

**MANATEE COUNTY  
TRANSPORTATION DISADVANTAGED  
SERVICE PLAN**

**UPDATE FOR FY 2011-2012**



**Prepared by the  
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## I. INTRODUCTION TO THE SERVICE AREA

### Background

Manatee County Board of County Commissioners (BCC) serves as the Community Transportation Coordinator (CTC) for Manatee County. The BCC was designated as the CTC in October 1990, which gave authority to Manatee County Area Transit (MCAT) to carry out the day to day activities. MCAT is under the jurisdiction of the Manatee County BCC, and the Transit Manager reports to the Deputy Director of Field Operations of the Public Works Department. The BCC was reauthorized by the CTC for a 4-year term beginning January 1, 2012 through June 30, 2016. Please see **Figure 2** for a Manatee County Organizational Chart Transportation Disadvantaged Commission.

### Description

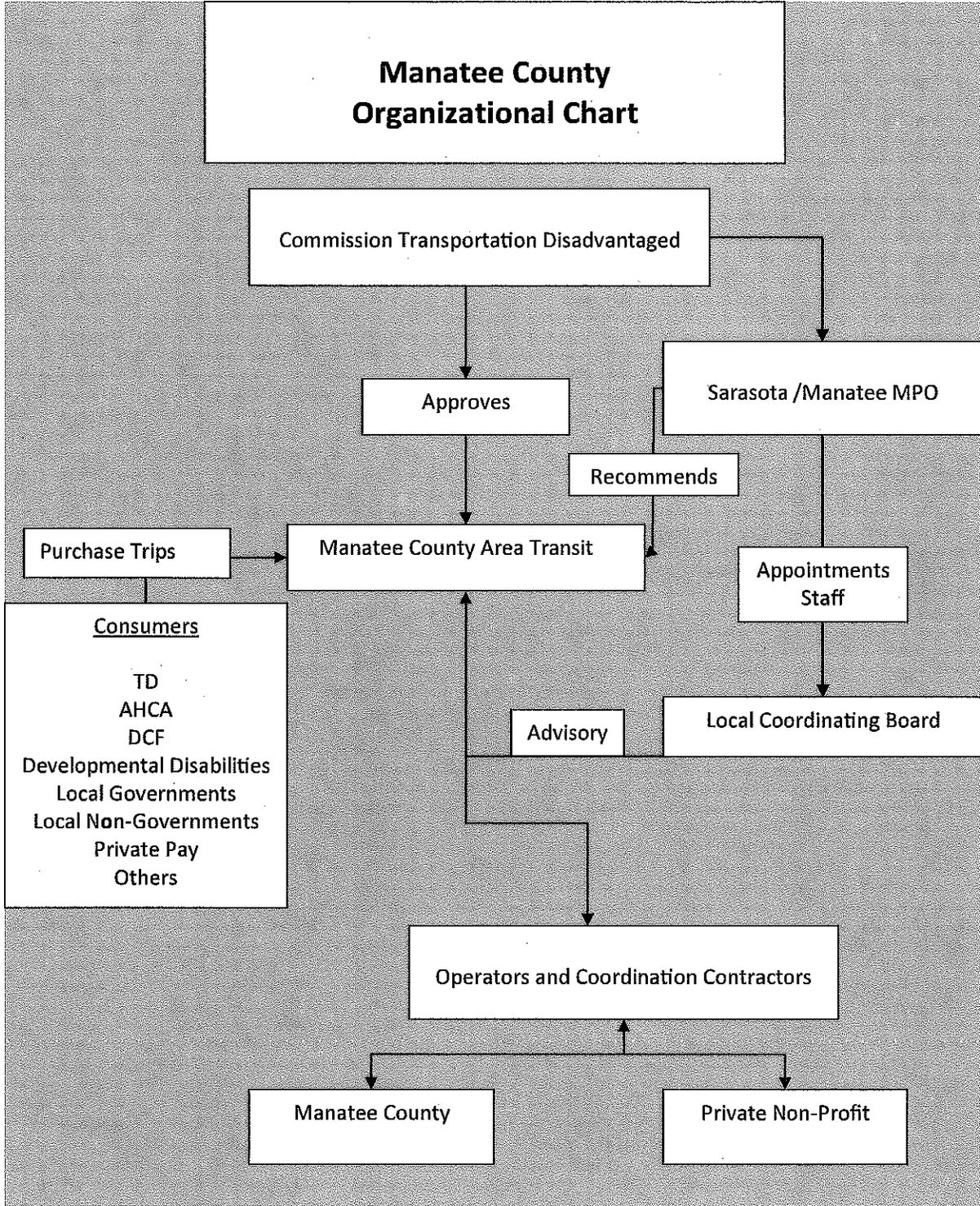
Manatee County is located on the coast of southwest Florida, approximately 50 miles south of Tampa and about 14 miles north of Sarasota, FL. Most of the population is concentrated in the western portion of the County, spreading to the eastern side of Interstate 75 (I-75). According to the 2011 census, the County has a total area of 892.75 square miles, of which 741.03 square miles (or 83.01%) is land and 151.72 square miles (or 16.99%) is water.

