

**PINELLAS COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN**

2008-2012

Prepared by:

THE PINELLAS COUNTY METROPOLITAN PLANNING ORGANIZATION

**PINELLAS COUNTY
METROPOLITAN PLANNING ORGANIZATION**

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JUNE 2008
AMENDED DECEMBER 2011

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**2011 UPDATE
TRANSPORTATION DISADVANTAGED SERVICE PLAN
LOCAL COORDINATING BOARD
ROSTER AND CERTIFICATION**

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chairperson	Dave Eggers	X		
2. Elderly	Ned Allen	X		
3. Disabled	Doug Towne	X		
4. Citizen Advocate	Brian Scott	X		
5. Citizen Advocate/User	Bob Bowen	X		
6. Children at Risk	Ronald Kimball	X		
7. Community Action	Jane Walker	X		
8. Public Education	VACANT			
9. FL Dept. of Transportation	Tracy Dean	X		
10. FL Dept. of Children & Families	John Palumbo			X
11. FL Dept. of Elder Affairs	Jason Martino	X		
12. FL Dept. of Education	VACANT			
13. FL Agency for Health Care Admin.	Aaron Lounsberry	X		
14. Reg. Workforce Dev. Bd. (WorkNet)	Bill Griffiths			X
15. Veterans Services	Donald Stout			X
16. Local Mass Transit (PSTA)	Neil Brickfield	X		
17. Transportation Industry	Alan Weatherilt	X		
18. Local Medical Community	Joan Andrade	X		

The Local Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on the date shown below.

Date

Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged.

Date

Executive Director

I. Development Plan

Section A: Introduction to the Service Area

1. Background and Organization of the Transportation Disadvantaged Program

The Pinellas County Transportation Disadvantaged (TD) Program was established in 1979 with the enactment of Chapter 427, F.S. Chapter 427, F.S., defines “Transportation Disadvantaged” as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation. These individuals are dependent upon others to obtain access to health care, employment, education, shopping social outings and other life-sustaining activities. Transportation disadvantaged, as defined in the Statute, also includes children who are handicapped, high-risk or at-risk as defined in Chapter 411.202, F.S. In 1981, the Pinellas County Metropolitan Planning Organization (MPO) was designated the Coordinated Community Transportation Provider, operating under the guidance of the Coordinated Community Transportation Provider Council. Three local non-profit agencies that were the primary providers of transportation disadvantaged services in Pinellas County at the time, Neighborly Care Network (NCN), Pinellas Association of Retarded Children (PARC) and Upper Pinellas Association of Retarded Citizens (UPARC), agreed to participate in the program.

Until the creation of the State Transportation Disadvantaged Trust Fund that resulted from the amendment of Chapter 427, F.S., in 1989, the county’s TD Program was limited to the reporting of transportation services by the participating agencies. The Trust Fund enabled local transportation disadvantaged programs such as Pinellas County’s to begin providing transportation services to disadvantaged citizens who did not already have a sponsoring agency to meet their basic sustenance needs (e.g., trips to doctor’s offices, grocery stores, employment sites).

The 1989 amendment of Chapter 427, F.S., also removed the Coordinated Community Transportation Provider designation and in 1990, the Florida Commission for the Transportation Disadvantaged (CTD) designated the MPO as the Community Transportation Coordinator (CTC) for Pinellas County. This was in addition to its duties as the designated official planning agency (DOPA) for the local TD Program. The Coordinated Community Transportation Provider Council was also replaced by the Local Coordinating Board (LCB) as the governing body for the County’s TD Program. As the CTC, the MPO is responsible for managing the County’s TD Program and for coordinating all transportation disadvantaged services in Pinellas County, a primary objective of Chapter 427, F.S.

In 1992, the MPO began to create a brokered system of service delivery through the county’s TD Program. This involved establishing a network of transportation providers that would be assigned to service “non-sponsored” transportation disadvantaged customers by a management firm contracted to handle ride scheduling services from a centralized office. Greater Pinellas Transportation Management Services (GPTMS) was contracted by the MPO at this time to provide these services. The transportation providers included taxi cab and wheelchair transportation companies contracted by the MPO to deliver services to TD Program customers through this brokered system arrangement.

Customers were charged \$3 per one-way trip to use the service. Later that year the local Medicaid office started to place their clients through the brokered system for non-emergency transportation (NET) services.

A method of allocating funds on a monthly basis for non-sponsored brokered services was implemented in 1992 to ensure that uninterrupted service could be provided throughout the year. Also, prioritization for non-sponsored trips was introduced allowing not only medical trips, but also trips for educational, employment, shopping, nutritional dining sites, utility companies, and other sustenance purposes. Only those social or recreational trips were not serviced. Finally, a groundbreaking initiative was launched in 1992 that involved the introduction of the bus pass program to TD Program customers, including Medicaid recipients. Through this program, TD Program customers were able to start using 31-day unlimited bus passes which allowed them to travel anywhere a PSTA bus could take them for any purpose for \$4.20 (currently \$8.25). In addition to providing transportation disadvantaged individuals with the means to a more independent lifestyle, the bus pass program has brought substantial cost savings to the TD Program as well as the Medicaid Program.

In a continuing effort to improve coordination in the delivery of transportation services to the disadvantaged community, responsibility for operating the TD Program was moved to PSTA on January 1, 2012. This action allowed TD Program services to be fully integrated with PSTA's Dial A Ride Transit (DART) services, thereby improving the cost effectiveness of the two programs from the standpoint of client eligibility review and application process, trip scheduling and reporting and the administration of the Bus Pass Program. The move also recognized the importance of utilizing the bus system to handle the transportation needs of TD Program clients to the fullest extent possible. To continue serving TD Program clients who are unable to ride the bus, PSTA currently has in place provider contracts with Clearwater Yellow Cab and Care Ride for taxi sedan and wheelchair van service. The PSTA replaced the role of GPTMS in the TD Program and is now solely responsible for handling customer requests for service and related call-intake, assigning trips to their contracted providers, as appropriate, for those who are unable to ride the bus, determining eligibility, and managing client records.

Regarding the Medicaid NET Program, State funding cutbacks in 2011 caused the MPO to transition responsibility for the program to the CTD. This occurred after careful consideration of the issue and various options for reducing costs associated with operating the program by the LCB as well as the MPO. The MPO also recognized the CTD's intent to utilize a local provider to avoid any disruption in services to Medicaid recipients upon assuming the program.

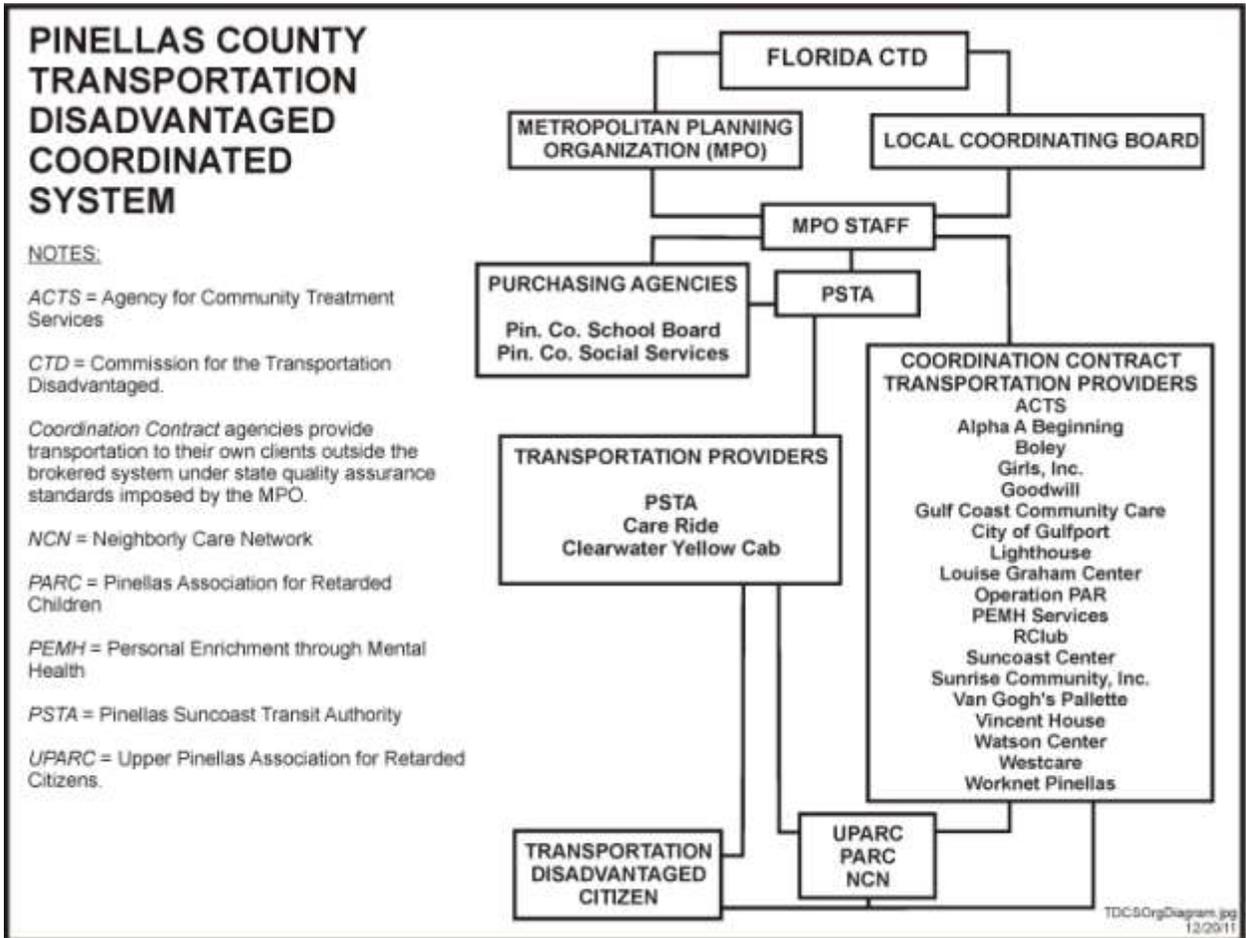
Recognizing their historical role as the primary transportation providers for the transportation disadvantaged in Pinellas County, NCN, PARC and UPARC were included among the initial brokered system providers and were also signed on by the MPO to serve under a coordination contract. A coordination contract allows the MPO to ensure that services to "sponsored" transportation disadvantaged customers comply with state quality assurance standards and to monitor their trip activity. The coordination contracts also allow participating agencies an opportunity to receive state grant funds under the Section 5310 Elderly and Disabled Persons Program, which provides new and replacement vehicles to agencies providing services to the disadvantaged.

Over the years, the MPO has entered into coordination agreements with a number of non-profit agencies that are able to provide transportation to their disadvantaged clients in a cost-effective manner. There are 14 coordination contract operators providing transportation disadvantaged service. These include Agency for Community Treatment Services Inc., Alpha House, Boley Centers Inc., City of Gulfport, Girls, Inc., Goodwill Industries Inc., Gulfcoast Community Care, Louise Graham Regeneration Center, Operation PAR, Personal Enrichment through Mental Health Services, Pinellas Suncoast Transit Authority, Suncoast Center, Inc., Vincent House, WorkNet Pinellas and WestCare Gulf Coast Florida Inc. In addition, the TD Program provides services to agencies that purchase transportation for their clients. These purchasing agencies include Pinellas County Schools and Pinellas County Social Services.

2. Community Transportation Coordinator Designation Date/History

In 1990, the Florida Commission for the Transportation Disadvantaged (CTD) designated the MPO as the Community Transportation Coordinator (CTC) for Pinellas County. This was in addition to its duties as the designated official planning agency (DOPA) for the local TD Program. Since 1990 the MPO has continued serving as the CTC, upon recommendation from the MPO in accordance with Rule 41-2.010, F.A.C., and approval from the CTD.

3. Organization Chart



4. Consistency Review of Other Plans

Most of the agencies responsible for the development of local and regional planning documents concerning transportation issues are familiar with the Pinellas County TD Program. The following Plan(s) summarized below have been reviewed for consistency with the Pinellas County Transportation Disadvantaged Service Plan.

a. Pinellas County Comprehensive Plan

Florida law requires every incorporated municipality and county to adopt a comprehensive plan that is consistent with the Growth Management Act of 1985. The Growth Management Act requires all comprehensive plans to be consistent with state and regional plans. For communities with a population over 50,000, all comprehensive plans must include a transportation-related element that summarizes the existing and future transportation conditions, how those conditions relate to what the community considers the ideal transportation situation, and how they propose to get there. The Pinellas County Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning categories for the County and was updated in December 2004. This document provides information on various policies that can be used in preparing the TDSP, including the following:

Policy 1.7.7: Pinellas County shall continue to identify and monitor “unmet” transportation disadvantaged needs within unincorporated Pinellas County. Residents in need of transportation assistance shall be informed of services available through the Pinellas County Transportation Disadvantaged Program.

Policy 1.7.9. Pinellas County shall continue to maintain an inventory of transportation disadvantaged persons that would be affected by an evacuation order in the event of a natural disaster. Those needing to evacuate to a public shelter that have no personal means available to transport them, shall be provided the opportunity to register with Pinellas County for Special Needs assistance in order to receive transportation assistance.

b. Regional Policy Plans

Strategic Regional Policy Plan

The Tampa Bay Regional Planning Council’s Strategic Regional Policy Plan (SRPP), last updated in 1995, indicates that further study of the feasibility of multi-county coordinated transportation for the transportation disadvantaged is needed.

2007 Tri-County Access Plan (T-CAP) and 2009 Update

Consistent with new Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation, the Pinellas County MPO, in coordination with Hillsborough and Pasco County MPOs, developed the Tri-County Access Plan (TCAP) to meet new federal legislation requirements for obtaining funding under three federal public

transit grant programs. The original plan was adopted in 2007 and an update to the Plan was completed in 2009. The three federal grant programs include:

- ❖ Special Needs of Elderly and Individuals with Disabilities (E&D) 5310
- ❖ Job Access Reverse Commute (JARC) 5316
- ❖ New Freedom (NF) 5317

To access funds under these programs, SAFETEA-LU requires that agencies prepare a Locally Coordinated Human Services Transportation Plan (LCHSTP). The LCHSTP, or in this case, the TCAP, as named during the public involvement process, integrated a publicly-driven approach to planning, coordinating, and funding transportation services based on an assessment of local demographics and transportation markets. A review of existing transportation services, including local TD Programs was included in the development of the TCAP to help identify unmet transportation needs and solutions to meet those needs. The TCAP prioritizes projects based on their ability to efficiently and cost-effectively meet the unmet needs and provide increased access to employment and community activities to older adults, disabled persons, and persons of lower-income. There is much overlap between these populations and those served by the TD Program therefore projects identified in the TCAP would also benefit persons eligible for the TD Program.

c. Transit Development Plan

The Transit Development Plan (TDP) provides information on transit policies, demographics relating to the need for transit services, proposed transit-related service improvements, costs, funding sources, and an implementation plan. The Pinellas County TD Program relies heavily on the use of bus passes to provide transportation services that are cost-effective and increase the overall mobility of transportation disadvantaged persons. Through implementation of its TDP, PSTA continues to evaluate its frequency and service hours its routes and make appropriate improvements. These route improvements further increase the utility of the bus passes provided to TD users.

d. Florida Commission for the Transportation Disadvantaged 5-Year/20-Year Plan

The Five Year Plan of the Florida Commission for the Transportation Disadvantaged (CTD) provides a summary of issues impacting the CTD and transportation disadvantaged services. It identifies goals and strategic objectives and provides a schedule for implementing actions to achieve the desired goals. The goals identified by the CTD are considered as part of the development of goals and objectives for Pinellas County's TD Program.

e. Pinellas County 2035 Long Range Transportation Plan

The Pinellas County Long Range Transportation Plan (LRTP) is the fundamental planning document for transportation in Pinellas County. While the Comprehensive Plan provides a vision of where the County wants to go, the LRTP provides the year-by-year needs to reach the transportation-related goals. Although these goals are determined at the local level, they must be

consistent with federal- and state-level requirements to maintain funding. The LRTP focuses on all transportation needs; therefore, the plan has two specific objectives dedicated to public transportation. To accomplish these objectives, 16 policies are provided relating to public transportation. These policies address governmental coordination, transit friendly design, intermodal development, and transportation disadvantaged services. The objectives and policies that are specific to the transportation disadvantaged are identified below:

- Objective 1.4: Mass Transit use shall be encouraged and promoted in order to increase ridership while reducing the number of single-occupant vehicles on the County's roadways and as a primary means of travel for the transportation disadvantaged population.
- Policy 1.4.5: The MPO shall continue to ensure that the economically disadvantaged and physically impaired citizens of Pinellas County have access to cost-effective and efficient transportation services. The MPO shall carry out this policy under its responsibilities as the Designated Official Planning Agency (DOPA) and Community Transportation Coordinator (CTC) in accordance with Chapter 427, F.S., Rule 41-2, F.A.C., and in accordance with the goals, objectives, and strategies set forth in the Three-Year Transportation Disadvantaged Program Service Plan.
- Policy 1.4.6: In its role as the Pinellas County CTC, the MPO shall provide, when appropriate, 31-day unlimited use PSTA bus passes (i.e., *Go Cards*) to Transportation Disadvantaged Program customers as a cost-effective way and of providing needed transportation and increasing clients' overall mobility.
- Policy 1.4.7: The MPO shall continue to work with local governments, communities, and PSTA to identify and assess transit needs in the County.
- Policy 1.4.8: The MPO shall work with other governments/counties to identify projects for Job Access and Reverse Commute (JARC) and New Freedom funding.
- Policy 1.4.10: The MPO shall include the public, local governments, the private sector, nonprofit agencies and PSTA in the development of plans addressing the needs of transportation disadvantaged population.
- Policy 1.4.11: The MPO shall support/encourage provision of Americans with Disabilities Act (ADA)-compliant features and amenities at transit stops that accommodate the needs of persons with disabilities and the elderly.

f. Transportation Improvement Program

Through the adoption of the Transportation Improvement Program, the MPO annually reviews and approves funding resources for the Pinellas County TD Program. Funding is obtained through federal, state, and local government sources.

