lifts, and make sure all components are functional to benefit the passenger before daily pull out.</b>
Smoking, Eating and Drinking	<b>For comfort, safety and cleanliness no eating, drinking (certain restrictions apply), chewing tobacco or smoking (this includes electronic cigarettes) are permitted inside the bus.</b>
Two-way Communications	<b>All vehicles are equipped with a two-way radio system, a Public Address (PA) system (on fixed route vehicles) as well as an upgraded “Ranger” MDT which also allows communication via instant message.</b>
Air Conditioning/Heating	<b>All vehicles are fully equipped with fully functional air conditioning systems. Buses cannot leave the bus yard if the air conditioning system is non-functional.</b>
Billing Requirements	<b>All standard billing reports are processed, mailed to specific agencies and billed electronically through AHCA (Agency for Healthcare Administration). Payments are processed within the required thirty (30) days from the initial submission of the invoice.</b>

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

**Compliance with Local Standards**

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<p><b>Passengers with accompanying escorts or companions must be registered in our system prior to making the appointment. When booking a trip for transport, clients must indicate they will be traveling with an escort/companion. Escorts are charged the same fare as clients.</b></p> <p><b>ADA clients who require a Personal Care Attendant (PCA) should indicate such during the assessment or when scheduling a trip. There is no charge for the Personal Care Attendant (PCA).</b></p> <p><b>Accompanying children are considered traveling companions. Five (5) years of age and under, the fare is free. Six (6) years of age and older is regular fare of \$2.00.</b></p> <p><b>Recognizes the current adverse economic impacts of the coronavirus pandemic for area residents, MCAT is offering complementary fare for Fixed Route and Handy Bus services, effective March 23, 2020.</b></p>
Use, Responsibility, and cost of child restraint devices	<p><b>Manatee County Area Transit does not provide child restraints for use in its Para-Transit vehicles. It is the responsibility of the rider to provide restraints, if needed.</b></p>
Out-of-Service Area trips	<p><b>Out of service area trips (Outside of Manatee County) are provided when determined locally and approved by the Local Coordinating Board, except in cases where the local ordinances prohibit such trips. Out-of-service trips are coordinated with adjoining Transit transfer and connections are provided at pre-approved drop-off points.</b></p>

CPR/1st Aid	<p><b>All Operators are certified in CPR before being assigned on an official route. Operators, Supervisors and safety-sensitive positions receive training on blood borne pathogens, access (accessibility, communication, cooperation, excellence, sensitivity and service matters course), drug and alcohol training/screening, HIPAA, and annual ADA (Americans with Disabilities Act) refresher training course, Agency for Persons with Disabilities Core Competency courses and other related trainings are provided through the Transit Safety and Training program.</b></p> <p><b>All hired Operators receive 80-hours of observation and performance time, this consists of riding with a Supervisor or trained Operator who will log what is observed. Once the Operator has successfully completed and passed all required skills, the Supervisor will officially assign the trained Operator to a route.</b></p> <p><b>Additional 80-hour training consists of wheelchair lift and securement training, fire safety, defensive and safe driving, passenger relations and other topics as deemed necessary.</b></p> <p><b>Re-Training is required when Supervisors observe recurring problem areas with Operators, to ensure the Operator understands and consistently performs in accordance with the established procedures.</b></p>
Driver Criminal Background Screening	<p><b>All Operators, after accepting the conditional offer of employment, undergo a Level II background check through AHCA-Agency for Healthcare Administration clearinghouse. This background check consists of driver's license/DMV issues, finger printing, photo, previous employment, criminal background, schooling, children and elder abuse.</b></p> <p><b>All Operators must have a class A or B CDL with a passenger endorsement, and once officially approved, the Operator will be given a start date for hire.</b></p>
Rider Personal Property	<p><b>Carry on packages are welcomed. To ensure room for other riders and safety, riders are to limit their packages to what they and/or the Personal Care Attendant/Escort/Companion can carry onboard. To expedite service delivery operations, the Operator assists with loading and unloading of packages, which is generally limited to one trip to the door.</b></p>