There are six incorporated municipalities in Manatee County; City of Anna Maria, City of Bradenton, City of Bradenton Beach, City of Holmes Beach, City of Palmetto, and City of Longboat Key. The City of Anna Maria, City of Bradenton Beach, City of Holmes Beach, and City of Longboat Key are located on barrier islands. In addition, there are nine unincorporated areas in Manatee County, Bayshore Gardens, Cortez, Ellenton, Memphis, Samoset, South Bradenton, West Bradenton, West Samoset and Whitfield.

### Land Use

Commercial and service/office land uses are located along major arterials, S.R. 64, Cortez Road, S.R. 70, 15th Street East, U.S. 41 and U.S. 301. Industrial development can be found along U.S. 41 and the railroads. Other concentrations of industrial development are at Port Manatee, City of Palmetto, Ellenton, and areas surrounding the Sarasota/Bradenton Airport. The eastern portion of the County has experienced rapid residential development and, as a result, commercial, retail, and educational institutions have been built in response to that growth.

**Figure 2 : Manatee County Organizational Chart for Transportation Disadvantaged Commission**



### **Business Climate**

A great deal of Manatee County's workforce is employed in local service industries or retail trade. Their skill helps support the region's booming tourism and retirement industries. As it has in years past, the agricultural industry continues to employ a large workforce as well, contributing to the vitality of the local economy. Major crops include citrus, tomatoes, cabbage, watermelon, cucumbers, and green peppers. Beef and dairy production also play a significant role in Manatee County's well-being (Manatee County Chamber of Commerce).

Manatee County has developed a reputation for being "business-friendly" by assisting prospective businesses in their relocation efforts. Local government works in concert with area business leaders to devise financial incentives, developers' agreements, and other programs to make Manatee County hospitable to new businesses. Manufacturing, agribusiness, and fishing are important parts of the local economy. Port Manatee and the Sarasota Bradenton International Airport help connect Manatee County businesses to the world (Manatee County Chamber of Commerce).

### **Available Medical Services**

Manatee County residents have access to three major hospitals as well as a wide range of public health-care services and privately operated walk-in clinics. In addition, the county's 12 Emergency Medical Service units pride themselves on getting you to the hospital quickly, maintaining an average response time of 6.05 minutes. Seventy percent of the area's physicians, nearly 440, are registered with the Manatee County Medical Society (Manatee County Chamber of Commerce).

Blake Medical Center is located at 2020 59th Street West in Bradenton. Its services include the Heart Institute, birth care center, neuroscience center, cancer diagnosis and treatment program, and a wide variety of sub acute interdisciplinary nursing and rehabilitative services. Lakewood Ranch Medical Center is located at 8330 Lakewood Ranch Boulevard in Bradenton. Hospital services include comprehensive emergency services, a women's center with obstetrical care, critical care, and both outpatient and inpatient surgery (Manatee County Chamber of Commerce).

Manatee Memorial Hospital located at 206 Second Street East in Bradenton is a 319-bed acute care facility that has served the citizens of Manatee County for almost 58 years. The hospital is accredited by the Joint Commission on Accreditation Healthcare Organizations and has a nationwide reputation for patient safety. Services include emergency, cardiac, cardiovascular, obstetrics and gynecology, NICU - Level I, pediatrics, wound care, outpatient and radiology services, rehabilitation, surgical, orthopedic and behavioral health(Manatee County Chamber of Commerce).

Manatee Glens is located at 391 6th Avenue West in Bradenton. This facility provides psychiatric and mental health services, substance abuse treatment, a children's day

treatment program, an access center, and outpatient detox service (Manatee County Chamber of Commerce).