5. Public Participation

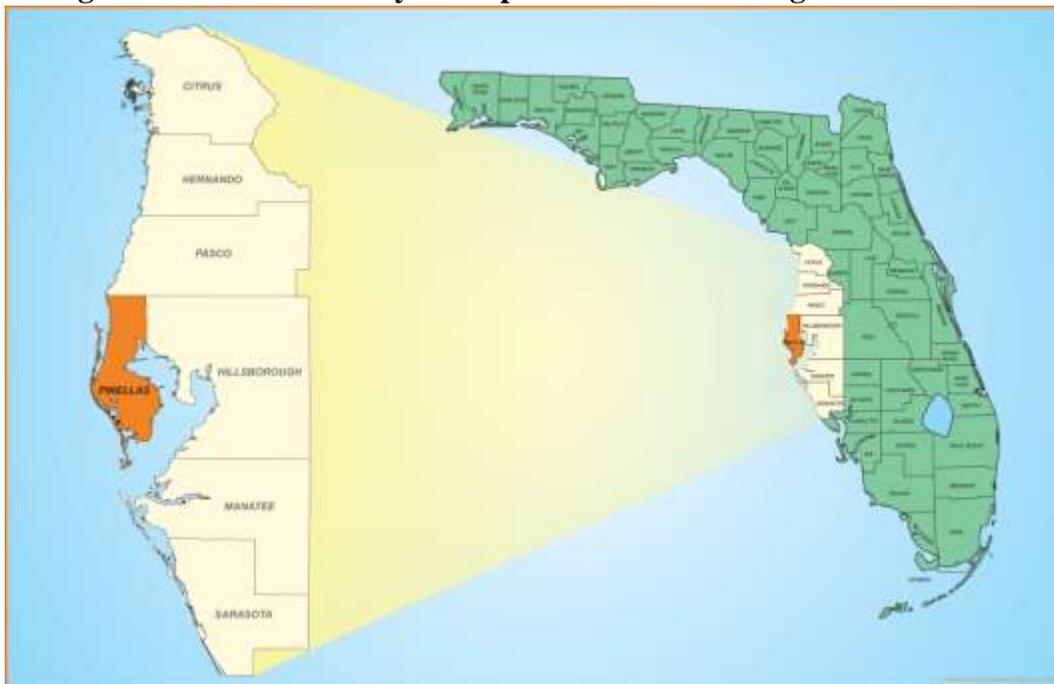
The TDSP is developed and updated through a process that includes participation of members of the public, transportation providers (public, private, and non-profit), human services agencies, and others interested in transportation for the disadvantaged through LCB meetings, public workshops and forums. In addition, the Tri-County Access Plan (TCAP) which serves as the locally developed, coordinated public transit-human services transportation plan for Pinellas, Pasco, and Hillsborough Counties was developed and updated through a process that included an exhaustive list of stakeholders including transportation providers, area planning agencies, system users and advocates for elderly, low-income, and disabled persons, human service agencies, workforce agencies, and elected officials. Detailed information on the public involvement process relating to development of the TCAP is contained in the Public Involvement section of that plan.

Section B: Pinellas County Profile/Demographics

1. Service Area Description

Pinellas County is a narrow 280 square mile peninsula located on Florida's West Coast just south of Pasco County, west of Hillsborough County, and north of Manatee County. It is the 6th ranked county of all Florida counties for population and the highest for population density per square mile.

Figure 1 – Pinellas County Transportation Disadvantaged Service Area



2. Demographics

a) Land Use

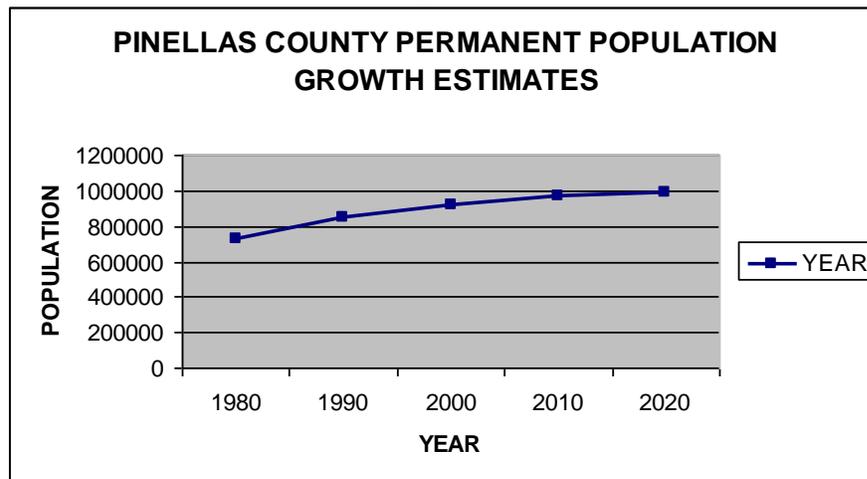
Pinellas County has approximately 3,383 persons per square mile, making it a better environment to support transit services. Single family homes and strip development, however, have resulted in an unfriendly pedestrian environment along some of the major corridors that may make accessing transit difficult for some.

Less than five percent of the county's land area is vacant and suitable for development. Consequently, development patterns in the county revolve around redevelopment and infill development activity.

b) Population

According to the Pinellas County Planning Department's population projections, the 2010 population for Pinellas County totaled 916,542, a decrease of 4,940 (-0.5%) since 2000. Population is not expected to grow significantly in upcoming years as shown below.

Figure 2



Source: Pinellas County Planning Department, Population Projections, 2004, rev. 2010

Of the 2010 Census figure (916,542), approximately 23.9% of individuals were living at or below 150% of the poverty level, which is the threshold used for the Pinellas County TD Program's income eligibility. Median household income is \$43,225 (2009 ACS, 1-year estimate).

Pinellas County's population is 82.1% Caucasian, 10.3% African-Americans, and 7.6% are a combination of the races or other minority groups. Pinellas County's Hispanic community has grown to 7.99% of the population 48.0% of the population is male and 52.0% female. Residents age 65 and older account for 21.2% of the county's population. A breakdown of the population by age group is described in Table 1 below.

Table 1
2011 Population in Pinellas County by Age Group

Age Categories	2011 Population	Percent of Total Population
0-14 years	132,048	14.4
15-24 years	97,202	10.6
25-44 years	210,910	23.0
45-64 years	282,436	30.8
65 and over	194,404	21.2

Source: 2010 Census; Assumptions: 0.05% population increase from 2010, and consistent age category percentage as in 2010

c) Employment

During the recession period and the troubled housing market in Pinellas County, the population has declined in the past 3 years; however, the population is expected to have slow but consistent growth in the future as the economy recovers. The Service Industry remains the dominant employer in Pinellas County comprising approximately 55 percent of the employment base in 2009 – up from 39 percent in 2000. The second largest employment base in Pinellas County is trade (retail and wholesale), which decreased in employment from 24 percent in 2000 to 15.7 percent in 2009. Due to moderate-to-low pay in these two fields, which comprise 70 percent of the total employment, public transit is vital to assist low-wage workers. Table 2 shows employment for each of the major employment categories.

Table 2
2009 Annual Average Non-Agricultural Employment by Category for Pinellas County

Employment Categories	Annual Average Employment	Percent of Total Employment
Manufacturing	32,158	8.2
Construction	19,216	4.9
Transportation, Communication and Public Utilities	15,069	3.9
Trade (Wholesale and Retail)	61,421	15.7
Finance, Insurance and Real Estate	28,893	7.4
Services	213,820	54.6
Government (Federal, State and Local)	20,535	5.2
Other	156	0.03

Source: Florida Agency for Workforce Innovation, Quarterly Census of Employment & Wages (ES202) 2009 (Annual average for 2010 not yet available)

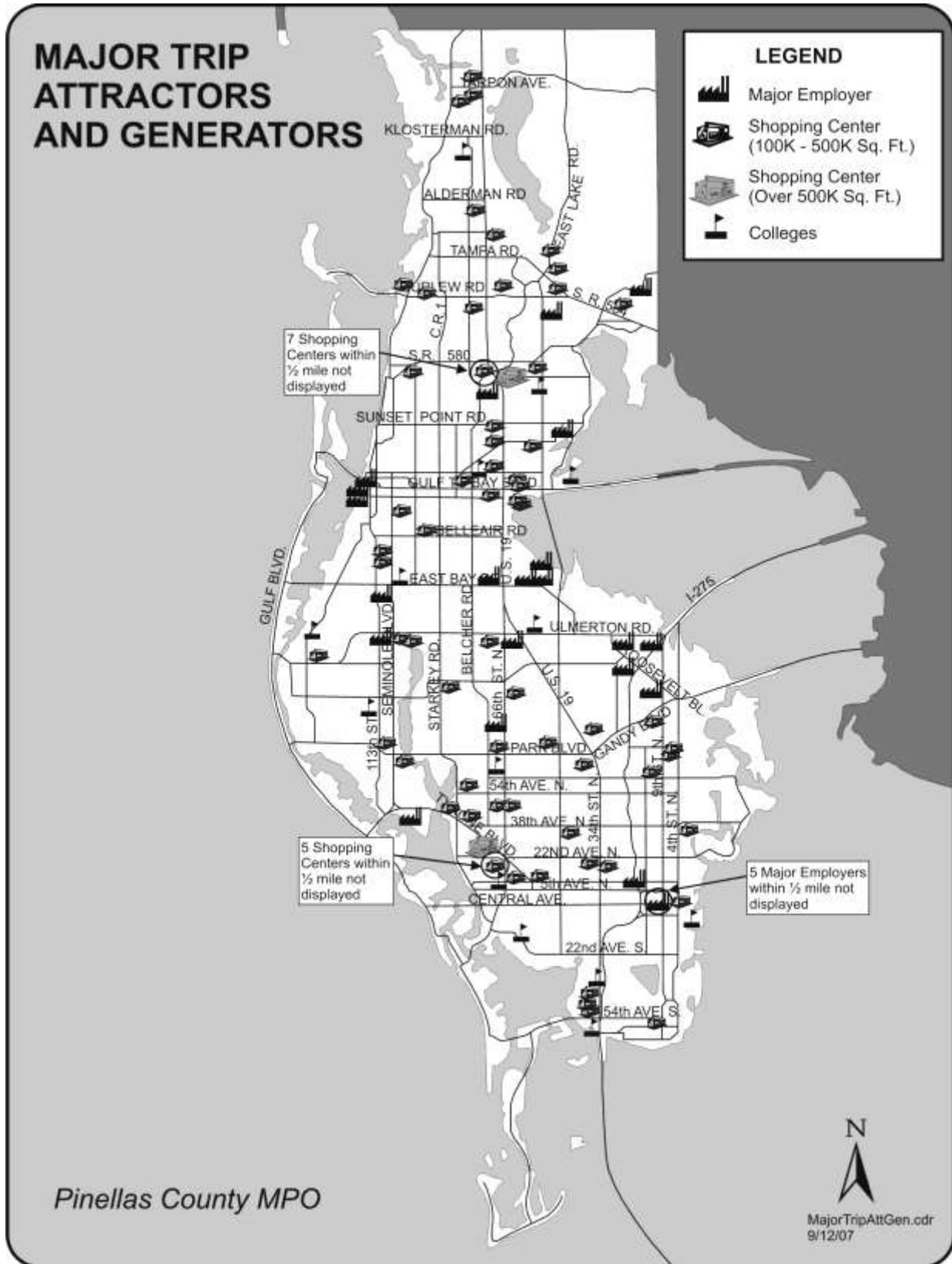
d) Major Trip Generators/Attractors

Figure 3 illustrates the location of major trip attractors and generators in the county. These include shopping centers, employment centers and colleges and universities. The map shows the highest concentrations of major trip attractors and generators in south and mid-Pinellas County. The major trip attractors and generators in north Pinellas County are primarily located along US Highway 19.

e) Inventory of Available Transportation Services

An inventory of available transportation services is in Appendix I.

Figure 3 – Trip Attractors/Generators Map



Section C: Service Analysis

1. Forecasts of Transportation Disadvantaged Population

The Pinellas County Planning Department estimated Pinellas County's transportation disadvantaged and complementary paratransit eligible population, as defined in the Americans with Disability Act (ADA). The definition of "Transportation Disadvantaged" as contained in Chapter 427, F.S., and local eligibility criteria are the key components used in estimating the transportation disadvantaged population. However, the ADA complementary paratransit estimates are based on the fixed-route service area, whereby persons with a disability residing within 3/4 mile of the fixed-route system are considered eligible regardless of their age or income.

Data used to compile the estimates contained in this section were derived from the following sources:

- US Department of Commerce, Bureau of the Census, 2010, data on population.
- US Department of Commerce, Bureau of the Census, 2009 American Community Survey (1-year estimate), data on poverty, disability, and car ownership;
- Pinellas County Planning Department Population Projections, 2010; and
- Long-term Forecast for Pinellas County, by the Bureau of Economic and Business Research, University of Florida.

The total number of persons estimated to be transportation disadvantaged in Pinellas County for 2011 is 77,941. This includes disabled and low-income (at or below 200% of the Federal Poverty Level) people with no access to an automobile as well as non-disabled, low-income persons with no access to an automobile. It is important to note that the age groups for the disability data have changed. The 5-17 year group would have to be split to determine the disability status of persons 16 years and over, which was able to be determined in earlier years. There is no information available to reliably derive the disability status of 16 and 17 year old persons from the 5-17 year category; therefore, the data obtained were for the 18 year and over age category. Furthermore, the Census Bureau introduced a new set of disability questions in the 2008 American Community Survey questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. Consequently, one would see a large disparity among the disability data which was based earlier upon the 2000 Census. Table 3 summarizes the projected TD population for 2011 by age categories. Table 4 provides TD population estimates for 2012 through 2017; projections assumed a relatively flat population growth, no more than a 0.05% annual population increase.

Table 3
Pinellas County Transportation Disadvantaged Population Estimates
Year 2011

Population Category	Age Group	
	18 to 64 Years (Non-Elderly)	65 + Years (Elderly)
Disabled/Low-Income/No Car	31,577	44,513
Non-Disabled/Low-Income/No Car	1,374	477
Total Transportation Disadvantaged Population	32,951	44,990

Source: Bureau of the Census, 2010 Census; American Community Survey (1-year estimate), 2009

NOTES:

- 1) "Disabled" includes hearing, vision, cognitive, ambulatory, self-care, and independent living disabilities, as defined by the Bureau of the Census
- 2) "Low-Income" defined as being below 200% of the Federal Poverty Level
- 3) "No Car" defined as having no access to an automobile

Table 4
Pinellas County Transportation Disadvantaged Population Projections
Years 2012-2017

Year	Total Transportation Disadvantaged Population	Age Group	
		18 to 64 Years (Non-Elderly)	65 + Years (Elderly)
2012	77,979	32,967	45,012
2013	78,019	32,984	45,035
2014	78,057	33,000	45,057
2015	78,097	33,017	45,080
2016	78,135	33,033	45,102
2017	78,175	33,050	45,125

Source: Bureau of the Census, 2010; American Community Survey (1-year estimate) 2009; Annual growth estimate approximately 0.05%

In 1991, the U.S. Department of Transportation introduced rules for implementing public transportation requirements necessary to comply with the ADA. Included in these rules was a requirement that public entities operating fixed-route transportation services for the general public also provide complementary paratransit services to persons unable to use the fixed-route system due to a mental or physical impairment. In accordance with the ADA provisions, these persons may receive paratransit services for trips with origins and destinations located within 3/4 mile of a fixed route. The ADA service area is shown in Figure 5.

To estimate Pinellas County's ADA-eligible population, the number of persons with a disability who reside within 3/4 mile of the fixed-route system (i.e., ADA Service Area) was calculated. Table 5

illustrates ADA paratransit population estimates, 2010 through 2017. Similar to the estimates presented for the transportation disadvantaged population, the ADA-eligible estimates were projected for each census tract as well as the entire county.

Table 5
Pinellas County Complementary ADA Paratransit
Population Projections
Years 2010-2017

Year	Population of ADA Service Area	Age Group		Total ADA Population
		18 - 64 Years	65+ years	
2010	834,053	29,981	40,935	70,916
2011	834,470	29,985	40,941	70,926
2012	834,887	30,000	40,961	70,961
2013	834,304	30,015	40,982	70,997
2014	835,720	30,030	41,002	71,032
2015	836,137	30,045	41,023	71,068
2016	836,553	30,060	41,043	71,103
2017	836,973	30,076	41,064	71,140

Source: Bureau of the Census, 2010 Census, American Community Survey (1-year estimate), 2009; Annual growth estimate adjustment 0.05%;

It is estimated that 91% of Pinellas County’s population currently live within the 3/4-mile ADA service area. Figure 5 provides a map of the ADA service area.

2. Needs Assessment

Of the 77,941 transportation disadvantaged people residing in Pinellas County, an estimated 50,000 were served through the Coordinated System in 2010 (actual total may be slightly less due to some individuals receiving transportation through multiple programs and some ADA-eligible customers not being TD-eligible). This includes 26,371 Transportation Disadvantaged Program non-sponsored clients and Medicaid-eligible recipients as well as 7,800 PSTA ADA-eligible paratransit customers. Another 15,936 received sponsored transportation services other than Medicaid through agencies serving under coordination contracts. Approximately 36% of transportation disadvantaged persons are not receiving transportation through the coordinated system, possibly due to the following factors:

- Transportation provided by family members or friends.
- Transportation provided through residence facility (assisted living, group home, etc.).
- Unaware of available services.
- Not interested in applying for services.

Although approximately 50,000 people receive transportation services through the coordinated system, many of these people may only receive transportation for a portion of their trip needs. Each program may only provide for certain trip purposes. For example, the TD Program provides trips based on available funding and a priority system. Due to limited funding, certain trip types are not served, including trips for educational and recreational purposes. Similarly, the Medicaid Non-Emergency Transportation Program only provides trips to Medicaid-compensable services. As shown in the inventory of available transportation services in Appendix I, most medical trips can be accommodated through the coordinated system whereas trips related to recreation, shopping, and education are provided by very few programs. Additional funding would allow the TD Program to meet more of the needs of transportation disadvantaged persons.

Additional unmet needs for the transportation disadvantaged were identified through the public workshops held to obtain input into development and update of the Tri-County Access Plan (TCAP), which identifies existing transportation services and unmet transportation needs for persons with lower incomes, persons with disabilities, and older adults. The TCAP also identifies solutions to address the unmet needs and prioritizes project types for potential funding under the Job Access and Reverse Commute (JARC) and New Freedom (NF) Programs. The top five unmet needs identified in the original 2007 TCAP are as follows:

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

The 2009 TCAP Update included the unmet needs from the 2007 TCAP and also identified the following as the top unmet needs and solutions:

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

The TCAP Update includes an extensive table containing strategies to address specific transportation problems and unmet needs that were identified through a process including public input and technical analysis. The table also identifies specific projects that could be implemented to fulfill the strategy and address the unmet needs.