Advance reservation requirements	<p><b>Handy Bus reservations are allowed up to two weeks in advance, but a minimum of two business days prior to the desired appointment day. Space availability is on a first-come first- served basis. Reservation services are available Monday-Friday (prioritization may apply to TD trips on an available resource basis) and excluding major holidays. The ADA and Agency clients can utilize next-day scheduling.</b></p>
Pick-up Window	<p><b>There's a (30) thirty-minute pick-up window provided by MCAT's Handy Bus service. To ensure arriving to the appointment on time, MCAT requires an hour lead-way of the appointment time (i.e a client has a 10:00 a.m. appointment, MCAT would schedule the pick-up time for 9:00 a.m. The driver would arrive between 8:45 a.m. and 9:15 a.m.).</b></p> <p><b>For ADA trips, MCAT can allow a (2) hour scheduling window and the actual pick-up time can be negotiated up to one (1) hour before or one (1) after the requested pick-up time (Although staff must remain cognizant of the actual appointment time).</b></p>

**COMMISSION STANDARDS**

Findings:

Recommendations:

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is CTC/Operator meeting Standard?</i>
<b>Public Transit Ridership-</b> <b>242- Assessments completed</b>  <b>198-Fully Approved</b> <b>7-Temporary</b> <b>29 –Denied ADA</b> <b>6 -Withdrew</b> <b>9-Conditional-9/242=.04 (Travel Train-Ability to migrate to Fixed Route)</b>	CTC- 2%	CTC- .04%	<b>NO-See Comments</b>
	Operator A	Operator A	<p><b>While MCAT did not meet the goal, the efforts of training, ride-a-longs, and evaluating the mobility of the clients in their familiar surroundings; continues. There are still clients that after assessment, are unable to utilize the fixed route services on a full-time basis, due to their disability standard. As staff did transition (2) clients into partially utilizing both services when needed, as there were also (7) which were fully capable of using our fixed services. MCAT continues to proactively strive in to migrate fixed route services and reaching the migration standard objective.</b></p>

On-Time Performance-	CTC -95%	CTC-94%	NO-See Comments
	Operator A	Operator A	<p>As of March 2020, staff is maintaining the on-time performance standard. Currently on-time performance is 97% with an average of 95% since August 2018.</p> <p>Additional runs are added to daily service and averaging (25) twenty-five daily operational runs in comparison to (22) twenty-two runs in the past. Staff continues to prioritize TD trips and educate the public in understanding needs and the importance of adequate resources as there is increasing demand in the service area.</p>

Passenger No-shows-830 (830/107,513 Trips)	CTC $\leq$ 2% (Less)	CTC-.008%	YES-See Comments
	Operator A	Operator A	<p><b>Client's use of the Interactive Voice Response (IVR) system continues to provide benefits with the performance goals set for no-shows. Clients have the capability to cancel their trips through the IVR system. Even with an increase in the Americans with Disabilities Act (ADA), Transportation Disadvantaged (TD), and Longboat Key Shuttle trips over the past two years, continued use of the automated system and awareness of the rules and regulations, demonstrates ongoing improvements with the overall service and on-time performance.</b></p>



Accidents- (57/840,778 miles) = .00007*100,000=7 57- accidents – (18-chargeable) (39-non-chargeable)	CTC-5/100,000 miles	CTC-7/100,000 miles	NO-See Comments
	Operator A	Operator A	<b>The MCAT “team” continues to strive for enhanced operational safety; however, there are (15) fifteen preventable incidents which were mostly collisions with objects like mailboxes, fence, overhangs, etc. There appears to be an improvement to our approach to date as there are (3) three preventable accidents in 2020. Training the Operators, utilizing the Transportation Safety Institute (TSI) Bus Operators training program, which includes defensive driving, Emergency Management and customer relations this appears to be very beneficial. In the past we have utilized the Smith system as our defensive program. In the future, this will be used as a remedial training program along with the retraining in defensive driving with hands-on driver training. If we do not see improvement with these programs, discipline will be the 3<sup>rd</sup> and final approach.</b>