**Tourism**

Manatee County tourism centers created over the past year are experiencing high volumes of visitors. Last summer, the Bradenton Area Convention and Visitors Bureau decided to use space inside four area chambers of commerce buildings around the county to serve as visitor information centers. It was a great idea. It synergized our efforts to be an informational source for a destination,” said Debbie Meihls, executive manager of the convention and visitors bureau. New tourism centers across Manatee County are seeing more visitors. Traffic at both Manatee Chamber of Commerce offices has increased an estimated 25 percent since the transformation, said Reba Parrish, information specialist for the chamber in Bradenton (Bradenton Herald - New-tourism-centers-across-manatee.html Feb 2012).

Manatee County and the gulf beaches have become a destination not only for U. S. residents, but Europeans as well. In 2011, the County had 56,680 European visitors. That was a 12.4% increase from 2010. In 2011 there were 2,691,800 visitors to Manatee County, up 3.3% from 2010. Those 2,691,800 visitors generated a total impact of \$764,805,700, up 7.4% from 2010 (- The Value of Tourism 2011 - Bradenton Area Convention and Visitors Bureau).

**II. SERVICE AREA PROFILE DEMOGRAPHICS**

**Population**

**Table 1** shows population data for Manatee and the State for 2010. The County’s 2010 population estimate is 322,833. This indicates a 25% population growth in the period from 1990 to 2000, and a 22% population growth from 2000 to 2010. Manatee County is growing faster than the State. However, the County did lose population between 1990 (25%) to 2010 (22.3%). In the last 20 years, the State lost population as well, from 24% from in 1990 to 2000 to 17.6% in from 2000 to 2010. Manatee County has more persons per square mile (434.5) than Florida (348.6).

**Table 1: Population Data**

Area	Population 1990	Population 2000	Population Growth 1990-2000	Population 2010 Estimate	Population Growth 2000-2010	Density 2010 persons per square mile
Manatee	211,707	264,002	25%	322,833	22.3%	434.5
Florida	12,938,071	15,982,378	24%	18,801,310	17.6%	348.6
<i>All data is provided by the U. S. Census Bureau</i>						

**Age**

**Table 2** shows age data for Manatee County and the State of Florida in 2010. There are more females 51.6% in Manatee County than males 48.4%. That trend also holds true for the State of Florida, at 48.9% for males and 51.1% females. There are less persons in the age groups of 20-24 (5%), 25-34 (10%) and 35-49 (18%) that the State. There are slightly more 50-54 age group in the County (20.9%) than the State (19.6%). The County has an older demographic in the 65& older group (23.3%) than State, where it largest group is the 35 to 49 (20.4%) age group.

**Table 2: Age**

Manatee County 2010			Florida 2010		
Total Population 322,833			Total Population 18, 801, 301		
Male	156,115	48.4%	Male	9,189,355	48.9%
Female	166,718	51.6%	Female	9,611,955	51.1%
Under 18	66,283	20.5%	Under 18	4,002,091	21.3%
18 & over	256,550	79.5%	18 & over	14,799,219	78.7%
20 - 24	16,031	5.0%	20 - 24	1,228,758	6.5%
25 - 34	32,753	10.1%	25 - 34	2,289,545	12.2%
35 - 49	58,450	18.1%	35 - 49	3,832,456	20.4%
50 - 64	67,405	20.9%	50 - 64	3,677,959	19.6%
65 & over	75,109	23.3%	65 & over	3,259,602	17.3%
<i>All data is provided by the U. S. Census Bureau</i>					

**Race**

**Table 3** shows all races for Manatee County and the State for 2010. The largest race group in the County (81.9%) and in Florida (75.0%) is persons claiming the race of White. The second largest race group is the group claiming White and not Hispanic. The County has a larger group of White not Hispanic race group than the State, at 73.4% for the County and 57.9% for the State. Persons of the Hispanic or Latino race group were higher for the Sate than the County, 22.5% for the State and 14.9% for the County. There are more persons in the State (16.0%) that claim the race group of Black persons, than in Manatee County (8.7%). The smallest represented race group is American Indian and Alaska Native for the both the County (0.3%) and the State (0.4%).