3. Barriers to Coordination

The long-term goal of the TD Program is to funnel transportation disadvantaged services in Pinellas County through the TD Program brokered service delivery system to the fullest extent possible in order to increase coordination of transportation disadvantaged services provided in the county. Agencies such as PARC, UPARC and Neighborly Care Network receive TD funds through the CTC to directly provide transportation to many of their clients because they have demonstrated that they can provide the service more cost-effectively by utilizing group trips. Coordination between the CTC and other agencies providing transportation to the disadvantaged outside the brokered system occurs through the process of executing coordination contracts, which allow the participating agencies to be eligible for Federal Transit Administration (FTA) Section 5310 funds. Through this process, the CTC is provided the opportunity to ensure that transportation services are not being duplicated and are cost-effective. In addition, the coordination agreements allow the CTC to ensure that the participating agencies are in compliance with state quality assurance standards as established in Rule 41-2, F.A.C.

Although many transportation services are coordinated through the aforementioned process, barriers to full coordination do exist. Each program serving the transportation disadvantaged has its own set of eligibility criteria and many programs use transportation services that are tailored to the specific needs of their clients. Persons seeking services often have to contact multiple agencies to address different trip needs. Although the public has indicated a desire for one centralized location for eligibility determination and trip scheduling, the diverse eligibility requirements and operating characteristics of each program currently makes full coordination impossible. The CTC does however try to identify opportunities for increased coordination on an ongoing basis. For example, the CTC addressed a need for a “one-number” system to connect elderly persons with appropriate transportation services by working with the Area Agency on Aging to provide information on transportation services through its Senior Helpline.

Section D: Goals, Objectives, and Strategies

Table 6 presents the proposed goals, objectives, and strategies for the Transportation Disadvantaged program in Pinellas County. These proposed goals were updated based on the goals, objectives, and strategies presented in the TDSP adopted in 2003 and from public input received through LCB meetings and a workshop held in November 2007.

For each of the goals, objectives, and strategies, responsible parties have been identified and timeframes for implementing the strategies recommended. Where possible, measures have been included to determine whether goals and objectives are being achieved.

Table 6
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 1: Deliver cost-effective transportation services to Pinellas County citizens who are physically, mentally, and/or economically disadvantaged and who do not have access to a personal automobile or other transportation to meet their basic transportation needs.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1.1: Provide service to meet the demand for both sponsored and non-sponsored transportation disadvantaged trips to the maximum extent feasible.	Coordinate with PSTA to review whether fixed-route and Paratransit services remain responsive to the needs of the transportation disadvantaged population and the community.	n/a	CTC/PSTA	Ongoing
	Utilize a range of transportation options, including bus, taxi, wheelchair van, and multi-passenger ambulatory service, to provide the most cost-effective and efficient mode of transportation available to the disadvantaged community.	Comparison of trip levels and total cost on an annual basis.		
	Continue to identify ways to increase the capacity of the Transportation Disadvantaged Program and Coordinated Transportation System to meet existing and future demand.	n/a		

Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 1: Deliver cost-effective transportation services to Pinellas County citizens who are physically, mentally, and/or economically disadvantaged and who do not have access to a personal automobile or other transportation to meet their basic transportation needs.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
1.2: Ensure all transportation providers are in compliance with State Quality Standards.	Continue to monitor operations, maintenance requirements, management, and oversight for compliance as required by Rule 41-2, F.A.C.	Operator, coordination contractor, and CTC compliance with State Quality Standards.	CTC/PSTA	Annual
1.3: Coordinate with Emergency Management Department to ensure the disadvantaged population has access to transportation to evacuation shelters when needed.	Provide information to TD Program users regarding special needs shelters and the Emergency Management Department's Special Needs/Evacuation Assistance Program.	n/a	CTC	Annual

Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 2: Maximize available funding by providing cost-effective and efficient transportation disadvantaged services.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
2.1: Ensure all transportation disadvantaged users who are eligible for the Bus Pass Program are using the program.	Require all clients who are within three-quarters of a mile of a local bus route to use the fixed-route transit system unless it is determined that they are unable to access or ride the bus due to a verifiable physical or mental impairment or other special circumstances.	Growth of Bus Pass Program users	CTC/PSTA	Ongoing
2.2: Reduce duplication of services by increasing coordination between agencies and groups that provide transportation disadvantaged services outside the Coordinated System.	Identify community transportation needs and work toward implementing solutions to address them.	n/a	CTC	Annual
	Execute coordination contracts with social service organizations where they can provide transportation services more cost effectively than the CTC.			

Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 2: Maximize available funding by providing cost-effective and efficient transportation disadvantaged services.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
2.3: Increase multi-passenger ambulatory trips where it improves efficiency and maintains state and local standards.	Evaluate trip requests and travel patterns to identify opportunities for multi-passenger trips.	n/a	Providers	Ongoing
2.4: Continue to implement an equitable rate structure for each type of non-sponsored transportation service provided through the TD Program.	Continue to utilize transportation rates as deemed necessary through the negotiated PSTA/provider contracts.	n/a	CTC/PSTA	Ongoing
2.5: Continue to update and utilize technology and software that enhances operational efficiency.	Continue to update scheduling software and systems as appropriate.	n/a	CTC/PSTA	Ongoing

Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 3: Provide transportation services that are responsive to the demands of the transportation disadvantaged community, but that can also be adjusted as necessary to comply with changes to state-wide rules/policies, local conditions, and/or available funding.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
3.1: Monitor system performance data in order to identify needed program adjustments.	Monitor and evaluate the performance of agencies operating under coordination contracts.	TBD	CTC	Conduct agency performance monitoring and report on an annual basis
	Work with transportation providers to ensure information reported in the Annual Operating Report is accurate and provided in a timely manner.	n/a	CTC/PSTA	Obtain information annually.

**Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies**

Goal 3: Provide transportation services that are responsive to the demands of the transportation disadvantaged community, but that can also be adjusted as necessary to comply with changes to state-wide rules/policies, local conditions, and/or available funding.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
<p>3.2: Provide sufficient opportunities and mechanisms for client feedback and outreach.</p>	<p>Disseminate information on the TD Program by distributing printed materials such as TD Program brochures, MPO Annual Reports, and PSTA route maps through various outlets, including the MPO website, public events and workshops addressing transportation issues, and public speaking engagements involving MPO staff.</p>	<p>Number of printed materials distributed and outreach events attended.</p>	<p>CTC/PSTA</p>	<p>Ongoing</p>
	<p>Communicate with TD Program users and participating agencies through personal contact, surveys, and comment cards distributed at public participation events and workshops to receive feedback that can be utilized to improve customer services.</p>	<p>Number of surveys distributed/returned</p>		

Table 6 (continued)
Transportation Disadvantaged Service Goals, Objectives, and Strategies

Goal 4: Secure funding to support and expand the services provided through the program.

Objectives	Strategies	Measures	Responsible Parties	Timeframe
4.1: Continue to pursue alternative forms of funding to enhance and expand the TD Program.	Research and pursue funding through grant opportunities.	n/a	CTC	Ongoing
	Develop approach to promote the voluntary dollar program, which is designed to encourage people to donate \$1 to the TD Program at the time they renew their vehicle tags.	Increase in funding from DMV tag program.	CTC	By January 1, 2009 <i>(extended to 2011-plan developed & implementation underway)</i>

Section E: Implementation Schedule

Table 7 outlines the Pinellas County Coordinated System’s major improvements and provides an anticipated schedule for carrying out specific tasks associated with the program. As changes in the Coordinated System develop, this section of the Service Plan will be updated.

Table 7
Pinellas County Transportation Disadvantaged
Implementation Schedule

Task	Task Description	Timetable
Submit Grant Applications for Funding.	The CTC regularly applies for funding through the Trip/Equipment and Planning Grant Programs and will continue to submit applications by the deadlines each year.	Annually, by deadline
Update TDSP	The five-year TDSP must be updated each year in the interim years and submitted to the CTD.	Annually, by June 30
Complete Annual Operating Report and Annual Expenditure Report	The CTC is required to submit and Annual Operating Report and Annual Expenditure Report to the CTD each year.	Annually, by September 15
Conduct CTC Evaluation Including Monitoring of Providers and Coordination Contractor	The CTC annually monitors each of its provider and coordination contractors for compliance with state and local standards. This information is included in the CTC evaluation conducted by the LCB and CTC annually.	Annually, by June 30
Renew Coordination Contracts	Coordination contracts are extended for three year periods and need to be renewed when the contracts expire.	June 2013

II. Service Plan

Section A: Operations

1. Type, Hours, and Days of Service

On January 1, 2012, PSTA began assuming responsibility for operating the TD Program. Trip requests are processed through a PSTA contracted provider, PSTA is contracted by the MPO to provide this function for non-sponsored individuals. The hours of operation for PSTA's "TD Line" are Monday through Friday, 8 a.m. to 4:30 p.m. Clients can leave a voice mail message 24 hours a day, 7 days per week. Reservationists are available to take reservations for TD Program trips between the hours of 8 a.m. and 5 p.m. Monday through Friday and between 9 a.m. and 5 p.m. Saturday, Sunday and holidays. Provider phone lines are also available for cancellations at any time. PSTA contracted providers have a supervisor/dispatcher on duty any time a TD Program trip is on the road.

Bus passes are issued to those requesting transportation service who are able to access and use the public transit system. Ambulatory and non-ambulatory/wheelchair trip requests for individuals who are unable to ride the bus are assigned to a PSTA contracted provider. Ambulatory and wheelchair transportation services are available twenty-four hours a day, seven days a week. The hours of operation for PSTA vary depending on the routes and day of week.

In addition to serving non-sponsored clients, another element of the TD Program involves allocating funding and monitoring the services of social service agencies that provide TD services to their clients. These agencies include the Pinellas Association of Retarded Children (PARC), Upper Pinellas Association of Retarded Citizens (UPARC), Lighthouse of Pinellas, and Neighborly Care Network (NCN). PARC, UPARC, and NCN provide mostly group trips more cost-effectively than if they were to be provided through the brokered system. Lighthouse of Pinellas primarily provides ambulatory transportation to and from its facilities, which are not accessible by public transportation, at a cost lower than the cost of similar transportation through the brokered system.

PARC operates fixed-route and demand-response transportation Sunday through Saturday for medical, recreational and work-related trips. UPARC also operates fixed route and demand-response service on a daily basis to individuals with developmental disabilities who range in age from eight weeks to over 80 years.

Neighborly Care Network provides a wide variety of sponsored transportation services to the elderly. The State Department of Elder Affairs provides primary funding for this transportation through the Older Americans Act, with additional funds coming from Community Care for the Elderly. NCN transports people over 60 to adult day care centers, group dining sites, doctor's appointments, and other sustenance-type destinations within a ten-mile radius of the client's home. NCN provides door-to-door ambulatory and wheelchair service and operates from 8:00 a.m. until 5:00 p.m., Monday through Friday.

Lighthouse of Pinellas provides transportation services to its clients, who are blind or visually-impaired people. Ambulatory taxi cab transportation is provided from clients' homes to the Lighthouse of Pinellas facility, which is not accessible by public transit.

The Pinellas County Transportation Disadvantaged Program also coordinates with and monitors transportation services provided by other local service agencies through coordination contracts. Coordination contractors are listed in Appendix B and include Agency for Community Treatment Services (ACTS), Alpha "A Beginning", Boley Centers for Behavioral Health Care, City of Gulfport, Girls, Inc., Goodwill Industries, Gulf Coast Jewish Family Services, Louise Graham Regeneration Center, Operation PAR, Personal Enrichment through Mental Health Services (PEMHS), Suncoast Center, Inc., Sunrise Community, Inc., WorkNet Pinellas, WestCare Gulf Coast Florida, and Van Gogh's Palette. Information on these agencies' service hours, transportation service type, persons served, and trips served is included in Appendix I.

2. Accessing Services

Individuals seeking access to service can receive a TD Program application and eligibility information by contacting PSTA by phone, through their website (www.psta.net) or in person at a local bus terminal. Simple instructions explaining the application process as well as how to complete and submit the application are also provided. Incomplete applications are returned to the applicant with instructions on how to complete and resubmit the form.

Applicants are determined eligible if they reside in Pinellas County, have no access to a vehicle for priority trips and have an income at or below 150 percent of the federal poverty level. Upon determining that an applicant is qualified for service, PSTA determines the appropriate mode of travel using the process described below.

- Bus pass or paratransit not based on a disability: if bus service is available within $\frac{3}{4}$ mile of priority origins and destinations at times required, a bus pass is assigned to the client. If not, a taxi sedan is assigned for only those trips not meeting this criteria for which time or location cannot be changed.
- Taxi sedan or wheelchair van: Assigned if client indicates disability in application that prevents access to fixed route system. Professional verification is required. These are evaluated on case-by-case basis.
- Bus pass: Client with 10 or more medical visits or who works 30 or more hours/week, is assigned monthly bus pass. If client has priority trips that do not meet this criterion, a 10 day pass is issued.

All individuals are promptly notified in writing of eligibility determination, including subsequent steps necessary to appeal denied application and to re-submit an application and, if eligible, what types of service they can receive and how to access it. Individuals found eligible for sedan or

wheelchair van service are assigned trips based on their priority trip destinations and available funding, which are sent to the appropriate transportation provider.

Clients issued bus passes must pick them up at a local PSTA terminal or from an agency that has an agreement with PSTA to distribute passes. Passes may be mailed to individuals in situations where an eligible person is unable to access a pass outlet due to special circumstances as determined by PSTA.

For ambulatory trips, it is required that calls be made at least 72 hours before the time the ride is needed. Return trips are available on both a scheduled and will-call basis. Should a ride cancellation be necessary, the rider must advise the provider no less than two hours before the scheduled pick-up time. In the event of a no-show by the transportation provider, the customer is instructed to call the provider to ensure a vehicle is dispatched to the customer as soon as possible. A co-payment must be paid to the driver at the time of pick-up for the trip in accordance with Table 8.

If the customer is not present at the scheduled pick-up time, the driver waits at the pick-up location for five minutes. If after five minutes the client is still not present, the driver may consider the client a no-show and leave. No-show clients will be subject to the No-Show Policy in Appendix D. In all cases involving a no-show, the operator shall inform PSTA.

3. Transportation Providers and Coordination Contractors

The PSTA utilizes a Request for Proposals (RFP) process in order to secure for-profit providers for the TD Program. Proposals are submitted by providers and reviewed by PSTA. Appendix B provides a table identifying the providers and the type of service they provide.

The CTC allocates TD Program funding to non-profit providers, PARC, UPARC, Neighborly Care Network, and Lighthouse of Pinellas to provide transportation to their sponsored clients. These agencies have demonstrated the ability to cost-effectively transport their TD-eligible clients in large groups and, therefore are able to provide an acceptable alternative to brokered transportation service through PSTA.

As mentioned previously, the CTC has coordination contracts with local agencies that can provide cost-effective transportation services to their clients. A list of current coordination contractors is provided in Appendix B.

4. Public Transit Utilization

In addition to handling operational responsibilities for the TD Program, PSTA is the primary provider of transportation services for its clients. They operate both fixed-route and paratransit services that cover most of Pinellas County. The CTC utilizes PSTA 10- and 31-day unlimited bus passes as a way of providing cost-effective transportation. Bus passes are especially effective for TD clients who use the passes for all their trip needs, including employment, medical, and shopping.

The CTC requires that anyone who is able to access and utilize transit to do so, as stated in the Public Transit Ridership Standard in Section A.5.

Complementary demand-response paratransit services (DART) are also provided by PSTA to persons eligible under the Americans with Disabilities Act (ADA), who cannot independently utilize PSTA fixed-route buses because of a disability. PSTA certifies whether a person has the ability to use the regular fixed route service, including traveling to a bus stop, boarding a bus, and navigating the bus system. If the certification process determines a person is unable to use regular fixed route service, they will become eligible for demand-response transportation. People with permanent or temporary disabilities who are unable to independently use the regular, wheelchair accessible PSTA buses should contact PSTA directly at 727-540-1800. PSTA's demand response service is available to and from locations within $\frac{3}{4}$ mile of PSTA's existing fixed route bus service and during the same days and hours of operation as the regular bus service. The cost of demand-response service for each one-way trip is twice the full cash fare.

5. School Bus Utilization

The cost for the utilization of school buses is considerably higher than the traditional multi-load transportation services in Pinellas County. Furthermore, school bus availability is extremely limited. Consequently, the CTC has only occasionally school bus transportation for larger specialized group needs. For example, a program to transport inner-city minority youth to sports camp during the summer has utilized school buses in the past. The service was offered as part of St. Petersburg and Eckerd College's outreach programs. For programs or groups such as these, the use of school buses is authorized by the CTC, rather than by PSTA.

6. Vehicle Inventory

The vehicle inventory is included in Appendix A.

7. System Safety Program Plans

All providers and coordination contractors are required to develop a System Safety Program Plan in accordance with Chapter 427, F.S., and Rule 14-90, F.A.C. Incorporated within each System Safety Program Plan are specific procedures to be followed in the event of an accident, fire, or any other type of emergency. As part of the annual monitoring process, the CTC reviews each plan to ensure that vehicle and equipment safety, driver training, insurance, accident procedures, and Federal, State, or local regulations are addressed.

8. Inter-County Services

At this time, there are no inter-county service agreements in place between the Pinellas County CTC and any CTC from an adjacent county. However, there are agreements in place between PSTA and Hillsborough Area Regional Transit (HART), to provide inter-county bus service between the two counties via the Gandy Bridge (Route 100X), Howard Frankland Bridge (Route 300X) and the Courtney Campbell Causeway (Route 200X). Transit riders also have the opportunity to travel

between Pinellas and Pasco Counties along US Highway 19 by transferring between PSTA and Pasco County Transit Authority (PCPT) systems. Transit riders with a Medicare card or a discount ID card issued by any of the three transit authorities can receive discounted fares in any of the three counties.