Road calls-(133/840,778 miles) =.00016*100,000=16	CTC<5/100,000 miles	CTC-16/100,000 miles	NO-See Comments
	Operator A	Operator A	<b>The incidence of road calls is higher than the previous two years due to a higher number of daily service runs. Currently Handy Bus averages (25) twenty-five to (26) twenty-six runs daily as with in the past the average was 20-22 runs. Some of the road call issues were related to flat tires, engine light on, lift issues, wiper replacement, oil pressure, fluid leaks, battery checks, engine issues, loss of power; crack windshield.</b>
Complaints- 2 per 1000 Trips booked= (78/118,524) =.0007*1000=.7 <i>Number filed:78 Complaints</i>	CTC-2/per 1000 booked	CTC-.7/1000 booked	YES-See Comments
	Operator A	Operator A	<b>Staff continues to make every effort to resolve any outstanding issues in a timely manner and accommodate service requests. Usually, this means negotiating different pick-up times and days to resolve the issues. Staff strives for high-quality customer service on a consistent basis.</b>

## **LOCAL STANDARDS**

Findings:

Recommendations:

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

DATE OF LAST REVIEW: June 6, 2017

STATUS REPORT DATED: \_\_\_\_\_

### CTD RECOMMENDATION:

Hire more drivers

#### CTC Response:

MCAT hired 16 more Drivers with the Boards approval.

#### Current Status:

MCAT prepared a written Business Case for three (3) additional drivers; and this request is reviewed through the Budget Development Process.

### CTD RECOMMENDATION:

Implement vehicle replacement program

#### CTC Response:

MCAT implemented aggressive vehicle replacement program, and currently had five (5) new vehicles and awaiting authorization to order four (4) additional vehicles.

#### Current Status:

MCAT took delivery of nine (9) new vehicles and is set to order four (4) additional vehicles.

### CTD RECOMMENDATION:

#### CTC Response:

#### Current Status:

## On-Site Observation of the System

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?

☐ Yes

☐ No, how many minutes late/early?

Did the driver provide any passenger assistance?

☐ Yes

☐ No

Was the driver wearing any identification?

☐ Yes:

☐ No

☐ Uniform   ☐ Name Tag   ☐ ID badge

Did the driver render an appropriate greeting?

☐ Yes

☐ No

☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes

☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes

☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes

☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes

☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes

☐ No

If used, was the lift in good working order?

☐ Yes

☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes

☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes

☐ No

If no, please explain:

CTC: \_\_\_\_\_

County: \_\_\_\_\_

Date of Ride: \_\_\_\_\_

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

## RIDER/BENFICIARY SURVEY

Staff making call: \_\_\_\_\_

County: \_\_\_\_\_

Date of Call:     /     /

Funding Source: \_\_\_\_\_

- 1) Did you receive transportation service on \_\_\_\_\_? ☐ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?
- 3) How often do you normally obtain transportation?  
☐ Daily 7 Days/Week   ☐ Other  
☐ 1-2 Times/Week       ☐ 3-5Times/Week
- 4) Have you ever been denied transportation services?  
☐ Yes ☐ No. If no, skip to question # 4  
    A. How many times in the last 6 months have you been refused transportation services?  
        ☐ None                               ☐ 3-5 Times  
        ☐ 1-2 Times                       ☐ 6-10 Times  
        If none, skip to question # 4.  
    B. What was the reason given for refusing you transportation services?  
        ☐ Ineligible                   ☐ Space not available  
        ☐ Lack of funds               ☐ Destination outside service area  
        ☐ Other \_\_\_\_\_
- 5) What do you normally use the service for?  
☐ Medical                               ☐ Education/Training/Day Care  
☐ Employment                       ☐ Life-Sustaining/Other  
☐ Nutritional
- 6) Did you have a problem with your trip on \_\_\_\_\_?  
☐ Yes. If yes, please state or choose problem from below  
☐ No. If no, skip to question # 6  
    What type of problem did you have with your trip?  
        ☐ Advance notice                               ☐ Cost  
        ☐ Pick up times not convenient               ☐ Late pick up-specify time of wait  
        ☐ Assistance                                       ☐ Accessibility  
        ☐ Service Area Limits                               ☐ Late return pick up - length of wait  
        ☐ Drivers - specify                               ☐ Reservations - specify length of wait  
        ☐ Vehicle condition                               ☐ Other
- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
    \_\_\_\_\_
- 8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