**Table 3: Race**

<b>Race</b>	<b>Manatee County 2010</b>	<b>Florida 2010</b>
<b>White persons</b>	81.9%	75.0%
<b>Black persons</b>	8.7%	16.0%
<b>American Indian and Alaska Native</b>	0.3%	0.4%
<b>Asian persons</b>	1.6%	2.4%
<b>Native Hawaiian and Other Pacific Islander</b>	0.1%	0.1%
<b>Persons reporting two or more races</b>	2.0%	2.5%
<b>Persons of Hispanic or Latino origin</b>	14.9%	22.5%
<b>White persons not Hispanic</b>	73.4%	57.9%
<i>All data is provided by the U. S. Census Bureau</i>		

**Income**

**Table 4** shows income data for households, families, married couples and non-family households in Manatee County for 2010. Households, families and married couples fared better in 2010 than non-family households. Non family households almost consecutively across the broad earned less income annually than families, households and married couples. The largest earning group for households, families and married couples is the \$50,000 to \$74,999 range, whereas the least is \$200,000 or more range. The largest earning group for non-family households is the \$15,000 to \$24,999 range at 22.20%. The least earning group for all categories is \$200,000 or more range; households 3.30%, families 4.70%, married couples 5.90% and non family households at 1.00%. Married couples have the largest median income at \$63,273. Non family households have the lowest median income at \$27,428.

**Table 4: Income**

Subject	Manatee County, Florida			
	Households	Families	Married-Couple families	Nonfamily households
	2010 Estimate	2010 Estimate	2010 Estimate	2010 Estimate
<b>Total</b>	126,418	77,937	61,717	48,481
<b>Less than \$10,000</b>	6.60%	4.60%	2.80%	9.80%
<b>\$10,000 to \$14,999</b>	7.20%	3.10%	1.40%	14.40%
<b>\$15,000 to \$24,999</b>	13.90%	8.90%	7.60%	22.20%
<b>\$25,000 to \$34,999</b>	12.10%	11.30%	8.10%	13.20%
<b>\$35,000 to \$49,999</b>	15.80%	16.40%	16.60%	15.10%
<b>\$50,000 to \$74,999</b>	18.30%	20.30%	22.10%	15.40%
<b>\$75,000 to \$99,999</b>	10.40%	14.00%	15.60%	4.60%
<b>\$100,000 to \$149,999</b>	10.00%	13.50%	16.20%	3.70%
<b>\$150,000 to \$199,999</b>	2.30%	3.20%	3.80%	0.70%
<b>\$200,000 or more</b>	3.30%	4.70%	5.90%	1.00%
<b>Median income (dollars)</b>	44,785	54,851	63,273	27,428
<b>Mean income (dollars)</b>	60,178	72,992	N*	38,567
<b>* Number of sample is too small</b>				
<i>All data is provided by the U. S. Census Bureau</i>				

**Poverty**

**Table 5** shows poverty data on people and families for Manatee County in 2010. Women are at the greatest risk of living at the poverty level. The largest ratios of poverty in 2010 are all women related categories. The category that has the greatest poverty ratio is families with a female householder, with no husband present and with related children under 18 years is 38.60%. The category of female householder with no husband present, with related children less than 5 years of age, is the second greatest ratio of poverty at 35.50%. Families with female householder and no husband present is the third with 28.20% living in poverty.

The individuals at the greatest risk of living in poverty are people under 18 years of age and related children under 18 years of age. The largest category of an individual living in poverty is the under 18 years at 23.00% and related children 5 to 17 years. There are

21.50 % persons unrelated and 15 years and over that are living at the poverty level. The category or the lowest ratio of living in poverty is 65 years and over at 6.30%.

**Table 5: Poverty**

<b>Manatee County Poverty 2010</b>			
<b>Families &amp; Poverty Level 2010</b>	<b>Percent</b>	<b>People &amp; Poverty Level 2010</b>	<b>Percent</b>
All families	10.40%	All people	14.30%
With related children under 18 years	20.20%	Under 18 years	23.00%
With related children under 5 years only	14.00%	Related children under 18 years	22.50%
Married couple families	6.30%	Related children under 5 years	21.30%
With related children under 18 years	10.70%	Related children 5 to 17 years	23.00%
With related children under 5 years only	6.50%	18 years and over	12.00%
Families with female householder, no husband present	28.20%	18 to 64 years	14.40%
With related children under 18 years	38.60%	65 years and over	6.30%
With related children under 5 years only	35.50%	Unrelated individuals 15 years and over	21.50%
People in families	12.30%		
<i>All data is provided by the U. S. Census Bureau</i>			

**Disability Data**

The US Census Bureau provides ACS data for analysis. The American Community Survey (ACS) Public Use Microdata Sample (PUMS) is a sub-sample of the ACS sample. All identifying information such as name and address is removed, to protect confidentiality. The PUMS supports development of custom tables not included in the American Factfinder, and is available to download from the Factfinder website.