9. Emergency Preparedness and Response

The Pinellas County Department of Emergency Management is responsible for coordinating the evacuation of county citizens in the event of a natural disaster. In order to limit traffic on major roads needed for emergency vehicles and to ensure that people can be evacuated safely and in a timely manner, the Emergency Management Department's plans are geared toward directing its evacuees into other homes or shelters within the county located in areas outside the evacuation zones. The Emergency Management Department sponsors a Host Home Program, which provides information and assistance to businesses, churches, civic groups, etc., on how to establish host home programs for their employees or members, where people who live within an evacuation zone are matched with people who live outside an evacuation zone so that they will have a safe place to stay during an emergency. As a secondary or "last resort" option, people in evacuation zones can register for the County's Special Needs Program either with Emergency Management, the Health Department, the Department of Children and Family Services, or with a local fire department.

Through the Special Needs Program, transportation is coordinated through Pinellas County Emergency Management Services and local fire departments to emergency evacuation shelters. Since living conditions at the evacuation shelters are usually crowded and uncomfortable, Emergency Management urges all persons within evacuation zones, particularly those with disabilities, to seek arrangements through the Special Needs Program only as a last resort. The preferred option would be to secure accommodations either through their own personal acquaintances or the Host Home Program.

As a "community-based service provider," the CTC is required to assist Emergency Management in collecting information on disadvantaged persons residing in evacuation zones and increasing their awareness of procedures that may be necessary for their safety during disasters (Chapter 252.355, F.S.). Utilizing the TD Program customer database maintained by PSTA and the Pinellas County geographic information system, the MPO has worked with the Pinellas County Department of Emergency Management to identify the TD Program users who may need shelter or transportation assistance during an emergency. These people have been contacted and provided information on the Host Home and the Special Needs Programs, including information on how to register for these programs or other special needs assistance. In addition, TD Program providers coordinate with Emergency Management to assist in transporting disadvantaged people to public or private shelters.

10. Marketing

The marketing activities of the CTC primarily involve public outreach efforts that focus on educating and informing the general public and potential customers about its services. These efforts include the following:

- a. Program highlights and descriptions of services are included in the MPO Annual Report;
- b. Program information provided in TD Program brochures;
- c. Community Transportation Forums held periodically for the purpose of assessing local transportation needs and interests; and
- d. Presentations to community groups and social service agencies as requested.
- e. Participation in health, employment, and provider informational fairs and other events as requested.

11 . Acceptable Alternatives

Alternative transportation disadvantaged services are provided pursuant to Chapter 427.016(1)(a), F.S., and Rule 41-2.015, F.A.C. In fiscal year (FY) 1997/98, the CTC established its Special Trips Program to support specialized transportation needs that could not be effectively accommodated through the TD Program brokered system. To date, these funds have been used primarily for summer youth programs involving the transportation of disadvantaged children participating in recreational programs sponsored by the local cities. Transportation for these programs has been provided by the Pinellas School Board and by privately operated bus services. Funding allocations are no longer budgeted for the Special Trips Program based on an LCB decision to discontinue it in 2003. However, special needs requests are still considered when funding is available.

12 . Service Standards

In compliance with Rule 41-2, F.A.C., pertaining to performance and operational standards, the Pinellas County CTC has established the policies and standards described below.

Drug and Alcohol Policy

Each operator is required to have a Drug and Alcohol testing policy for all safety sensitive job positions. The policy must meet the requirements of the Federal Highway Administration and the Federal Transit Administration provisions attached as Appendix C.

Transport of Escorts and Dependent Children Policy

Medically necessary escorts are permitted to travel jointly with TD customers at no charge. Parents of dependent children who are TD Program eligible, are considered an escort for the child and, therefore, are permitted to travel at no additional charge. If the parent is traveling as the customer and chooses to carry dependent children, the cost of transporting the child would not be compensable.

Use and Responsibility of Child Restraint Devices Policy

In accordance with Florida Statutes Chapter 316.613, every operator of a motor vehicle, while transporting a child, if the child is 5 years of age or younger, shall provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children up to 3 years

of age, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. TD Program passengers are responsible for installation and proper use of restraining devices and/or seat belts. If the passenger is unable to install the restraining device due to a disability, they are responsible for instructing the driver on the proper installation of the device. The driver must offer assistance to all passengers regarding restraint devices and seat belt use.

Passenger Property Policy

Passenger property that can be carried by the passenger and/or driver in one trip, that is limited to three bags and that can be safely stowed on the vehicle shall be allowed to be transported with the passenger at no additional charge. Passenger property does not include wheelchairs, child seats, secured oxygen, personal assistive devices, or intravenous devices.

Vehicle Transfer Points Policy

As applicable, the operator must ensure that vehicle transfer points (e.g., PSTA terminals, bus stops, etc.) are safe. Shelters should provide reasonable protection from the elements.

Local Toll Free Phone Number Policy

A decal displaying the CTC's phone number for complaints or grievances and the TD Helpline is required to be placed inside all vehicles used in the Coordinated System. The decals include a brail overlay and are made available to operators at no cost upon request to the CTC.

Out-of-Service Area Trips Policy

There is currently no provision for out-of-service area non-sponsored trips.

Vehicle Cleanliness Policy

Operators will ensure that all vehicles used within the Coordinated System are clean on the interior and exterior. Additionally, vehicles should be safe and comfortable for passengers.

Billing Requirements Policy

PSTA and sponsored agencies shall submit billing data to the CTC within ten (10) days of the last day of each month. The CTC should pay all bills within seven (7) working day after receipt of the said payment from the funding source by the CTC.

Passenger/Trip Database Policy

PSTA shall maintain a database of pertinent information on the passengers transported through the brokered program. Operators providing services outside the brokered system shall also maintain passenger information files.

Adequate Seating Policy

Operators shall provide seating based on the vehicle manufacturer's specifications.

Driver Identification Policy

All Coordinated System drivers are required to have an identification badge. In the case of licensed taxi companies, the taxi occupational license badge can serve as the required identification.

Passenger Assistance Policy

Operators shall ensure all drivers within the Coordinated System are trained on the requirements of passenger assistance. At a minimum, this assistance shall include opening the vehicle door, fastening the seat belt or wheelchair securing devices, storage of mobility assistance devices, and closing the door.

Smoking, Eating, and Drinking Policy

Smoking in any vehicle in the Coordinated System is prohibited. The drivers should advise clients of the operators' requirements for eating and drinking within a vehicle.

Passenger No-Show Policy

The CTC has jointly established, with the Local Coordinating Board, a policy on passenger no-shows. The CTC's No-Show Policy is provided as Appendix D.

Air Conditioning/Heating Policy

All vehicles in the Coordinated System should have working air conditioners and heaters. Any vehicle not meeting this requirement should be scheduled for repair.

Two-Way Communication Policy

All vehicles in the Coordinated System should have a two-way communications system in good working order.

Driver Criminal Background Screening Policy

Operators are required to obtain a Florida Department of Law Enforcement Level 2 Background Check of each driver before the driver can render services for the Coordinated System.

Sensitivity Training Policy

All transportation contractors must ensure that every driver, upon hire and prior to transporting DART or TD Program clients, has eight hours of sensitivity training and passenger assistance training, with six hours covering general customer service and sensitivity to people with mobility, sensory, cognitive, and mental limitations. Non-ambulatory providers would be required to provide an additional two hours of training on wheelchair securement and ambulatory providers would be required to provide an additional two hours of training on topics selected from a menu of options. An annual two hour refresher course should focus on general customer service, specific areas of concern and/or current changes in laws or standards related to the transportation of disadvantaged persons. All training provided should cover sensitivity to persons of all ages, sexes, and ethnicities. Sensitivity training should also cover treatment of assistance animals.

Services Effectiveness Standard

The effectiveness of the transportation services provided by the Coordinated System will be evaluated by the CTC annually. The evaluation will include the review of operating data such as passenger trips per vehicle mile, operating expense per vehicle mile and passenger trips, and accidents per 100,000 vehicle miles. Additionally, the CTC shall make this information available to the Local Coordinating Board as part of the CTC Evaluation Process.

Public Transit Ridership Standard

The CTC has established a Public Transit Ridership Performance Standard that 100% of people who are able to access and utilize public transit will do so.

Contract Monitoring Policy

As part of the CTC's contract compliance review process, the CTC shall provide written results of the review process to each operator. Additionally, these results shall be provided to the Local Coordinating Board as part of the CTC Evaluation process.

Pick-up Window Policy

Vehicles may arrive up to one hour before and 30 minutes after the scheduled pick-up time. Pick-up times will be negotiated up to one hour before or after the pick-up time requested by the client.

On-time Performance Standard

The CTC has jointly established, with the Local Coordinating Board, On-time Performance Standards as provided in Appendix E. Compliance with these standards at or above 95% of the time shall be considered satisfactory.

Advance Reservation Policy

A minimum 72-hour advance notification time is required to obtain services through the providers.

Customer Call Hold Time

Ninety-five percent of all ride-scheduling callers will remain on hold for no longer than one minute, and no one shall be placed on hold for over three minutes.

Complaints Standard

PSTA shall be responsible for receiving and ensuring resolution of complaints. The number of complaints received should be less than .5 percent of all trips provided.

Local Accident Standard

The CTC has established an Accident Performance Standard of no more than ten (10) accidents per 100,000 vehicle miles.

Local Roadcall Standard

The CTC has established a Roadcall Performance Standard of no more than 1,500 roadcalls per year.

CPR/First Aid Requirements

The CTC requires that drivers for providers/operators maintain current CPR/First Aid certification. Copies of the current CPR and First Aid certification cards shall be kept in each driver's file.

Accessible Materials Policy

Materials provided to the public by providers shall also be provided upon request in an accessible format in accordance with Title 2 of the Americans with Disabilities Act.

13. Local Complaint and Grievance Procedure/Process

The complaint and grievance process will be conducted in accordance with Chapter 427, Florida Statutes and Rule 41-2 and the Memorandum of Agreement between the Pinellas County MPO and the Commission for the Transportation Disadvantaged.

Through the CTC's complaint process, all TD Program complaints are registered with the CTC after a call, letter, or email is received by either PSTA or the CTC, including complaint referrals provided by the Commission for the Transportation Disadvantaged Ombudsman Program. The complaint process requires the call-taker to document the nature of the complaint on a standard form. The complaint is either addressed immediately if possible or researched further.

If the complaint is not able to be resolved to the satisfaction of the customer through contact with PSTA, the CTC, or the CTD Ombudsman Program, the formal grievance process may be initiated by contacting the CTC's grievance/appeal coordinator. The Grievance System, including the formal grievance process, is provided in Appendix H. It was adopted by the Local Coordinating Board on July 16, 1991, and last amended on June 18, 2002.

14. CTC Monitoring Procedures of Operators and Coordination Contractors

In the annual process of evaluating the contract compliance of brokered system and coordination contract providers, staff reviews provider files for required driver and insurance coverage information and ensures that a current system safety program plan is available. Random field reviews of ride-scheduling services and vehicle inspections are also conducted to make sure providers are meeting service standards in the field. The information collected is recorded on the CTC's compliance review forms (see appendix F). The forms are kept on file in the CTC's office. The operator receives a copy of the form for their records. The CTC also presents a summary report of the compliance review to the Local Coordinating Board. The same procedures are applied toward the contract compliance evaluation of the nonprofit Coordination Contractors excluding the field review of pick-up services.

Telephone or mail surveys are also conducted with customers to ascertain their level of satisfaction with the services they received. The surveys allow for operator performance to be critiqued based on the experiences of their clients.

The PSTA is also evaluated for compliance with their service contract with the CTC. Their performance is reviewed by the CTC and any LCB committees appointed to assist in the review. The CTC shall share any findings from the review with the LCB, which then takes action as deemed appropriate.

15. Coordination Contract Evaluation Criteria

Before recommending the CTC enter into a coordination agreement, the participating agency must agree to comply with the coordinated transportation operator provisions contained in Chapter 427, F.S., and Rule 41-2, F.A.C. These provisions include the following:

- A minimum vehicle liability insurance requirement of \$100,000 per person and \$300,000 per incident;
- Development of a System Safety Program Plan in accordance with Chapter 341.061, F.S., and Rule 14-90, F.A.C.; and
- Reporting requirements that include, but are not limited to the following:
 - a) A brief description of the overall agency functions and transportation program;
 - b) The expected amount of funds to be used for transportation and per trip or unit cost;
 - c) The estimated number of one-way trips to be provided, and
 - d) Other information as required by the CTC to complete its Annual Operating Report.

Agencies working with the CTC through coordination contracts are evaluated regularly for the purpose of verifying whether they are providing trips in the most effective and efficient manner possible. The CTC receives an annual operating report from the agencies with information on the services provided, such as the number of clients and the cost of the trips. Based on information provided in these reports, CTC staff evaluates their performance and makes a recommendation to the LCB on renewal of the coordination contracts.

Section B: Cost/Revenue Allocation and Rate Structure Justification

The cost and revenue allocation method for coordinated transportation services, including the different types of trips and modes, must take into account the overall structure of the Coordinated System and how service is provided. In service areas with one or perhaps two transportation disadvantaged operators, the allocation is a straightforward and direct process, allowing the Coordinator to determine and allocate revenues and costs for all modes of service. The Pinellas County Coordinated System, however, utilizes a large number of both for-profit and non-profit agencies and, due to a wide array of differences in customer needs, a separate procedure is necessary for each type of transportation service provided.

The Pinellas County MPO, acting as the CTC, monitors transportation rates of counties similar in size and population to Pinellas County. Transportation rates are also analyzed based upon the Pinellas County market conditions and cost of transportation services. The MPO studies these figures and recommends to the Local Coordinating Board a rate determined to be fair and reasonable. The recommended rates are consistently lower than the usual and customary charges. The Local Coordinating Board either approves the rate or directs that it be reconsidered by the

subcommittee. Final approval of the recommended rates is rendered by the Pinellas County MPO Board.

Tables 8 and 9, located at the end of the section, briefly outline fares and services for each operator. The rates for PARC, UPARC, and NCN were calculated as group trip rates to reflect the primary method of service provision by these agencies.

Co-pays for TD trips go directly to providers, and are considered part of the total trip cost. The current rates are shown in Table 8. For non-profit agencies, unit costs were derived from cost and trip data reported in the Annual Operating Report. Since there is no profit factor involved with these agencies, fares can be determined by the exact cost of providing the transportation. The current ambulatory rates were set by the contracted providers in 2011 through a competitive RFP process using service criteria established by PSTA. Table 9 shows the mileage and trip rates derived from the standard rate model provided by the Commission for the Transportation Disadvantaged.

Table 8
Pinellas County Transportation Disadvantaged Program Rate Structure
2011-2012

TYPE OF SERVICE TO BE PROVIDED	UNIT (Vehicle Mile, Trip or Boarding Fee, etc)	COST PER UNIT \$
TAXI CAB AMBULATORY	TRIP	\$7.32 single zone \$11.33 multi-zone
WHEELCHAIR	TRIP	\$26.99 single zone \$31.37 multi-zone
PARC	TRIP	\$7.33
UPARC	TRIP	\$9.44
NCN	TRIP	\$12.82
LIGHTHOUSE AMB	TRIP	\$5.60
PSTA BUS PASS FULL PRICE	BUS PASS	\$65.00
PSTA BUS PASS @ DISCOUNT	BUS PASS	\$58.50
PSTA SPECIAL CITIZENS BUS PASS	BUS PASS	\$35.00
PSTA SPECIAL CITIZENS BUS PASS @ DISCOUNT	BUS PASS	\$31.50
PSTA DAILY BUS PASS	BUS PASS	\$4.50
PSTA DAILY BUS PASS @ DISCOUNT	BUS PASS	\$2.27
PSTA 5-DAY PASS	BUS PASS	\$22.50
PSTA 10-DAY PASS	BUS PASS	\$45.00
MANAGEMENT FEE	PER TRIP	\$1.95

Notes

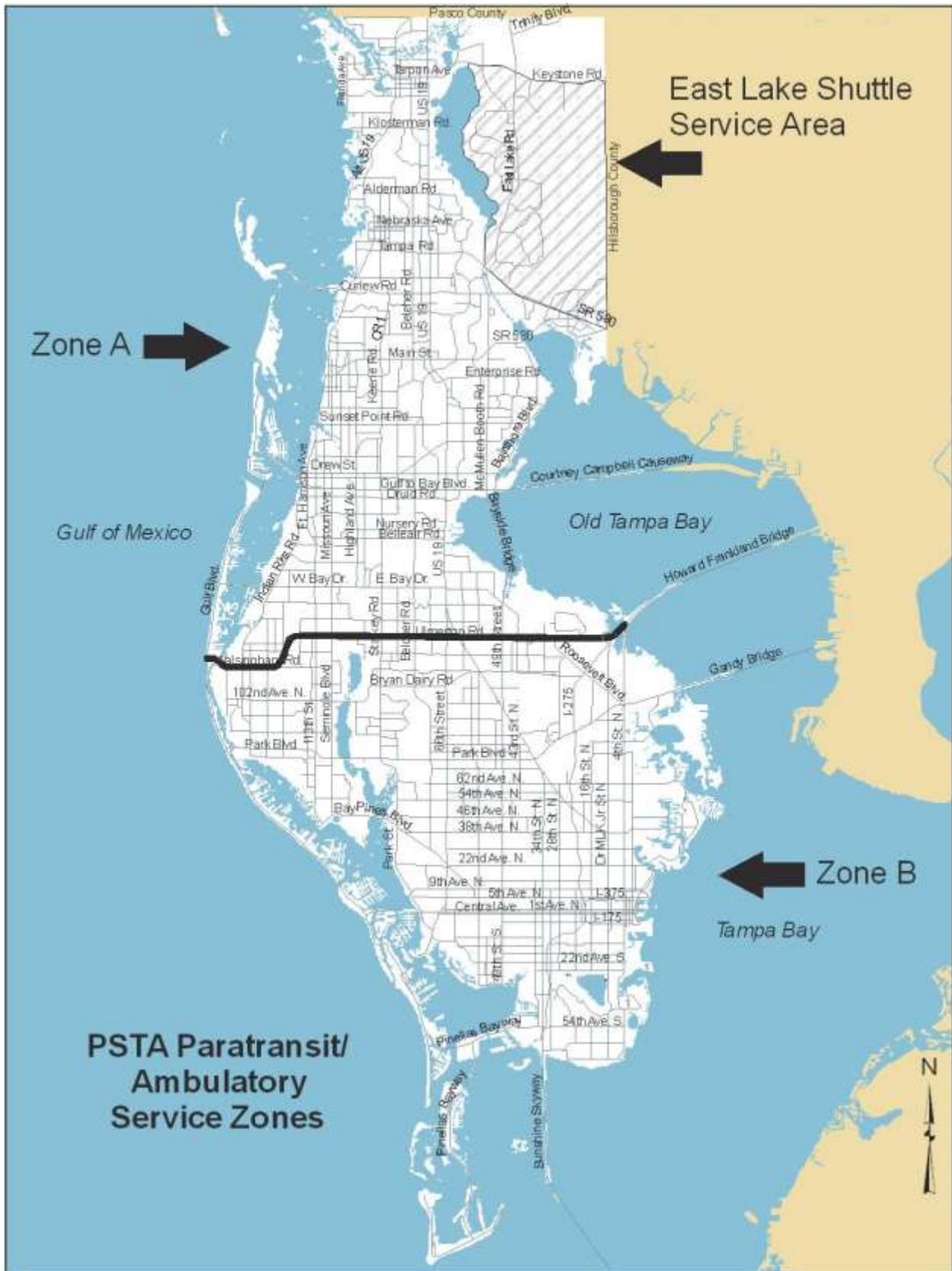
- 1) Provider rates for taxi cab and wheelchair established pursuant to PSTA subcontracts and subject to change by action of the PSTA Board and MPO Board.
- 2) Rates correspond with zones shown in Figure 5.
- 3) Required taxi cab, wheelchair and bus pass co-pays are collected and retained by the providers, including PSTA for bus passes, and not reflected in the above rates.
- 4) Taxi cab and wheelchair co-pay is \$3 per trip and bus pass co-pay is \$8.25 per 31-day pass and \$5.00 per 10-day pass.
- 5) Management Fee is currently used for purchasing agency trips only.