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

Contractor Survey  
\_\_\_\_\_County

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Contractor name (optional)

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

☐Yes      ☐No

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

☐Yes      ☐No

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

☐Yes      ☐No

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

☐Yes      ☐No

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

☐Yes      ☐No

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

☐Yes      ☐No

6. Have you experienced any problems with the CTC?

☐Yes      ☐No

If yes, what type of problems?

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Level of Cost

### Worksheet 1

Insert Cost page from the AOR

## Level of Competition

### Worksheet 2

#### 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	<b>5</b>	<b>0</b>		
Private For-Profit	<b>0</b>	<b>0</b>		
Government	<b>1</b>	<b>1</b>		
Public Transit Agency	<b>0</b>	<b>0</b>		
Total	<b>6</b>	<b>1</b>		

2. How many of the operators are coordination contractors? **5**
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? **5**  
Does the CTC have the ability to expand? **Yes**
4. Indicate the date the latest transportation operator was brought into the system. **N/A**
5. Does the CTC have a competitive procurement process? **Yes**
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators? **N/A**

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators? **N/A**

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system? N/A

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

8. 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? N/A

How many responded? N/A

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally \_\_\_\_\_ Statewide \_\_\_\_\_ Nationally

9. 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?*

**These Plans are presented in our updated TDSP (Transportation Disadvantaged Service Plan).**

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

**Press Release, Ride Guides, Facebook, YouTube, Twitter, Local Media Coordination, Social Services, Medical Facilities, Dialysis Centers, Nursing Homes, Adult Day Facilities and Assisted Living Facilities. The Manatee County Government website ([ridemcat.org](http://ridemcat.org)) and through our Operators, Community Outreach and Public hearings and workshops.**

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

**Each client is entered in the system by registration date and logged in a database spreadsheet. Alerts are administered to the Customer Service Representative (CSR) prior to the expiration date. Letters are sent to the customers a month before they expire which allows a timely re-certification and coordination process of the Transportation Disadvantaged services.**

**During the registration process each client is informed of our policies and services offered under Transportation Disadvantaged.**

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

**This is coordinated through Trapeze Scheduling Software. During the initial registration, each client is coded with a funding source and fare amount which identifies the type of services received.**

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

**Our Cisco phone system consist of a desktop display of calls in queue, which allows other staff members to see the status and hold time to prevent additional wait time.**

**All lines are recorded. For ADA, Agency and Veterans we have a 24-hour recording device which records calls after hours and during major holidays. This allows for booking of trips on the next business work day.**

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

**The client calls to book a trip and the Customer Service Representative checks for available dates and times. Once dates and times are established, the trip reservation is processed, and a confirmation number provided to the client. The trip is entered into the scheduling system and is assigned a route by the Paratransit Scheduler.**

**To prevent duplications and errors, the Trapeze Software will alert the Customer Service Representative of duplicate trips and incorrectly coded funding sources, during the process.**

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

**Medicaid Waiver trips are authorized for service by the Agency for Healthcare Administration, an authorization is submitted to Handy Bus quarterly to approve or continue service. Weekly reports are populated through Trapeze Scheduling Software to ensure that Handy Bus is within the allocated amount for the time and service requested. Monthly, these trips are electronically submitted for payment.**

**Non- agency trips are tracked by the expiration date, trip purpose, location, and funding source.**

Scheduling – How is the trip assignment to vehicles coordinated?