For PUMS users, the smallest sub-state geographic identifier provided is the Public Use Microdata Area (PUMA). PUMAs are 100,000 in population or larger. Large counties and places may be made up of one or more PUMAs and in this case the PUMS will support local estimates, but smaller jurisdictions will need to rely on estimates from the PUMA in which they are located. There are 2 PUMAs which exactly comprise Manatee

County Florida. These PUMAs are: 2801 and 2802. All data was obtained from the US Census Fact Finder.

**Disability Defined**

The Census Bureau defines a disability as a long-lasting sensory, physical, mental, or emotional condition or conditions that make it difficult for a person to do functional or participatory activities such as seeing, hearing, walking, climbing stairs, learning, remembering, concentrating, dressing, bathing, going outside the home, or working at a job.

**Disabled Population**

Table 6 shows the population of the disabled in different age categories. There were 41,966 persons in Manatee County in 2010 with a disability that are non-institutionalized, which makes up 13% of the total population estimate. The number of persons with a disability increases with age. The largest age group and percentage is the category of 65 years and over, at 20,858. This number (20,858) makes up 27.97% of that age group and 6.46% of the total population. The smallest age group and percentage is the category of 5 to 17 years of age at 1,896. This number (1, 896) makes up 3.59% of that age group and .59% of the total population.

**Table 6: Disabled Population by Age**

Manatee County Disabled Population by Age 2010	Total Population	Total Population with a Disability	Percent of Total Population with a Disability	Percent with a Disability in Each Age Group
	Estimate	Estimate	Estimate	Estimate
Total civilian non-institutionalized disabled population	41,966	41,966	13.07%	n/a
Population under 5 years	18,195	0	0.00%	n/a
Population 5 to 17 years	47,959	1,896	0.59%	3.95%
Population 18 to 64 years	180,267	19,212	5.99%	10.66%
Population 65 years and over	74,561	20,858	6.46%	27.97%
Total	320,982	41,966	13.07%	13.07%

*US Census American Fact Finder*

**Disabled Employment Status**

**Table 7** shows the disabled in the work force. There are 180, 267 persons that make up the total labor force for the County. There are 135, 630 persons in the labor force in County. There are 135,630 persons employed in the County that are part of the labor force or 85.94%. Of those in the labor force that are employed, 4.39% have a disability and 81.55% have no disability. Those persons in the labor force that are unemployed make up 14.06% of the labor force. Of those persons that are unemployed, 1.73% has a disability and 12.33% have no disability. There are 44,637 persons not in the labor force in County. Of those not in the labor force, 24.43% have a disability and 75.57% have no disability.

**Table 7: Disabled Employment**

Manatee County Disabled Employment Data	Estimate	Percent in the Labor Force	Percent not in the Labor Force
Total Labor Force:	180,267		
In the labor force:	135,630	X	X
Employed:	116,564	85.94%	X
With a disability	5,959	4.39%	X
No disability	110,605	81.55%	X
Unemployed:	19,066	14.06%	X
With a disability	2,349	1.73%	X
No disability	16,717	12.33%	X
Not in labor force:	44,637	X	X
With a disability	10,904	X	24.43%
No disability	33,733	X	75.57%

**Disabled Population in Poverty**

**Table 8** shows the disabled in age groups that live at or above the poverty level and live below the poverty level. There is no reported data for the age group of under 5 years. Out of the 47, 505 people ages 5 to 17; there are 1,896 or 3.99% that have a disability. Out of those that have a disability (1, 896), 1.03% are below the poverty level and 2.95% are at or above the poverty level. As individuals age with a disability, their chance of living at or above the poverty level or below the poverty level increases. There are 35,496 people that are 75 years and older; 38.70% have a disability. Of those with a disability 3.20% live below the poverty level and 35.59% live at or above the poverty level.