Table 9
Pinellas County Transportation Disadvantaged Program Rate Structure as Submitted to
the Commission for the Transportation Disadvantaged¹
2011/2012

TYPE OF SERVICE TO BE PROVIDED	UNIT (Vehicle Mile, Trip or Boarding Fee, etc)	COST PER UNIT \$
TAXI CAB AMBULATORY	MILE	\$2.40
WHEELCHAIR	MILE	\$4.12
GROUP PASSENGER	TRIP/PER PERSON	\$4.68
STRETCHER/MEDICHAIR/MHT	MILE	\$8.58
PSTA BUS PASS FULL PRICE	BUS PASS	\$65.00
PSTA BUS PASS @ DISCOUNT	BUS PASS	\$58.50
PSTA SPECIAL CITIZENS BUS PASS	BUS PASS	\$35.00
PSTA SPECIAL CITIZENS BUS PASS @ DISCOUNT	BUS PASS	\$31.50
PSTA DAILY BUS PASS	BUS PASS	\$4.50
PSTA DAILY BUS PASS @ DISCOUNT	BUS PASS	\$4.05
PSTA SPECIAL CITIZENS DAILY BUS PASS	BUS PASS	\$2.25
PSTA SPECIAL CITIZENS DAILY BUS PASS @ DISCOUNT	BUS PASS	\$2.03
PSTA 5-DAY PASS	BUS PASS	\$22.50
PSTA 10-DAY PASS	BUS PASS	\$45.00

¹The CTD requires that rates used to submit requests for reimbursement be fully allocated rates that are derived from a rate model provided by the CTD. These rates are shown in this table.

Figure 5 – PSTA Paratransit/Ambulatory Service Zones



III. Quality Assurance

Each year, the Local Coordinating Board (LCB) evaluates the performance of the CTC in accordance with the standards contained in Chapter 427, F.S. and Rule 41-2, F.A.C. The standards address CTC performance in the areas of coordination, operations, costs and utilization of funding agencies, school buses, and public transit. The LCB utilizes the CTD's *QAPE/LCB CTC Evaluation Workbook* to conduct the evaluation. In the evaluations conducted since 1995, the performance of the CTC has been found to be adequate.

APPENDIX A

PINELLAS COUNTY VEHICLE INVENTORY FOR 2010

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2006	1FMRE11W96HA35899	FORD	VAN	53,568	ACTS
2006	1FMRE11W8HA07706	FORD	VAN	99,690	ACTS
2011	1FMNE1BL8BDA36109	FORD	VAN	32,289	ACTS
2006	1FBSS31L16HA73941	FORD	VAN	43,870	ALPHA HOUSE
2004	1FBSS31L24HB48515	FORD	VAN	73,330	BOLEY CENTERS
2005	1FBSS31L45HA74791	FORD	VAN	55,160	BOLEY CENTERS
2005	1FBSS31L25HA74790	FORD	VAN	66,330	BOLEY CENTERS
2005	1FDWE35L05HB19896	FORD	WC VAN	35,654	BOLEY CENTERS
2006	1FBSS31L96HA07721	FORD	VAN	47,772	BOLEY CENTERS
2006	1FBSS31L06HA07722	FORD	VAN	53,396	BOLEY CENTERS
2006	1FMRE11W26HA07720	FORD	VAN	52,227	BOLEY CENTERS
2006	1D46P24E96B698443	CHRYSLER	VAN	45,275	BOLEY CENTERS
2006	1GBE4V1806F406311	GMC	BUS	51,394	BOLEY CENTERS
2006	1GBJG31U161175772	CHEVY	CUTAWAY	33,883	BOLEY CENTERS
2007	1GDJG31U361261737	GMC	CUTAWAY	32,422	BOLEY CENTERS
2007	1GDJG317X61261704	GMC	CUTAWAY	58,273	BOLEY CENTERS
2007	1GDJG31U9612260690	GMC	CUTAWAY	60,935	BOLEY CENTERS
2008	1GBJG31U671245395	CHEVY	CUTAWAY	46,418	BOLEY CENTERS
2009	1FAHP35N19W155094	FORD	FOCUS	17,819	BOLEY CENTERS
2009	1FAHP35N39W155095	FORD	FOCUS	26,018	BOLEY CENTERS
2009	1GBE4V1G07F425765	CHEVY	WC BUS	19,671	BOLEY CENTERS
2010	1GB9G5AG4A1131766	CHEVY	WC CUTAWAY	8,037	BOLEY CENTERS
2010	1GB9G5AG4A1129984	CHEVY	WC CUTAWAY	3,272	BOLEY CENTERS
2000	1FTNS24LOYHB08843	FORD	E -250 HD	247,409	CARE RIDE
2000	1FTSS34F1YHB63322	FORD	E-350 SUPER	282,687	CARE RIDE
2002	1FTSS34F22HA23058	FORD	E-350 SUPER	240,958	CARE RIDE
2002	1FTSS34F12HA21740	FORD	E-350 SUPER	272,684	CARE RIDE
2002	1FTSS34F22HA74494	FORD	E-350 SUPER	228,749	CARE RIDE
2002	1FTSS34F02HA74493	FORD	E-350 SUPER	241,363	CARE RIDE
2002	1FTSS34F42HA66381	FORD	E-350 SUPER	259,247	CARE RIDE
2002	1FTNS24L82HA38161	FORD	E -250 HD	267,957	CARE RIDE
2002	1FTNS24L52HB59567	FORD	E -250 HD	253,020	CARE RIDE
2004	1FTSS34P84HB35973	FORD	E-350 SUPER	172,754	CARE RIDE
2004	1FTSS34P64HB35972	FORD	E-350 SUPER	197,750	CARE RIDE
2004	1FTSS34P64HB05290	FORD	E-350 SUPER	173,346	CARE RIDE
2004	1FTNS24LX4HB35963	FORD	E -250 HD	179,314	CARE RIDE
2004	1FTNS24L94HB35954	FORD	E -250 HD	173,501	CARE RIDE
2005	1FTSS34P05HA52345	FORD	E-350 SUPER	157,225	CARE RIDE
2005	1FTSS34P25HA52346	FORD	E-350 SUPER	197,907	CARE RIDE
2005	1FTSS34P55HA52342	FORD	E-350 SUPER	154,451	CARE RIDE
2006	1FTSS34P96HA26666	FORD	E-350 SUPER	144,148	CARE RIDE
2006	1FTSS34P46HA26669	FORD	E-350 SUPER	164,386	CARE RIDE
2006	1FTSS34P06HA33019	FORD	E-350 SUPER	162,550	CARE RIDE