**For prescheduled trips, the system automatically creates “batches”. Batching allows the system to look for solutions based on capacity and the availability of vehicles. Once the batching process is complete, the Scheduler and Dispatcher verify the solutions and make any necessary modifications in the schedule as needed. Daily adjustments are also made in real-time to accommodate clients, especially for return/inbound passenger trips.**

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

**Transportation services are provided through the Manatee County Board of County Commissioners and Manatee County Government. Manatee County Transit Division Staff provide all public services for Para-Transit, Fixed Route and the Anna Maria Island Trolley.**

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

**The “Ranger MDTs”, allow Operators access to instant messaging, radio contact through the Dispatcher and the Dispatch or Road Supervisor, if any issues arise. It is important to be aware of the daily service modifications in the route schedule and maintain regular contact with Operators, especially those running late on their scheduled pick-ups, when Operators need assistance with directions, and other service delivery operating issues.**

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

**The Manatee County Area Transit Division Manager, Operations Chief, Superintendents, and Operator Supervisors monitor the daily operations to ensure compliance and operations are as effective and efficient as possible. Periodic monitoring of on-board security video, on-board surveys, and first-hand observation is completed to ensure standard procedures are followed, including in-depth review/evaluation of incidents/accidents. Daily quality assurance survey calls also provide important client feedback.**

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

**Staff uses Trapeze Software daily reports to validate deadhead miles, revenue hours, route error check, trip performance and funding source errors. These reports help to resolve any issues found in the trips booked and daily operations. The Dispatcher facilitates service delivery operations and problem solves daily; the Paratransit Scheduler in conjunction with the Dispatcher, resolve recurring problems, and implement corrective actions.**

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

**The client's confirmation number is provided with each reservation and entered when each trip is booked; and the confirmation number is also documented on the Customer Service Representative paper work. The confirmation number includes the Customer Service Representatives initials, what order the trip was booked, the time booked, the month and the day the trip was booked.**

**If there are any issues with the trips booked, this allows management to check the audio log for verification purposes.**

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

**A monthly billing report is processed through Trapeze Software which separates trips by provider, funding source and fare amount. Once processed, all Medicaid Waiver trips are electronically billed and paid through Agency for Healthcare Administration (AHCA).**

**Billing is entered in the County's financial system to receive payment. Any outstanding balances or non-paid accounts receive a notice of the overdue balance, for those trips past due (30) thirty days. Trips are canceled until payment is received.**

**The MCAT Paratransit Pre-Paid Fare Program allows the customer to make a minimum deposit of \$50 by check or money order. After confirmation of available funds, the specific number of one-way trips purchased are available and trips can be booked for Handy Bus service. These funds are withdrawn from the customer's Pre-paid account and notification is provided when the customer's Pre-paid account balance reaches the \$20.00 minimum threshold. This process allows sufficient time for the customer to replenish their account. If the customer is unable to replenish the account within the allotted time, the customer is informed during the booking process to pay a cash fare when boarding.**

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

**Trapeze Software generates all operating reports for review by Management. These reports are used for monitoring, grant administration, service analysis, grant/purchase payments, audits and quality assurance reviews.**

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

**N/A**

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

**Agencies receive monthly reports of their trips and inquire about the service if there's any issues regarding their consumers. Dialysis, doctor's office, work facilities, school, etc. are informed about modifications in service.**

**Reports are provided to the Local Coordinating Board quarterly on current service levels, complaints/commendations, program improvement statistics, and any other issues which need to be addressed.**

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

**A formal coordination agreement and service authorization is required. Reporting, monitoring and regular meetings with the providers ensures overall compliance in serving the citizens of Manatee County.**