**Table 8: Disabled Population in Poverty**

<b>Manatee County Disabled in Poverty</b>	<b>Total Population 320,065</b>	<b>Percentage of Age Group in or Out of Poverty</b>
<b>Under 5 years:</b>	17,732	X
With a disability:	0	X
12-month income below poverty level	0	X
12-month income at or above poverty level	0	X
<b>5 to 17 years:</b>	47,505	X
With a disability:	1,896	3.99%
12-month income below poverty level	490	1.03%
12-month income at or above poverty level	1,406	2.95%
<b>18 to 34 years:</b>	54,702	X
With a disability:	4,069	7.49%
12-month income below poverty level	1,408	2.57%
12-month income at or above poverty level	2,661	4.86%
<b>35 to 64 years:</b>	125,565	X
With a disability:	15,143	1.21%
12-month income below poverty level	3,466	2.76%
12-month income at or above poverty level	11,677	9.30%
<b>65 to 74 years:</b>	39,065	X
With a disability:	7,121	18.23%
12-month income below poverty level	383	0.98%
12-month income at or above poverty level	6,738	17.25%
<b>75 years and over:</b>	35,496	X
With a disability:	13,737	38.70%
12-month income below poverty level	1,105	3.20%
12-month income at or above poverty level	12,632	35.59%

**Figure 3- Para-transit & Transportation Disadvantaged Total Ridership FY 10-11**

Figure 3 shows all ridership for transportation disadvantaged and para-transit for the FY 10-11. There are currently 3,069 people registered for handy bus services.

PARA-TRANSIT & DISADVANTAGED RIDERSHIP	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL	AVERAGE
RIDERSHIP	6755	7042	7008	6967	6681	6413	6672	6449	7385	6988	6632	7022	82014	6835
NO SHOWS	106	101	82	101	75	69	74	50	78	57	78	42	913	76
MISSED TRIPS	36	38	22	14	27	11	23	32	27	16	3	10	259	22
ADVANCED CANCELLED	690	753	761	579	834	890	609	659	729	565	665	540	8274	690
LATE CANCELLED	76	117	83	84	85	69	81	90	102	72	91	71	1021	85
SAME DAY CANCELLED	213	220	163	147	233	201	159	186	187	202	239	264	2414	201
DENIALS:														
MEDICAL	8	1	0	0	3	3	2	16	4	1	0	1	39	3
CASUAL	18	0	0	1	2	2	4	2	1	0	0	1	31	3
SUB-TOTAL	26	1	0	1	5	5	6	18	5	1	0	2	70	6
REFUSALS:														
MEDICAL	16	34	9	3	12	9	17	7	13	19	10	6	155	13
CASUAL	5	1	0	0	1	3	0	5	0	0	0	0	15	1
SUB-TOTAL	21	35	9	3	13	12	17	12	13	19	10	6	170	14
TRIPS BY PURPOSE:														
MEDICAL	38.2%	36.0%	35.4%	36.6%	37.7%	39.4%	38.4%	38.1%	14.0%	13.3%	15.0%	16.8%		30%
DIALYSIS	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	23.2%	24.6%	24.0%	23.9%		8%

WORK	14.8%	13.9%	15.2%	15.1%	13.9%	13.5%	14.0%	13.9%	14.1%	14.0%	13.5%	13.9%	14.0%	13.5%	13.9%	14%
SCHOOL	0.2%	0.4%	2.1%	2.5%	2.6%	1.6%	1.6%	1.7%	1.7%	1.7%	1.2%	1.9%	1.7%	1.2%	1.0%	2%
CASUAL	10.0%	8.7%	8.7%	8.9%	8.5%	8.3%	8.4%	5.3%	5.3%	6.2%	6.0%	8.4%	6.2%	6.0%	5.7%	8%
*MOW	1.2%	1.1%	0.8%	0.6%	0.6%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%
FOOD/NUTRITION	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	3.1%	3.0%	3.4%	0.0%	3.0%	3.4%	3.2%	1%
AGENCIES	30.4%	32.7%	31.7%	30.7%	30.9%	31.7%	32.4%	31.3%	31.7%	30.7%	30.8%	31.3%	30.7%	30.8%	30.2%	31%
ESCORTS	0.8%	1.1%	0.5%	0.4%	0.6%	0.4%	0.5%	0.7%	0.8%	0.5%	0.6%	0.7%	0.5%	0.6%	0.7%	1%
ASSESSMENTS	0.1%	0.2%	0.3%	0.2%	0.2%	0.4%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0%
**PCA'S	0.8%	0.9%	0.8%	0.7%	0.5%	0.3%	0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.3%	1%
VETERANS/TVS	2.8%	3.3%	2.3%	2.3%	1.9%	2.3%	2.6%	2.5%	2.8%	2.6%	2.7%	2.5%	2.6%	2.7%	2.8%	3%
MANASOTA LIGHTHOUSE	0.9%	1.7%	2.2%	2.0%	2.5%	1.7%	1.7%	2.3%	2.8%	3.0%	2.2%	2.3%	3.0%	2.2%	1.1%	2%
SUB-TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
<b>TRIPS BY SPACE TYPES:</b>																
AMBULATORY	4718	4873	4820	4860	4735	4436	4617	4498	5165	4880	4646	4721	4880	4646	4721	4747
SCOOTER	67	73	52	32	18	36	30	38	51	35	57	52	35	57	52	45
POWER WHEELCHAIR	369	379	343	351	279	286	282	280	350	296	404	437	296	404	437	338
WHEELCHAIR	1560	1661	1707	1667	1589	1591	1675	1571	1764	1679	1801	1710	1679	1801	19975	1665
XTRA WIDE WHEELCHAIR	40	56	86	57	60	64	68	62	55	100	108	102	100	108	858	72
NEEDS LIFT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WC SUB-TOTAL	2036	2169	2188	2107	1946	1977	2055	1951	2220	2110	2370	2301	2110	2370	25430	2119
<b>TRANSPORTATION DISADY.</b>																
***TD AMBULATORY	1564	1625	1666	1796	1778	1628	1704	1660	1813	1716	1615	1689	1716	1615	20254	1688
****TDC AMBULATORY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
*****TDN AMBULATORY	53	64	59	51	38	22	20	28	27	22	25	21	22	25	430	36