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2006	1FTSS34P06HA26667	FORD	E-350 SUPER	155,263	CARE RIDE
2006	1FTNS24W26DB04033	FORD	E -250 HD	138,663	CARE RIDE
2006	1FTNS24L74HB35953	FORD	E -250 HD	182,298	CARE RIDE
2008	1FTNS24W38DB52305	FORD	E-250	75,540	CARE RIDE
2008	1FTNS24WX8DB57503	FORD	E-250	83,685	CARE RIDE
2008	1FTNE14W68DB57032	FORD	E-150	73,686	CARE RIDE
2008	1FTNE14WX8DB43036	FORD	E-150	95,952	CARE RIDE
2008	1FTNE14W78DB29241	FORD	E-150	98,079	CARE RIDE
2008	1FTNS24W78DB57507	FORD	E-250	77,747	CARE RIDE
2008	1FTNS24W48DB46383	FORD	E-250	75,503	CARE RIDE
2008	1FTNE14W88DB26302	FORD	E-150	75,658	CARE RIDE
2008	1FTNS24WX8DB46386	FORD	E-250	96,365	CARE RIDE
2008	1FTNE14W38DB53858	FORD	E-150	69,009	CARE RIDE
2008	1FTNS24W08DB57512	FORD	E-250	90,845	CARE RIDE
2008	1FTNS24W18DB46387	FORD	E-250	88,526	CARE RIDE
2008	1FTNS24W88DB46385	FORD	E-250	77,908	CARE RIDE
2008	1FTNS24W08DB46395	FORD	E-250	72,537	CARE RIDE
2008	1FTNS24W08DB48020	FORD	E-250	94,103	CARE RIDE
2008	1FTNS24W58DB46392	FORD	E-250	77,159	CARE RIDE
2008	1FTNS24W18DB52299	FORD	E-250	79,098	CARE RIDE
2008	1FTNS24W58DB57506	FORD	E-250	79,765	CARE RIDE
2008	1FTNS24W48DB57500	FORD	E-250	96,264	CARE RIDE
2008	1FTNS24W48DB46397	FORD	E-250	83,224	CARE RIDE
2008	1FTNE14W18DB53857	FORD	E-150	69,995	CARE RIDE
2008	1FTNE14W38DB43069	FORD	E-150	92,917	CARE RIDE
2008	1FTNS24W98DB57511	FORD	E-250	62,844	CARE RIDE
2008	1FTNS24W78DB57510	FORD	E-250	71,853	CARE RIDE
2008	1FTNS24W68DB48023	FORD	E-250	75,044	CARE RIDE
2008	1FTNS24W28DB52294	FORD	E-250	69,550	CARE RIDE
2008	1FTNE14W78DB57041	FORD	E-150	81,966	CARE RIDE
2008	1FTNS24W38DB57505	FORD	E-250	80,327	CARE RIDE
2008	1FTNE14W38DB57036	FORD	E-150	90,853	CARE RIDE
2008	1FTNS24W88DB57497	FORD	E-250	76,832	CARE RIDE
2008	1FTNS24W58DB46389	FORD	E-250	81,131	CARE RIDE
2008	1FTNS24W28DB46396	FORD	E-250	71,958	CARE RIDE
2008	1FTNE14W18DB43068	FORD	E-150	80,497	CARE RIDE
2008	1FTNE14W98DB57042	FORD	E-150	94,550	CARE RIDE
2008	1FTNE14WX8DB43070	FORD	E-150	83,300	CARE RIDE
2008	1FTNE14W18DB57035	FORD	E-150	91,452	CARE RIDE
2008	1FTNE14W98DB43075	FORD	E-150	77,637	CARE RIDE
2008	1FTNS24W68DB57501	FORD	E-250	79,706	CARE RIDE
2008	1FTNS24W18DB57499	FORD	E-250	75,685	CARE RIDE
2008	1FTNE14W18DB43071	FORD	E-150	65,959	CARE RIDE
2010	1FTNS2EW4ADA68983	FORD	E-250	19,926	CARE RIDE
2010	1FTNS2EWADA68984	FORD	E-250	24,250	CARE RIDE
2010	1FTNS1EWXADA99469	FORD	E-250	15,689	CARE RIDE
2010	1FTNS1EW2ADA99479	FORD	E-250	20,784	CARE RIDE
1999	1GNDM19W6XB165852	CHEVROLET	ASTRO VAN	320,698	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2000	1B4GP44GXYP793409	DODGE	CARAVAN	118,356	CLW YELLOW CAB
2000	1P4GP44R9TB175748	PLYMOUTH	VOYAGER	259,103	CLW YELLOW CAB
2000	2B4GP44GXYP599514	DODGE	CARAVAN	297,617	CLW YELLOW CAB
2000	2FAFP71W2YX200477	FORD	CROWN VIC	170,817	CLW YELLOW CAB
2000	2FAFP71W7YX145170	FORD	CROWN VIC	179,173	CLW YELLOW CAB
2000	2FAFP71W7YX173745	FORD	CROWN VIC	133,559	CLW YELLOW CAB
2000	2G1WF55K7Y9144252	CHEVROLET	IMPALA	250,000	CLW YELLOW CAB
2001	1FAFP52UX1A114334	FORD	TAURUS	121,559	CLW YELLOW CAB
2001	1GNDM19W91B104048	CHEVROLET	ASTRO VAN	321,652	CLW YELLOW CAB
2001	2B8GP44331R205353	DODGE	CARAVAN	85,384	CLW YELLOW CAB
2001	2C8GP64L71R218959	CHRYSLER	VOYAGER	116,987	CLW YELLOW CAB
2001	2FAFP71W11X165243	FORD	CROWN VIC	157,912	CLW YELLOW CAB
2001	2FAFP71W31X150954	FORD	CROWN VIC	118,916	CLW YELLOW CAB
2001	2FAFP71W41X172753	FORD	CROWN VIC	149,887	CLW YELLOW CAB
2001	2FAFP71W51X201838	FORD	CROWN VIC	138,628	CLW YELLOW CAB
2002	1C4GJ25312B611978	PLYMOUTH	VOYAGER	92,807	CLW YELLOW CAB
2002	2FAFP71W02X103558	FORD	CROWN VIC	184,710	CLW YELLOW CAB
2002	2FAFP71W02X132204	FORD	CROWN VIC	144,773	CLW YELLOW CAB
2002	2FAFP71W12X142451	FORD	CROWN VIC	198,640	CLW YELLOW CAB
2002	2FAFP71W22X103593	FORD	CROWN VIC	152,685	CLW YELLOW CAB
2002	2FAFP71W22X132219	FORD	CROWN VIC	105,450	CLW YELLOW CAB
2002	2FAFP71W72X103606	FORD	CROWN VIC	151,731	CLW YELLOW CAB
2002	2FAFP71W72X156385	FORD	CROWN VIC	145,979	CLW YELLOW CAB
2002	2FAFP72W12X159426	FORD	CROWN VIC	413,210	CLW YELLOW CAB
2002	2FAFP72W72X159401	FORD	CROWN VIC	362,333	CLW YELLOW CAB
2002	2MEFM74W42X645999	MERCURY	GRAND MARQUIS	323,520	CLW YELLOW CAB
2003	1D4GP24313B253799	DODGE	CARAVAN	91,560	CLW YELLOW CAB
2003	1D4GP25363B187636	DODGE	CARAVAN	108,760	CLW YELLOW CAB
2003	1FAFP55U93A127980	FORD	TAURUS	122,308	CLW YELLOW CAB
2003	1GNDX03E43D174369	CHEVROLET	VENTURE	97,511	CLW YELLOW CAB
2003	2D4GP24383R219831	DODGE	CARAVAN	299,560	CLW YELLOW CAB
2003	2FAFP71W03X140434	FORD	CROWN VIC	162,103	CLW YELLOW CAB
2003	2FAFP71W03X189312	FORD	CROWN VIC	141,883	CLW YELLOW CAB
2003	2FAFP71W13X119012	FORD	CROWN VIC	102,879	CLW YELLOW CAB
2003	2FAFP71W13X121942	FORD	CROWN VIC	190,079	CLW YELLOW CAB
2003	2FAFP71W13X168842	FORD	CROWN VIC	136,169	CLW YELLOW CAB
2003	2FAFP71W13X189416	FORD	CROWN VIC	132,491	CLW YELLOW CAB
2003	2FAFP71W33X113941	FORD	CROWN VIC	87,995	CLW YELLOW CAB
2003	2FAFP71W43X121949	FORD	CROWN VIC	219,564	CLW YELLOW CAB
2003	2FAFP71W43X121952	FORD	CROWN VIC	179,449	CLW YELLOW CAB
2003	2FAFP71WX3X113936	FORD	CROWN VIC	142,798	CLW YELLOW CAB
2003	2FAHP71W13X202562	FORD	CROWN VIC	162,499	CLW YELLOW CAB
2003	2FAHP71W13X202593	FORD	CROWN VIC	169,083	CLW YELLOW CAB
2003	2FAHP71W13X203131	FORD	CROWN VIC	188,832	CLW YELLOW CAB
2003	2FAHP71W33X176465	FORD	CROWN VIC	177,214	CLW YELLOW CAB
2003	2FAHP71W33X189622	FORD	CROWN VIC	160,139	CLW YELLOW CAB
2003	2FAHP71W33X214101	FORD	CROWN VIC	164,946	CLW YELLOW CAB
2003	2FAHP71W43X171145	FORD	CROWN VIC	162,890	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2003	2FAHP71W43X189631	FORD	CROWN VIC	170,350	CLW YELLOW CAB
2003	2FAHP71W43X208324	FORD	CROWN VIC	149,995	CLW YELLOW CAB
2003	2FAHP71W53X215573	FORD	CROWN VIC	289,562	CLW YELLOW CAB
2003	2G1WF52E039383522	CHEVROLET	IMPALA	220,459	CLW YELLOW CAB
2003	2G1WF52E039399266	CHEVROLET	IMPALA	105,202	CLW YELLOW CAB
2004	1GNDU03E14D192743	CHEVROLET	VENTURE	362,186	CLW YELLOW CAB
2004	1GNDU03E74D248166	CHEVROLET	VENTURE	106,536	CLW YELLOW CAB
2004	1GNDU03E84D110653	CHEVROLET	VENTURE	79,041	CLW YELLOW CAB
2004	1GNDX03E04D142861	CHEVROLET	VENTURE	344,905	CLW YELLOW CAB
2004	1GNDX03E34D177720	CHEVROLET	VENTURE	478,184	CLW YELLOW CAB
2004	2FAFP71W04X168025	FORD	CROWN VIC	183,889	CLW YELLOW CAB
2004	2FAFP71W24X144938	FORD	CROWN VIC	166,652	CLW YELLOW CAB
2004	2FAFP71W74X179622	FORD	CROWN VIC	161,716	CLW YELLOW CAB
2004	2FAFP71W94X149375	FORD	CROWN VIC	147,626	CLW YELLOW CAB
2004	2FAFP71W94X168024	FORD	CROWN VIC	151,012	CLW YELLOW CAB
2004	2FAFP74W04X117684	FORD	CROWN VIC	354,750	CLW YELLOW CAB
2004	2FAFP74W04X126160	FORD	CROWN VIC	369,677	CLW YELLOW CAB
2004	2FAFP74W04X128216	FORD	CROWN VIC	360,076	CLW YELLOW CAB
2004	2FAFP74W04X128457	FORD	CROWN VIC	379,543	CLW YELLOW CAB
2004	2FAFP74W04X128460	FORD	CROWN VIC	345,562	CLW YELLOW CAB
2004	2FAFP74W14X125079	FORD	CROWN VIC	424,728	CLW YELLOW CAB
2004	2FAFP74W14X128306	FORD	CROWN VIC	259,251	CLW YELLOW CAB
2004	2FAFP74W14X128404	FORD	CROWN VIC	212,500	CLW YELLOW CAB
2004	2FAFP74W24X112244	FORD	CROWN VIC	361,210	CLW YELLOW CAB
2004	2FAFP74W24X117945	FORD	CROWN VIC	286,867	CLW YELLOW CAB
2004	2FAFP74W34X128288	FORD	CROWN VIC	301,881	CLW YELLOW CAB
2004	2FAFP74W34X128369	FORD	CROWN VIC	326,456	CLW YELLOW CAB
2004	2FAFP74W44X128266	FORD	CROWN VIC	312,288	CLW YELLOW CAB
2004	2FAFP74W54X130298	FORD	CROWN VIC	314,280	CLW YELLOW CAB
2004	2FAFP74W64X125143	FORD	CROWN VIC	313,539	CLW YELLOW CAB
2004	2FAFP74W64X128415	FORD	CROWN VIC	365,025	CLW YELLOW CAB
2004	2FAFP74W74X117441	FORD	CROWN VIC	348,539	CLW YELLOW CAB
2004	2FAFP74W74X117908	FORD	CROWN VIC	343,911	CLW YELLOW CAB
2004	2FAFP74W74X128309	FORD	CROWN VIC	472,805	CLW YELLOW CAB
2004	2FAFP74W74X130058	FORD	CROWN VIC	258,946	CLW YELLOW CAB
2004	2FAFP74W74X130299	FORD	CROWN VIC	312,250	CLW YELLOW CAB
2004	2FAFP74W84X128299	FORD	CROWN VIC	442,253	CLW YELLOW CAB
2004	2FAFP74W84X130117	FORD	CROWN VIC	237,109	CLW YELLOW CAB
2004	2FAFP74W94X128358	FORD	CROWN VIC	257,456	CLW YELLOW CAB
2004	2FAFP74WX4X128269	FORD	CROWN VIC	338,469	CLW YELLOW CAB
2004	2FAFP74WX4X128367	FORD	CROWN VIC	360,981	CLW YELLOW CAB
2004	2FAFP74WX4X130295	FORD	CROWN VIC	347,414	CLW YELLOW CAB
2004	2FAHP71W04X156756	FORD	CROWN VIC	265,410	CLW YELLOW CAB
2004	2FAHP71W14X144051	FORD	CROWN VIC	168,395	CLW YELLOW CAB
2004	2FAHP71W24X185353	FORD	CROWN VIC	148,739	CLW YELLOW CAB
2004	2FAHP71W74X167494	FORD	CROWN VIC	156,529	CLW YELLOW CAB
2004	2FAHP71W74X167530	FORD	CROWN VIC	127,710	CLW YELLOW CAB
2004	2FAHP71W84X172669	FORD	CROWN VIC	149,066	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2004	2G1WF52E049140696	CHEVROLET	IMPALA	376,787	CLW YELLOW CAB
2004	2G1WF52E149151108	CHEVROLET	IMPALA	341,502	CLW YELLOW CAB
2004	2G1WF52E249158181	CHEVROLET	IMPALA	389,145	CLW YELLOW CAB
2004	2G1WF52E449102470	CHEVROLET	IMPALA	183,601	CLW YELLOW CAB
2004	2G1WF52E549156182	CHEVROLET	IMPALA	416,650	CLW YELLOW CAB
2004	2G1WF52E649102857	CHEVROLET	IMPALA	406,899	CLW YELLOW CAB
2004	2G1WF52E649135485	CHEVROLET	IMPALA	447,127	CLW YELLOW CAB
2004	2G1WF52E849113875	CHEVROLET	IMPALA	396,569	CLW YELLOW CAB
2004	2G1WF52E949154970	CHEVROLET	IMPALA	252,206	CLW YELLOW CAB
2004	5TDZA22C94S103542	TOYOTA	SIENNA	82,605	CLW YELLOW CAB
2004	JTLKT324040165879	TOYOTA	SCION	378,605	CLW YELLOW CAB
2004	KNDUP131446592352	KIA	VAN	183,560	CLW YELLOW CAB
2005	2FAFP71W05X104472	FORD	CROWN VIC	177,250	CLW YELLOW CAB
2005	2FAFP71W05X177907	FORD	CROWN VIC	135,845	CLW YELLOW CAB
2005	2FAFP71W15X165314	FORD	CROWN VIC	124,430	CLW YELLOW CAB
2005	2FAFP71W15X172022	FORD	CROWN VIC	831,402	CLW YELLOW CAB
2005	2FAFP71W25X102772	FORD	CROWN VIC	176,426	CLW YELLOW CAB
2005	2FAFP71W25X142821	FORD	CROWN VIC	167,350	CLW YELLOW CAB
2005	2FAFP71W25X177908	FORD	CROWN VIC	134,205	CLW YELLOW CAB
2005	2FAFP71W55X129058	FORD	CROWN VIC	138,492	CLW YELLOW CAB
2005	2FAFP71W55X172024	FORD	CROWN VIC	190,942	CLW YELLOW CAB
2005	2FAFP71W75X155256	FORD	CROWN VIC	59,772	CLW YELLOW CAB
2005	2FAFP71W85X104428	FORD	CROWN VIC	102,216	CLW YELLOW CAB
2005	2FAFP71W95X102770	FORD	CROWN VIC	143,518	CLW YELLOW CAB
2005	2FAFP71WX5X172021	FORD	CROWN VIC	175,597	CLW YELLOW CAB
2005	2FAHP71W05X150294	FORD	CROWN VIC	188,369	CLW YELLOW CAB
2005	2FAHP71W05X150358	FORD	CROWN VIC	193,850	CLW YELLOW CAB
2005	2FAHP71W05X165541	FORD	CROWN VIC	208,432	CLW YELLOW CAB
2005	2FAHP71W05X165572	FORD	CROWN VIC	195,030	CLW YELLOW CAB
2005	2FAHP71W15X104862	FORD	CROWN VIC	180,989	CLW YELLOW CAB
2005	2FAHP71W15X104909	FORD	CROWN VIC	184,931	CLW YELLOW CAB
2005	2FAHP71W15X127770	FORD	CROWN VIC	171,569	CLW YELLOW CAB
2005	2FAHP71W15X127896	FORD	CROWN VIC	172,695	CLW YELLOW CAB
2005	2FAHP71W15X142382	FORD	CROWN VIC	177,250	CLW YELLOW CAB
2005	2FAHP71W15X152555	FORD	CROWN VIC	178,084	CLW YELLOW CAB
2005	2FAHP71W15X165628	FORD	CROWN VIC	187,125	CLW YELLOW CAB
2005	2FAHP71W15X165645	FORD	CROWN VIC	172,299	CLW YELLOW CAB
2005	2FAHP71W15X165676	FORD	CROWN VIC	163,251	CLW YELLOW CAB
2005	2FAHP71W25X104871	FORD	CROWN VIC	170,831	CLW YELLOW CAB
2005	2FAHP71W25X127759	FORD	CROWN VIC	212,350	CLW YELLOW CAB
2005	2FAHP71W25X142407	FORD	CROWN VIC	226,750	CLW YELLOW CAB
2005	2FAHP71W25X150345	FORD	CROWN VIC	196,470	CLW YELLOW CAB
2005	2FAHP71W25X165573	FORD	CROWN VIC	190,928	CLW YELLOW CAB
2005	2FAHP71W35X165601	FORD	CROWN VIC	191,410	CLW YELLOW CAB
2005	2FAHP71W35X165694	FORD	CROWN VIC	191,075	CLW YELLOW CAB
2005	2FAHP71W35X171818	FORD	CROWN VIC	144,211	CLW YELLOW CAB
2005	2FAHP71W45X127763	FORD	CROWN VIC	196,891	CLW YELLOW CAB
2005	2FAHP71W45X150329	FORD	CROWN VIC	84,335	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2005	2FAHP71W45X165591	FORD	CROWN VIC	183,103	CLW YELLOW CAB
2005	2FAHP71W46X125867	FORD	CROWN VIC	165,485	CLW YELLOW CAB
2005	2FAHP71W55X104931	FORD	CROWN VIC	177,555	CLW YELLOW CAB
2005	2FAHP71W55X127853	FORD	CROWN VIC	185,089	CLW YELLOW CAB
2005	2FAHP71W55X142336	FORD	CROWN VIC	206,019	CLW YELLOW CAB
2005	2FAHP71W55X142417	FORD	CROWN VIC	206,753	CLW YELLOW CAB
2005	2FAHP71W55X150324	FORD	CROWN VIC	202,866	CLW YELLOW CAB
2005	2FAHP71W55X155104	FORD	CROWN VIC	176,505	CLW YELLOW CAB
2005	2FAHP71W55X165549	FORD	CROWN VIC	218,171	CLW YELLOW CAB
2005	2FAHP71W55X165597	FORD	CROWN VIC	174,970	CLW YELLOW CAB
2005	2FAHP71W55X165695	FORD	CROWN VIC	188,475	CLW YELLOW CAB
2005	2FAHP71W55X165714	FORD	CROWN VIC	208,154	CLW YELLOW CAB
2005	2FAHP71W65X104906	FORD	CROWN VIC	152,437	CLW YELLOW CAB
2005	2FAHP71W65X127795	FORD	CROWN VIC	213,450	CLW YELLOW CAB
2005	2FAHP71W65X127876	FORD	CROWN VIC	208,999	CLW YELLOW CAB
2005	2FAHP71W65X127893	FORD	CROWN VIC	212,650	CLW YELLOW CAB
2005	2FAHP71W65X165592	FORD	CROWN VIC	201,248	CLW YELLOW CAB
2005	2FAHP71W65X165608	FORD	CROWN VIC	186,750	CLW YELLOW CAB
2005	2FAHP71W65X165611	FORD	CROWN VIC	199,815	CLW YELLOW CAB
2005	2FAHP71W65X165656	FORD	CROWN VIC	180,650	CLW YELLOW CAB
2005	2FAHP71W65X165673	FORD	CROWN VIC	193,500	CLW YELLOW CAB
2005	2FAHP71W65X165690	FORD	CROWN VIC	219,226	CLW YELLOW CAB
2005	2FAHP71W75X104848	FORD	CROWN VIC	158,250	CLW YELLOW CAB
2005	2FAHP71W75X127787	FORD	CROWN VIC	146,889	CLW YELLOW CAB
2005	2FAHP71W75X142404	FORD	CROWN VIC	173,307	CLW YELLOW CAB
2005	2FAHP71W75X150325	FORD	CROWN VIC	197,350	CLW YELLOW CAB
2005	2FAHP71W75X150356	FORD	CROWN VIC	102,999	CLW YELLOW CAB
2005	2FAHP71W75X165570	FORD	CROWN VIC	196,504	CLW YELLOW CAB
2005	2FAHP71W75X165584	FORD	CROWN VIC	195,112	CLW YELLOW CAB
2005	2FAHP71W85X127796	FORD	CROWN VIC	212,418	CLW YELLOW CAB
2005	2FAHP71W85X127829	FORD	CROWN VIC	135,895	CLW YELLOW CAB
2005	2FAHP71W85X127846	FORD	CROWN VIC	227,146	CLW YELLOW CAB
2005	2FAHP71W85X142329	FORD	CROWN VIC	171,204	CLW YELLOW CAB
2005	2FAHP71W85X142332	FORD	CROWN VIC	176,789	CLW YELLOW CAB
2005	2FAHP71W85X142346	FORD	CROWN VIC	235,674	CLW YELLOW CAB
2005	2FAHP71W85X150365	FORD	CROWN VIC	196,536	CLW YELLOW CAB
2005	2FAHP71W85X165402	FORD	CROWN VIC	136,851	CLW YELLOW CAB
2005	2FAHP71W85X165657	FORD	CROWN VIC	206,883	CLW YELLOW CAB
2005	2FAHP71W85X165688	FORD	CROWN VIC	244,762	CLW YELLOW CAB
2005	2FAHP71W95X127757	FORD	CROWN VIC	200,880	CLW YELLOW CAB
2005	2FAHP71W95X127841	FORD	CROWN VIC	237,387	CLW YELLOW CAB
2005	2FAHP71W95X165571	FORD	CROWN VIC	229,462	CLW YELLOW CAB
2005	2FAHP71WX5X104858	FORD	CROWN VIC	212,853	CLW YELLOW CAB
2005	2FAHP71WX5X104942	FORD	CROWN VIC	219,346	CLW YELLOW CAB
2005	2FAHP71WX5X150304	FORD	CROWN VIC	195,430	CLW YELLOW CAB
2005	2FAHP71WX5X150349	FORD	CROWN VIC	210,975	CLW YELLOW CAB
2005	2FAHP71WX5X165644	FORD	CROWN VIC	210,468	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2005	2FAHP71WX5X165658	FORD	CROWN VIC	210,210	CLW YELLOW CAB
2005	2FMZA50655BA68155	FORD	FREESTAR VAN	289,162	CLW YELLOW CAB
2005	2G1WF52E859121380	CHEVROLET	IMPALA	218,355	CLW YELLOW CAB
2005	2G1WF55KX59373603	CHEVROLET	IMPALA	189,520	CLW YELLOW CAB
2006	1D4GP24R06B621723	Dodge	CARAVAN	226,113	CLW YELLOW CAB
2006	1D4GP24R06B621740	Dodge	CARAVAN	199,312	CLW YELLOW CAB
2006	1D4GP24R16B621780	Dodge	CARAVAN	170,685	CLW YELLOW CAB
2006	1D4GP24R26B621738	Dodge	CARAVAN	220,499	CLW YELLOW CAB
2006	1D4GP24R46B621742	Dodge	CARAVAN	224,928	CLW YELLOW CAB
2006	1D4GP24R56B621765	Dodge	CARAVAN	215,786	CLW YELLOW CAB
2006	1FAFP53U96A168567	FORD	TAURUS	49,989	CLW YELLOW CAB
2006	2FAFP71W96X130134	FORD	CROWN VIC	85,256	CLW YELLOW CAB
2006	2FAHP71W06X125834	FORD	CROWN VIC	156,720	CLW YELLOW CAB
2006	2FAHP71W06X130354	FORD	CROWN VIC	188,500	CLW YELLOW CAB
2006	2FAHP71W16X125888	FORD	CROWN VIC	170,110	CLW YELLOW CAB
2006	2FAHP71W16X130217	FORD	CROWN VIC	180,017	CLW YELLOW CAB
2006	2FAHP71W16X130363	FORD	CROWN VIC	164,646	CLW YELLOW CAB
2006	2FAHP71W26X125818	FORD	CROWN VIC	172,112	CLW YELLOW CAB
2006	2FAHP71W26X128718	FORD	CROWN VIC	158,025	CLW YELLOW CAB
2006	2FAHP71W26X130369	FORD	CROWN VIC	84,650	CLW YELLOW CAB
2006	2FAHP71W26X130386	FORD	CROWN VIC	158,105	CLW YELLOW CAB
2006	2FAHP71W36X125827	FORD	CROWN VIC	186,289	CLW YELLOW CAB
2006	2FAHP71W36X130221	FORD	CROWN VIC	210,015	CLW YELLOW CAB
2006	2FAHP71W36X130302	FORD	CROWN VIC	179,351	CLW YELLOW CAB
2006	2FAHP71W36X130316	FORD	CROWN VIC	168,395	CLW YELLOW CAB
2006	2FAHP71W36X130350	FORD	CROWN VIC	179,304	CLW YELLOW CAB
2006	2FAHP71W46X125836	FORD	CROWN VIC	187,975	CLW YELLOW CAB
2006	2FAHP71W46X128686	FORD	CROWN VIC	139,689	CLW YELLOW CAB
2006	2FAHP71W46X130227	FORD	CROWN VIC	156,587	CLW YELLOW CAB
2006	2FAHP71W46X130289	FORD	CROWN VIC	158,450	CLW YELLOW CAB
2006	2FAHP71W46X130339	FORD	CROWN VIC	167,809	CLW YELLOW CAB
2006	2FAHP71W56X130236	FORD	CROWN VIC	158,827	CLW YELLOW CAB
2006	2FAHP71W66X125823	FORD	CROWN VIC	91,324	CLW YELLOW CAB
2006	2FAHP71W66X130228	FORD	CROWN VIC	86,334	CLW YELLOW CAB
2006	2FAHP71W66X130312	FORD	CROWN VIC	175,933	CLW YELLOW CAB
2006	2FAHP71W76X125846	FORD	CROWN VIC	170,128	CLW YELLOW CAB
2006	2FAHP71W76X128696	FORD	CROWN VIC	262,902	CLW YELLOW CAB
2006	2FAHP71W76X130268	FORD	CROWN VIC	206,100	CLW YELLOW CAB
2006	2FAHP71W86X130408	FORD	CROWN VIC	171,589	CLW YELLOW CAB
2006	2FAHP71W96X130353	FORD	CROWN VIC	172,415	CLW YELLOW CAB
2006	2FAHP71WX6X130233	FORD	CROWN VIC	174,527	CLW YELLOW CAB
2006	2FMZA51606BA46614	FORD	FREESTAR VAN	244,654	CLW YELLOW CAB
2006	2FMZA51636BA46607	FORD	FREESTAR VAN	284,884	CLW YELLOW CAB
2006	2FMZA51656BA42283	FORD	FREESTAR VAN	256,383	CLW YELLOW CAB
2006	2FMZA51656BA46656	FORD	FREESTAR VAN	246,355	CLW YELLOW CAB
2006	2FMZA51696BA46630	FORD	FREESTAR VAN	289,837	CLW YELLOW CAB
2006	5FNRL38876B071684	HONDA	ODYSSEY	126,607	CLW YELLOW CAB
2007	2FAFP71W07X147745	FORD	CROWN VIC	86,123	CLW YELLOW CAB