TDE AMBULATORY	50	70	28	24	34	26	33	48	54	32	41	52	492	41
AMBULATORY SUB-TOTAL W/OUT ESC	1667	1759	1753	1871	1850	1676	1757	1736	1894	1770	1681	1762	21176	1765
TD WHEELCHAIR	665	721	791	851	701	715	728	706	837	855	762	850	9182	765
TDC WHEELCHAIR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TDN WHEELCHAIR	0	0	0	0	0	0	0	0	27	0	0	0	27	2
*****TDE WHEELCHAIR	1	0	5	4	2	0	0	0	2	0	0	0	14	1
WHEELCHAIR SUB-TOTAL W/OUT ESC	666	721	796	855	703	715	728	706	866	855	762	850	9223	769
TD NEEDS LIFT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL TD TRIPS W/ESC	2333	2480	2549	2726	2553	2391	2485	2442	2760	2625	2443	2612	30399	2533
TOTAL ESCORTS USED	51	70	33	28	36	26	33	48	56	32	41	52	506	42
TOTAL TD TRIPS W/OUT ESC	2282	2410	2516	2698	2517	2365	2452	2394	2704	2593	2402	2560	29893	2491
*MOW = Meals on Wheels														
**PCA = Personal Care Attendant														
***TD = Transportation Disadvantaged														
****TDC = Transportation Disadvantaged Child														
*****TDN = Transportation Disadvantaged No Charge														
*****TDE = Transportation Disadvantaged Escort														

## **II. DEVELOPMENT PLAN**

### **GOALS, OBJECTIVES, AND STRATEGIES**

#### **GOAL 1:**

**Efficiently and effectively serve the mobility needs of the Transportation Disadvantaged population in Manatee County within the available funding constraints.**

#### **Objective 1.1**

Match appropriate transportation services with the identified needs of the TD population.

#### **Objective 1.2**

Maximize the use of the fixed route system as an alternative to door-to-door para-transit.

#### **Objective 1.3**

To the extent possible, manage, operate, and maintain transportation services in a cost-effective manner.

#### **Objective 1.4**

Maximize revenue generation through various sources.

#### **Strategies:**

1. Continue to emphasize the availability of fixed route discount tickets/passes for agencies and schools
2. Encourage use of fixed route system for TD clients and non-sponsored TD trips having origin and destination within the fixed route system.
3. Continue to work with TRAPEZE Systems for upgrades and improvements to new intake/dispatch and management system for para-transit service.
4. Increase revenue through advertising, promoting voluntary dollar on vehicle registration renewals, fuel tax refunds, etc.

**GOAL 2:**

**Efficiently and effectively coordinate existing and planned transit service for the Transportation Disadvantaged population in Manatee County and out-of-county.**

**Objective 2.1**

Coordinate inter-county transportation disadvantaged services with surrounding counties, with special attention to Sarasota (SCAT-Plus.)

**Objective 2.2**

Explore opportunities to expand the number of agencies that have signed coordination agreements with the CTC.

**Strategies:**

1. Continue intake and screening for mandatory use of fixed route versus demand response service.
2. Assist with implementing a hurricane awareness video to help to educate our Transportation Disadvantaged Population
3. Review operating and financial information on a monthly basis, for completion of the AOR and the Service Plan.
4. Monitor transportation services provided by social service agencies and identify additional opportunities for coordination.
5. Continue to offer annual training sessions for coordination contractors on reporting data for the AOR.
6. Notify Coordination Contractors of available TD, FDOT, and RTAP training opportunities.
7. Continue to offer technical assistance to agencies in completing and reviewing their applications for vehicles through the 49 U.S.C.5310 program offered annually by the Department of Transportation (DOT).

**GOAL 3:**

**Provide safe, reliable, and courteous transportation services.**

**Objective 3.1**

Maintain a para-transit fleet that can meet the TD demand and provide quality service.

### **Objective 3.2**

Provide amenities at bus stops for riders using fixed route. These improvements can allow riders to utilize the fixed route system more easily.

### **Objective 3.3**

Continue ongoing driver training.

### **Strategies**

1. Review vehicle and equipment information in the AOR and Service Plan and develop strategies to respond to issues and declining performance measures.
2. Maintain an adequate vehicle replacement program for para-transit vehicles and equipment.
3. Acquire new and upgraded para- transit vehicles and equipment, as funding permits.
4. Ensure active and ongoing implementation of the System Safety Program Plan.
5. Measure and analyze performance standards, as a basis for evaluating quality assurance.
6. Implement a passenger shelter program that will place 10-25 shelters per year.

## **III. IMPLEMENTATION PLAN**

### **Three Year Transportation Disadvantaged Improvement Program**

MCAT's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding constraints. Specific projects and activities are listed in the implementation schedule section. Projects that are implemented all have one common characteristic; they meet one or more of the listed objectives. MCAT no longer coordinates Medicaid transportation services within Manatee County. MCAT has continued to update the Ride Guide, with detailed instruction and description of how the Para transit Bus service works and how riders can obtain service.

Manatee County continues to experience slight growth and development throughout the county, and most notably in the eastern portion. This growth continues to bring an increase in demand for para transit service for areas east of I-75. This increase in demand is from individuals, as well as agency-sponsored service. MCAT is in the process of replacing its oldest para-transit vehicles through the FDOT vehicle procurement program.

The use of multi-ride passes and tickets by social service agencies for use on the fixed route system will continue to be emphasized and will continue to be a substantial percent of the total trips within the coordinated system.

Manatee County Area Transit continues to look at ways to productively improve service through customer service, personnel, fleet and new and innovative technology. These measures will assist with statistical reporting in providing additional funding for MCAT.

Any changes or improvements are contingent on identifying available operating or capital funds in any given year. MCAT in previous years has used 100% of its Transportation Disadvantaged funds for trips, and has been using other funds for capital improvements. Manatee County continues to provide County funds to make up the difference in what operational expenses are not covered by grants or farebox revenues.

#### **IV. IMPLEMENTATION SCHEDULE**

##### **Fiscal year 2011 and 2012**

1. Accepted delivery of 2 replacement para- transit vehicles.
2. Installed 52 replacement shelter facilities due to damage from extreme weather conditions.
3. Continued to efficiently and effectively serve the mobility needs of the Transportation Disadvantaged population in Manatee County providing safe, reliable and courteous transportation services.
4. In November 2010, began offering travel training for TD riders who desire assistance with learning to use fixed route for some or all of their trips.
5. Completely eliminated open returns in order to reduce overtime.
6. Implemented a second location in west county (Coquina Beach) to increase connectivity with Sarasota.
7. Eliminated age as part of the TD eligibility process, following the latest TD audit.
8. Prioritized TD trips (dialysis, work, school take priority), followed by other life-sustaining purposes (other medical trips, prescription pick-ups, food shopping, banking).
9. Updated Ride Guide and split into 2 separate Ride Guides to save on mailing costs. There is now the Ride Guide Transit/Trolley Edition and the Ride Guide Para-transit Edition.

**V. TDSP CERTIFICATION**

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

5/17/2012

Date

James Van Peet for Vice-Chair George McKey  
Chairman of Local Coordinating Board

Approved by the Commission for the Transportation Disadvantaged:

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Date

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Chair Transportation Disadvantaged Signatures