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2007	2FAFP71W77X142946	FORD	CROWN VIC	141,684	CLW YELLOW CAB
2007	2FAHP71W07X160424	FORD	CROWN VIC	121,162	CLW YELLOW CAB
2007	2FAHP71W17X147486	FORD	CROWN VIC	106,525	CLW YELLOW CAB
2007	2FAHP71W27X155922	FORD	CROWN VIC	114,859	CLW YELLOW CAB
2007	2FAHP71W27X157282	FORD	CROWN VIC	107,538	CLW YELLOW CAB
2007	2FAHP71W37X110391	FORD	CROWN VIC	135,304	CLW YELLOW CAB
2007	2FAHP71W37X147487	FORD	CROWN VIC	107,509	CLW YELLOW CAB
2007	2FAHP71W47X155937	FORD	CROWN VIC	91,840	CLW YELLOW CAB
2007	2FAHP71W57X147488	FORD	CROWN VIC	111,898	CLW YELLOW CAB
2007	2FAHP71W67X147550	FORD	CROWN VIC	118,704	CLW YELLOW CAB
2007	2FAHP71W77X155365	FORD	CROWN VIC	83,243	CLW YELLOW CAB
2007	2FAHP71W77X163451	FORD	CROWN VIC	106,471	CLW YELLOW CAB
2007	2FAHP71W87X155939	FORD	CROWN VIC	109,229	CLW YELLOW CAB
2007	2FAHP71W97X155948	FORD	CROWN VIC	113,754	CLW YELLOW CAB
2007	2FAHP71WX7X160365	FORD	CROWN VIC	102,991	CLW YELLOW CAB
2007	2FAHP71WX7X160396	FORD	CROWN VIC	113,115	CLW YELLOW CAB
2007	5FNRL38647B408148	HONDA	ODYSSEY	9,800	CLW YELLOW CAB
2008	2D8HN54P18R136438	DODGE	CARAVAN	210,450	CLW YELLOW CAB
2010	JTDKN3DU6A1309864	TOYOTA	PRIUS	8,362	CLW YELLOW CAB
2011	5TDKK3DC8BS050380	TOYOTA	SIENNA	9,563	CLW YELLOW CAB
1998	1HVBBABN8WH599266	INTERNATIONAL	BUS	91,052	GIRLS, INC.
1998	IHVBBABNXWH599267	INTERNATIONAL	BUS	77,987	GIRLS, INC.
1999	1FBSS31L1XHA80180	FORD	VAN	86,127	GIRLS, INC.
1999	1FBSS31L5XHA80179	FORD	VAN	104,640	GIRLS, INC.
1998	1GCHG39R3W1096209	CHEVY	9 PASS VAN	149,840	GOODWILL
2002	1GBJG31F121133520	CHEVY	14 PASS BUS	107,366	GOODWILL
2003	1FDXE45F43HB00060	FORD	16 PASS BUS	85,001	GOODWILL
2003	1FDXE45F13HB00064	FORD	18 PASS BUS	98,648	GOODWILL
2003	1FDXE45P94HB44808	FORD	16 PASS BUS	95,740	GOODWILL
2003	1FDXE45P94HB44806	FORD	16 PASS BUS	113,243	GOODWILL
2005	1FDWE35FX3HB88098	FORD	10 PASS VAN	125,743	GOODWILL
2005	1FDWE35F13HB88099	FORD	10 PASS VAN	90,205	GOODWILL
2005	1FBSS31LX5HB11388	FORD	14 PASS VAN	136,700	GOODWILL
2006	1FDWE35P95HB13937	FORD	14 PASS VAN	136,587	GOODWILL
2006	1FDWE35P25HB13939	FORD	9 PASS VAN	108,638	GOODWILL
2009	1FDWE35L79DA57166	FORD	14 PASS VAM	34,100	GOODWILL
2009	1FDWE35L99DA57167	FORD	15 PASS VAN	35,842	GOODWILL
2006	1FBNE31L96HA16732	FORD	E-350	58,289	GULF COAST CC
2010	1FBNE3BLXADA14986	FORD	E-350	17,059	GULF COAST CC
2001	IFTSS34FX1HB61350	FORD	VAN	34,136	GULFPORT, CITY OF
2003	1FAFP53U43A210137	FORD	TAURUS	69,677	GULFPORT, CITY OF
2005	1FDXE45P75HA30291	FORD	BUS	65,949	GULFPORT, CITY OF
2008	1FBSS31L48DB43877	FORD	ECONOLINE E350	55,139	LOUISE GRAHAM

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2008	1FBSS31L68DB43878	FORD	ECONOLINE E350	47,563	LOUISE GRAHAM
1997	1FDLE40S1VHB88734	FORD	SUPREME	136,130	NEIGHBORLY CARE
1998	1FDXE40SXWHC06294	FORD	SUPREME	151,687	NEIGHBORLY CARE
1998	1FDXE40S9WHC13267	FORD	SUPREME	162,197	NEIGHBORLY CARE
2001	1FDXE45S71HA97360	FORD	ELDORADO	159,268	NEIGHBORLY CARE
2001	1FDXE45S91HB10822	FORD	ELDORADO	178,453	NEIGHBORLY CARE
2002	1FDXE45SX2HA82465	FORD	TURTLE TOP	164,486	NEIGHBORLY CARE
2002	1FDXE45S12HA82466	FORD	TURTLE TOP	172,041	NEIGHBORLY CARE
2003	1FAHP58U13A171217	FORD	TAURUS WG	66,558	NEIGHBORLY CARE
2003	1FDXE78S22HB23347	FORD	TURTLE TOP	151,224	NEIGHBORLY CARE
2003	1FDXE45SX2HB28649	FORD	TURTLE TOP	172,440	NEIGHBORLY CARE
2004	1FDXE45S14HA19211	FORD	TURTLE TOP	142,298	NEIGHBORLY CARE
2004	1FDXE45SX4HA19210	FORD	TURTLE TOP	151,558	NEIGHBORLY CARE
2005	1FDXE45S05HA57224	FORD	CHAMPION	103,914	NEIGHBORLY CARE
2005	1FDXE45S55HB08166	FORD	CHAMPION	99,604	NEIGHBORLY CARE
2005	2G4WS52JO51167389	BUICK	CENTURY	68,445	NEIGHBORLY CARE
2006	1GBE4V1G86F408260	CHEVY	GLAVAL	97,037	NEIGHBORLY CARE
2006	1GBE4V1G96F408378	CHEVY	GLAVAL	102,673	NEIGHBORLY CARE
2006	1GBE4V1G86F408453	CHEVY	GLAVAL	102,064	NEIGHBORLY CARE
2006	IN4AL11D26N345969	NISSAN	ALTIMA	86,400	NEIGHBORLY CARE
2007	1GBE4V1G76F408153	CHEVY	GLAVAL	84,736	NEIGHBORLY CARE
2007	1GBE4V1G76F424028	CHEVY	GLAVAL	82,368	NEIGHBORLY CARE
2008	1GBE4V1927F422867	CHEVY	GLAVAL	63,173	NEIGHBORLY CARE
2008	1GVE4V1947F422899	CHEVY	GLAVAL	66,127	NEIGHBORLY CARE
2008	1GBE4V1957F423074	CHEVY	GLAVAL	65,028	NEIGHBORLY CARE
2008	JTDKB20UX83358640	TOYOTA	PRIUS	42,065	NEIGHBORLY CARE
2008	JTDKB20U987740859	TOYOTA	PRIUS	41,505	NEIGHBORLY CARE
2009	1GBE4V1G49F404551	CHEVY	GLAVAL	44,812	NEIGHBORLY CARE
2009	1GBE4VOG69F404714	CHEVY	GLAVAL	47,619	NEIGHBORLY CARE
2010	1GBE4V1GX9F411018	CHEVY	GLAVAL	21,991	NEIGHBORLY CARE
2010	JTDNK3DU6A0082892	TOYOTA	PRIUS	16,555	NEIGHBORLY CARE
2000	1FBSS31LOYHB71362	FORD	VAN	36,776	OP PAR
2002	1FBSS31L82HA65037	FORD	VAN	65,213	OP PAR
2005	1FBSS31L15HA74781	FORD	VAN	65,075	OP PAR
2006	1FBNE31L46HB12221	FORD	VAN	38,070	OP PAR
2006	1FBNE31L66HB12222	FORD	VAN	56,804	OP PAR
2006	1FBNE31L86HB12223	FORD	VAN	63,024	OP PAR
2007	1FBNE31L67DB25304	FORD	VAN	34,657	OP PAR
2007	1FBNE31L87DB25305	FORD	VAN	35,815	OP PAR
2008	1FBNE31L38DA13318	FORD	VAN	39,933	OP PAR
2008	1FBNE31L58DA13319	FORD	VAN	44,753	OP PAR
2008	1FBNE31L58DB46968	FORD	VAN	18,867	OP PAR
2008	1FBNE31L78DB46969	FORD	VAN	30,788	OP PAR
2009	1FBNE31L49DA87140	FORD	VAN	6,602	OP PAR
2009	1FBNE31L69DA87141	FORD	VAN	6,748	OP PAR
2010	1GB6G2AG3A1104463	CHEVY	Sport Bus / 3500	1,382	OP PAR

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
1992	1FBJS31H4NHB15928	FORD		168,459	PARC
1994	1B3AP28D5RN214762	DODGE		103,709	PARC
1994	1B3AP28D9RN216434	DODGE		106,969	PARC
1996	1B4GP44R9TB400042			72,417	PARC
1998	1GCHG39R2W1095861	CHEVY		152,710	PARC
1998	1GCHG39R5W1095840	CHEVY		145,129	PARC
1998	1GCHG39ROW1095812	CHEVY		178,879	PARC
1998	2B7LB31Z0WK158318	DODGE		72,281	PARC
1999	2FMZA5IU7XBC46728	FORD		74,321	PARC
1999	2G1WL52M2X9277322	CHEVY		161,373	PARC
1999	2G1WL52M3X9278981	CHEVY		164,129	PARC
1999	2G1WL52M3X9279399	CHEVY		152,129	PARC
2000	1GCHG39ROY1242990	CHEVY		201,016	PARC
2000	1GCHG39RXY1244150	CHEVY		239,284	PARC
2002	1FBSS31L22HA65034	FORD		165,346	PARC
2002	1FBSS31L42HA65035	FORD		162,515	PARC
2002	1FBSS31L62HA65036	FORD		133,088	PARC
2002	1FBSS31L82HA65040	FORD		122,561	PARC
2002	1FTSS34L42HA78147	FORD		79,516	PARC
2003	1FBNE31L33HB61745	FORD		50,937	PARC
2003	1FMRE11W13HB41520	FORD		66,808	PARC
2003	1FMRE11W33HB41521	FORD		73,899	PARC
2003	1FMRE11W53HB41522	FORD		52,678	PARC
2004	1FBNE31L14HA80700	FORD		45,070	PARC
2004	1FBNE31L34HA80701	FORD		58,665	PARC
2004	1FBNE31L54HA80702	FORD		64,707	PARC
2004	1FBNE31L84HA80706	FORD		84,993	PARC
2004	1FBNE31L94HA80699	FORD		47,313	PARC
2005	1FBSS31L15HA74795	FORD		141,863	PARC
2005	1FBSS31L35HA74796	FORD		165,318	PARC
2005	1FBSS31L65HA74792	FORD		145,355	PARC
2005	1FBSS31L85HA74793	FORD		120,466	PARC
2005	1FBSS31LX5HA74794	FORD		138,487	PARC
2005	2G4WS52J051166517	BUICK		86,314	PARC
2005	2G4WS52J251173453	BUICK		95,088	PARC
2005	2G4WS52J951162238	BUICK		87,047	PARC
2006	1FAFP53U06A177447	FORD	TAURUS	64,628	PARC
2006	1FAFP53U26A177448	FORD	TAURUS	67,235	PARC
2006	1FAFP53U76A177445	FORD	TAURUS	65,799	PARC
2006	1FAFP53U96A177446	FORD	TAURUS	69,587	PARC
2006	1FBSS31L06DB40276	FORD		93,637	PARC
2006	1FBSS31L26DB40277	FORD		99,671	PARC
2006	1FBSS31L96DB40275	FORD		89,442	PARC
2008	3FAHP07108R260039	FORD	FUSION	19,660	PARC
2008	3FAHP07178R260040	FORD	FUSION	16,712	PARC
2009	1FBSS31L89DA87136	FORD	VAN	39,445	PARC
2009	1FBSS31LX9DA87137	FORD	VAN	35,650	PARC

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2003	1GNDM19X33B113985	CHEVY	ASTRO	75,538	PEMHS
2003	1GNDM19X83B113156	CHEVY	ASTRO	73,561	PEMHS
2004	2G4WS52J741282277	BUICK	CENTURY	25,837	PEMHS
2005	2G4WS52J51174176	BUICK	CENTURY	16,608	PEMHS
2006	1FTRF12236NA71909	FORD	TRUCK	22,186	PEMHS
2007	1FBNE31L37DB14924	FORD	E-350	109,719	PEMHS
2008	1FBNE31L18DB43856	FORD	E-350	64,164	PEMHS
2008	1FBNE31LX8DB43855	FORD	E-350	77,483	PEMHS
2010	1FBNE3BL8AD30815	FORD	E-350	60,878	PEMHS
2010	1FMNE1BW9ADA30814	FORD	E-150	62,786	PEMHS
1997	1FBJS31L6VHA82127	FORD	CLUB WAGON	85,600	SUNCOAST CENTER
1995	1FBJS31H9SHB89535	FORD	CLUB WAGON	84,800	SUNCOAST CENTER
2000	1FAFP33P6YW119234	FORD	FOCUS	79,900	SUNCOAST CENTER
2000	1FAFP33P6YW100974	FORD	FOCUS	85,100	SUNCOAST CENTER
2005	1FBSS31L55HA74797	FORD	E350	37,300	SUNCOAST CENTER
2005	1FBSS31L75HA74798	FORD	E350	40,900	SUNCOAST CENTER
2006	1FAFP53U56A209048	FORD	TAURUS	80,000	SUNCOAST CENTER
2006	1FAFP53U76A209049	FORD	TAURUS	66,900	SUNCOAST CENTER
2006	1FAFP3U36A209050	FORD	TAURUS	80,500	SUNCOAST CENTER
2008	1FAHP24W38G185663	FORD	TAURUS	45,500	SUNCOAST CENTER
2008	1FAHP24W18G185662	FORD	TAURUS	42,600	SUNCOAST CENTER
2008	1FAHP24WX8G185661	FORD	TAURUS	42,100	SUNCOAST CENTER
2010	3FAHPOGA7AR108341	FORD	FUSION	22,500	SUNCOAST CENTER
2010	3FAHPOGA7AR180342	FORD	FUSION	23,600	SUNCOAST CENTER
2010	3FAHPOGA7AR180343	FORD	FUSION	23,000	SUNCOAST CENTER
1998	2B7LB31Z9WK158320	DODGE	LIFT VAN	93135	UPARC
2000	1FBSS31L0YHB71376	FORD	VAN	114,391	UPARC
2001	1FAFP55UO2A177679	FORD	SEDAN	118250	UPARC
2001	1FAFP58SX1A227500	FORD	WAGON	98204	UPARC
2001	1FBSS31L61HB12323	FORD	VAN	170,214	UPARC
2001	1FDXE45S1HA60708	FORD	MINIBUS	156358	UPARC
2001	1FDXE45SR1HA60721	FORD	MINIBUS	125461	UPARC
2001	1FMRE11211HA20772	FORD	VAN	98143	UPARC
2001	2B5WB35Z41K504489	DODGE	VAN	95907	UPARC
2002	1FBSS31L92HA65046	FORD	VAN	170,796	UPARC
2003	1FMRE11W43HB88475	FORD	VAN	153036	UPARC
2003	1FMRE11W63HB88476	FORD	VAN	55724	UPARC
2004	1FBNE31L14HA46580	FORD	VAN	85229	UPARC
2004	1FBNE31L54HA46579	FORD	VAN	105958	UPARC
2004	1FDXE45P14HB44804	FORD	BUS	96107	UPARC
2005	1FAFP53U26A196078	FORD	SEDAN	50603	UPARC
2005	1FBNE31L45HA01787	FORD	12 PASS	75388	UPARC

YEAR	VIN	MAKE	MODEL	MILEAGE	PROVIDER
2005	1FDWE35L44HA33988	FORD	10 PASS	74367	UPARC
2005	1FDWE35LX5HB24829	FORD	BUS	99931	UPARC
2005	1FDXE45P65HA76971	FORD	BUS	70432	UPARC
2005	2G4WS52J151140749	BUICK	CENTURY	68003	UPARC
2005	2G4WS52V351139053	BUICK	CENTURY	89810	UPARC
2006	1FAFP53U16A181278	FORD	SEDAN	41985	UPARC
2006	1FAFP53U36A181279	FORD	SEDAN	41348	UPARC
2006	1FTSS34L62HA78148	FORD	MINIBUS	63,954	UPARC
2006	1GDJG31V261259915	GMC	MINIBUS	46998	UPARC
2007	1FBNE31L57DA04635	FORD	VAN	102815	UPARC
2007	1GBJG31U571245193	GMC	MINIBUS	52491	UPARC
2008	1FMNE11WX8DB36961	FORD E-150	VAN	22102	UPARC
2009	1FBNE31L89DA87139	FORD	VAN	39060	UPARC
2009	1FBSS31L19DA25481	FORD	VAN	30,451	UPARC
2009	3FAHP0GA1AR179170	FORD	SEDAN	13446	UPARC
2010	1FBNE3BL1ADA64420	FORD	VAN	15,738	UPARC
2010	1FMNE1BW0ADA64415	FORD	VAN	18721	UPARC
2010	1FMNE1BW7ADA64413	FORD	VAN	13693	UPARC
2010	1FMNE1BW9ADA64414	FORD	VAN	12731	UPARC
2010	1GB9G5AG1A1123947	GLAVAL	14 PASS	10738	UPARC
2010	1GB9G5AG5A1124261	GLAVAL	14 PASS	18274	UPARC
2010	1GB9G5AG6A1106643	GLAVAL	14 PASS	15361	UPARC
2010	1GB9G5AG6A1124012	GLAVAL	14 PASS	5625	UPARC
2011	1FBNE3BL0BDA82070	FORD	E-350 VAN	444	UPARC
2011	1FBNE3BL2BDA82071	FORD	E-350 VAN	450	UPARC
2011	1FBNE3BL4BDA82072	FORD	E-350 VAN	460	UPARC
2011	1FBNE3BL6BDA82073	FORD	E-350 VAN	446	UPARC
1996	1FDLE40G7THB68741	FORD	E SUPER RV	146,761	VAN GOGH
1999	2B4FP25B6XR440541	DODGE	CARAVAN	98,892	VAN GOGH
2008	1FMNE11W48DB43890	FORD	ECONOVAN	12,355	VAN GOGH
2008	3FAHP07Z18R260038	FORD	FUSION	23,197	VAN GOGH
2010	2T1BU4EE0AC233232	TOYOTA	COROLLA	8,382	VAN GOGH
2003	1FBNE31L63HA59498	FORD	ECONOLINE	58,582	WESTCARE
2009	1FBNE31L29DA23338	FORD	ECONOLINE 350	22,130	WESTCARE
2008	1FBNE31L98DB36959	FORD	ECONOLINE 350	13,512	WESTCARE
2008	1FBNE31L58DB36960	FORD	ECONOLINE 350	25,892	WESTCARE

APPENDIX B

TRANSPORTATION DISADVANTAGED PROGRAM PROVIDERS

TD Program Primary Providers

Wheelchair Provider

Care-Ride, LLC

Ambulatory Provider

Clearwater Yellow Cab

Group Trip Providers

Lighthouse of Pinellas, Inc. (taxi cab)

Neighborly Care Network

Pinellas Association for Retarded Children (PARC)

Upper Pinellas Association for Retarded Children (UPARC)

Bus Passes/Management

Pinellas Suncoast Transit Authority

Coordinated Agency Providers

Agency for Community Treatment Services, Inc. (ACTS)

Alpha House of Pinellas County

Boley Centers, Inc.

Girls, Inc.

Goodwill Industries, Inc.

Gulf Coast Community Care

City of Gulfport

Louise Graham Regeneraton Center & R'Club

Operation PAR, Inc.

Personal Enrichment Thru Mental Health Services, Inc.

Pinellas Suncoast Transit Authority

Suncoast Center, Inc.

Sunrise Community, Inc.

Van Gogh's Palette, Inc. *dba* Vincent House

WestCare Gulf Coast Florida, Inc.

WorkNet Pinellas

APPENDIX C

**Federal Transit Administration (FTA)/Federal Highway Administration (FHWA)
Drug and Alcohol Testing Regulatory Summary**

SUBJECT	FTA	FHWA
DRUG TESTING REGULATION	49 CFR Part 653 12/15/94	49 CFR Part 382 2/15/94 3/13/95
ALCOHOL TESTING REGULATION	49 CFR Part 654 2/15/94 5/10/95 August 2, 1995	49 CFR Part 382 2/15/94 3/13/95 5/10/95
TESTING PROCEDURES TO BE FOLLOWED	49 CFR Part 40 12/1/89 2/15/94 8/19/94 4/19/95	49 CFR Part 40 12/1/89 2/15/94 8/19/94 4/19/95
PURPOSE	49 CFR Part 653 - To require FTA recipients to implement an anti-drug program to deter and detect the use of prohibited drugs by safety-sensitive employees. 49 CFR Part 654 - To establish programs designed to help prevent accidents and injuries resulting from the misuse of alcohol by employees who perform safety-sensitive functions for employers receiving assistance from FTA.	49 CFR Part 382 - To establish programs designed to help prevent accidents and injuries resulting from the misuse of alcohol or use of controlled substances by drivers of commercial motor vehicles.
APPLICABILITY	Recipients of FTA Section 3,9, or 18 funding, or section 103(e)(4) of the 23 USC.	Employers who require employees to have a Commercial Driver=s License required by the FHWA or their respective state.
DRUGS PROHIBITED	Marijuana, cocaine, amphetamines, opiates, and phencyclidine (PCP).	SAME

SUBJECT	FTA	FHWA
PROHIBITED BREATH ALCOHOL CONCENTRATIONS	0.04 BAC is positive; 0.02 to 0.039 BAC must be removed from duty for 8 hours unless re-test is below 0.02.	0.04 BAC is positive; 0.02 to 0.039 BAC must be removed from duty to 24 hours
SAFETY-SENSITIVE EMPLOYEES	<ol style="list-style-type: none"> 1. Operating a revenue service vehicle, in or out of service. 2. CDL holders. 3. Dispatch or controlling movement of a revenue service vehicle. 4. Maintaining a revenue service vehicle or equipment used in revenue service. 5. Security personnel carrying firearms. 	CDL Holders when <ul style="list-style-type: none"> - driving - waiting to be dispatched - inspecting, servicing, or conditioning equipment - being in or on a commercial motor vehicle - loading or unloading a vehicle - securing the vehicle following an accident - repairing, obtaining assistance, or attending a disabled vehicle
TRANSFERENCE TO CONTRACTORS	Transfers to all safety-sensitive contractors that Astand in the shoes@ of the recipient; Section 18 maintenance contractors are excluded.	Each employer is responsible for their own CDL holders.
PRE-EMPTION OF STATE AND LOCAL LAWS	Pre-empts any State or Local law that is inconsistent with, contrary to, or an obstacle to the implementation of the regulation.	SAME
ADDITIONAL EMPLOYER PROVISIONS	Allowed as long as employees are notified that additional provisions are required under the employers= own authority.	SAME

SUBJECT	FTA	FHWA
REQUIREMENT FOR NOTICE	Before performing any test, each employee should be notified that the test is required by these regulations.	SAME
STARTING DATE JANUARY 1, 1995 JANUARY 1, 1996	Recipients operating in an area with a population of 200,000 or more on 3/17/94 Recipients operating in an area with a population of under 200,000 on 3/17/94	Employers with 50 or more CDL holders on 3/17/94 Employers with less than 50 CDL holders on 3/17/94
PROGRAM REQUIREMENTS	<ol style="list-style-type: none"> 1. Policy 2. Education and Training 3. Testing consistent with 49 CFR Part 40 	SAME
POLICY REQUIREMENTS	<ol style="list-style-type: none"> 1. Adopted by governing board. 	-----
	<ol style="list-style-type: none"> 2. Available to all safety-sensitive employees. 	SAME
	<ol style="list-style-type: none"> 3. Must include: <ul style="list-style-type: none"> - identify of employer designated contact 	SAME
	<ul style="list-style-type: none"> - categories of employees subject to regulations 	SAME
	<ul style="list-style-type: none"> - period of coverage for alcohol testing 	SAME - adds period of coverage for drug testing
	<ul style="list-style-type: none"> - prohibited behavior 	SAME
	<ul style="list-style-type: none"> - circumstances for testing 	SAME
	<ul style="list-style-type: none"> - testing procedures 	SAME
	<ul style="list-style-type: none"> - requirement to submit to testing 	SAME

SUBJECT	FTA	FHWA
	- definition of test refusals	SAME
	- consequences for a positive test result, refusal, or for a BAC of 0.02 or greater but less than 0.04	SAME
	- information concerning the effects of alcohol and ways to get help	SAME - adds information on controlled substances
POLICY DISSEMINATION	Written notice of regulatory requirement on policies and procedures to all safety-sensitive employees and to employee representatives.	SAME
	-----	Required certificate of receipt from employees.
EDUCATION AND TRAINING	1. Display and distribute information and materials and hot-line number.	-----
	2. Safety-sensitive employees receive at least 60 minutes of training on the consequences of prohibited drug use.	----
	3. Supervisors receive 60 minutes of training on the signs and symptoms of prohibited drug use and an additional 60 minutes on the signs and symptoms of alcohol misuse.	SAME
	Following positive test or refusal: 1. Removed from safety-sensitive duties;	SAME

SUBJECT	FTA	FHWA
	<ol style="list-style-type: none"> 2. Notified of resources available for help; 3. Referral to SAP; 4. Negative return-to-duty test before performing safety-sensitive job function; 5. Complete SAP recommended course of treatment; 6. Required follow-up testing. 	
TESTING CATEGORIES	Pre-employment, reasonable suspicion, post-accident, random, return-to-duty, follow-up.	SAME
PRE-EMPLOYMENT	Test before hire for drugs; No pre-employment alcohol testing.	Test before conduct safety-sensitive job function for controlled substances; no pre-employment alcohol test.
	Test transfers into safety-sensitive positions for drugs.	SAME
	No waivers for drug testing.	Drug testing can be waived if driver has participated in a DOT drug test in previous 30 days and was tested in the previous 6 months or participated in a random program for previous 12 months and no violation of rules within previous 6 months. Employer must have significant documentation of employees previous program participation, testing results, and rule violations.

SUBJECT	FTA	FHWA
REASONABLE SUSPICION TESTING	When a supervisor trained in signs and symptoms has made specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odor of employee.	SAME
	Alcohol testing only when observations and referral are made during, just preceding, or just after the performance of safety-sensitive job duties.	SAME
		A written record of the observations must be prepared and signed by the supervisor within 24 hours of the observed behavior or before the test results are known.
POST-ACCIDENT TESTING	Fatality - Test each surviving, safety-sensitive employee operating the vehicle at the time and any other covered employee that could have contributed to the accident.	Fatality - Test each surviving driver performing a safety-sensitive function at the time of the accident.
	Non-Fatality - If anyone is immediately transported to a medical treatment facility and the transit employee receives a citation for a moving traffic violation or If one or more vehicles receives disabling damage and the transit employee receives a citation for a moving traffic violation.	SAME

SUBJECT	FTA	FHWA
	Alcohol test should be performed within two hours following the accident, but no more than 8.	SAME
	Drug tests shall be performed within 32 hours.	SAME
	Employees must remain readily available for test following an accident.	SAME
	-----	Employer must provide drivers with post-accident information, procedures and instructions.
	-----	Drug or alcohol test performed by Federal, State, or local officials will meet the requirements.
RANDOM TESTING	Scientific method of Random Selection; unannounced, spread throughout the year.@ Each employee has an equal chance of being selected;	SAME
	Minimum annual percentage rate of 50% of total number of employees subject to testing for drugs; 25% for alcohol; rates could change in future.	SAME: Could change in future to be different than FTA.
	Alcohol testing only during, just preceding, or immediately following performing a safety-sensitive function.	SAME
	Employee must proceed to testing immediately following notification.	SAME

SUBJECT	FTA	FHWA
	Consortium members will meet testing rate requirements if consortium meets minimum annual testing rate.	SAME
	If employee is subject is more than one DOT agency, the employee must meet the requirements of the DOT agency regulating 50% or more of the drivers function.	SAME
RETURN-TO-DUTY TESTING	Before returning to work each employee who tested positive or refused a test must be evaluated by a substance abuse professional, participate in a rehabilitation program, take a return-to-duty test with negative results, and receive SAP recommendation that the employee can return to duty.	SAME
FOLLOW-UP TESTING	Unannounced testing for one to five years with a minimum of six tests the first year.	SAME
	Test only during the performance of safety-sensitive duties, just before, or just after.	SAME
SUBSTANCE ABUSE PROFESSIONAL	SAP determines extent of need and recommends a course of action, determines when treatment is completed, determines frequency and duration of follow-up testing.	SAME
RETENTION OF RECORDS	Records maintained in a secure location with controlled access, separate from personnel records.	SAME

SUBJECT	FTA	FHWA
	Five Years - records of verified positive drug tests, refusals, SAP referrals and annual MIS reports, non-negative alcohol test results, calibration documentation.	SAME
	Two Years - records related to the collection process and employee training.	SAME
	One Year - negative test results and canceled test results.	SAME
REPORTING OF RESULTS IN A MANAGEMENT INFORMATION SYSTEM	Annual report to FTA by March covering preceding calendar year.	Must complete annual report by March 15 covering preceding calendar year, employers only required to submit report if FHWA selects (using random process) and notifies by January.
	Recipients responsible for accuracy and timeliness of report.	SAME
	Must use FTA forms.	Must use FHWA forms
	EZ form if only negative test results.	SAME
ACCESS TO FACILITIES AND RECORDS	No employer shall release information unless a written request is signed by employee, DOT Agency, NTSB accident investigation, subsequent employers if employee signs release, and decision-maker in a preceding initiated by employee.	SAME

SUBJECT	FTA	FHWA
RELEASE OF INFORMATION BY PREVIOUS EMPLOYER	-----	Employer shall obtain information from previous employer with written consent of employee - positive test results and refusals for prior two-year period.
	-----	Information must be obtained no later than 14 days after first performance of safety-sensitive duty.
	-----	Employers written release to previous employers.
RELEASE OF INFORMATION BY PREVIOUS EMPLOYER, CONTINUED	-----	Employee with record of positive test results or refusals may not perform safety-sensitive functions unless completed return-to-duty requirement.
COMPLIANCE PENALTIES	FTA funding will be suspended if recipient fails to establish and implement drug and alcohol testing program.	Employer fines and penalties as set forth in 49 USC Part 521(b).
	Recipient subject to criminal penalties for false certification or misrepresentation.	Employer fines and penalties as set forth in 49 USC Part 521(b).
	States are responsible for compliance of systems they administer (i.e., Section 18)	-----
REQUIREMENT TO CERTIFY COMPLIANCE	Recipients must certify compliance annually; certification must be signed by governing board.	-----

SUBJECT	FTA	FHWA
PROHIBITED BEHAVIOR	Report for duty or remaining on duty requiring performance of safety-sensitive job functions with BAC of 0.04 or greater.	SAME
	No consumption of alcohol on duty while performing a safety-sensitive duty.	SAME
	No consumption of alcohol 4 hours prior to performance of safety-sensitive job duties.	SAME
	No consumption of alcohol while on call	-----
	No consumption for 8 hours following an accident unless test has already been performed.	SAME
	-----	No employees shall be on duty or operate a commercial motor vehicle while possessing alcohol.
	Safety-sensitive employees who use drugs illegally are prohibited from reporting for duty, remaining on duty, or performing any safety-sensitive function.	SAME
	-----	Prescription use only when physician advises will not affect ability to perform safety-sensitive job functions. Employer may require employee to notify employee of therapeutic drug use.

SUBJECT	FTA	FHWA
TEST REFUSAL	No employee shall be allowed to perform a safety-sensitive job function following a test refusal.	SAME
CONSEQUENCES	Positive test result or test refusal removal from safety-sensitive job function.	Positive test result or test refusal - driver is prohibited from reporting for duty, remaining on duty, and/or performing a safety-sensitive function.
	Alcohol test results between 0.02 and 0.039 must be removed from duty for 8 hours or until test result is less than 0.02.	Alcohol test result between 0.02 and 0.039 must be removed from safety-sensitive duty for 24 hours.

APPENDIX D

NO-SHOW POLICY AND PROCEDURES
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

I. DEFINITIONS

- A. A No-Show is a person who is not at their prearranged point within five (5) minutes of the arrival of transportation during the pickup window (one-hour before and thirty minutes after scheduled pickup time), and has not given two hours notice of cancellation, postponement, or other changes in trip arrangements to the PSTA paratransit provider.
- B. A No-Pay is a person who fails to remit the required co-pay for transportation. Payment of the co-pay is due in full upon arrival of the transporting vehicle at the designated pickup point.

II. NO-SHOW POLICY

- A. The Pinellas Suncoast Transit Authority shall be required to track all client no-shows.
- B. If any client no-shows (2) times within a period of thirty (30) calendar days, PSTA has two options:
 - 1) Notify the client that they will be put on “will-call” service. Will-call service means that in addition to meeting the advance reservation requirement, the client has to call the day of their trip and confirm their a pick-up.
 - 2) Send, in writing, a warning statement to the client. This warning statement shall include the provisions of II(C) of this document.
- C. The provider will automatically cancel a return trip if the passenger is a “no show” unless the client calls within 30 minutes of the scheduled pickup time stating that the return trip should remain scheduled.
- D. If, after no showing two times in thirty days, the client no-shows again within a period of sixty (60) days, PSTA shall suspend that client from the transportation disadvantaged program for a period of sixty (60) days, if the client has been duly warned as provided for in section II(B). Upon suspension, PSTA shall notify the client of the suspension, in writing, within five days of the action. This written notice shall state the client’s right to appeal the decision, and whom to contact to initiate an appeal.
- E. Should further suspensions be necessary, the length of the suspension shall be extended an additional thirty (30) days each time. (Ex: the second suspension shall be for a period of ninety (90) days, the third suspension shall be for a period of one-hundred twenty (120) days, etc.).

- F. If the no-show is a direct result of an emergency situation beyond the control of the client, and did not afford the client the opportunity to notify the PSTA of the situation, PSTA may choose not to charge the client with a no-show, provided written approval is obtained from the Community Transportation Coordinator (CTC). The CTC reserves the right to direct PSTA not to charge a client with a no-show without prior approval of PSTA.

APPENDIX E

**Pinellas County
Transportation Disadvantaged Program**

On-Time Performance Standards

INTRODUCTION

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

ON-TIME PERFORMANCE STANDARDS

On-time: Vehicles may arrive up to 30 minutes after scheduled pick up time. Pick-up times will be negotiated up to one hour before or after the pick-up time requested by the client. Vehicles may arrive at the drop-off destination up to 30 minutes prior to the scheduled arrival time.

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

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

ON TIME PERFORMANCE EVALUATION

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

APPENDIX F

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

COMPLIANCE REVIEW FOR CONTRACT YEAR _____

Provider: _____
For-Profit _____ **Non-Profit** _____

SAFETY

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

AUTO INSURANCE

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

SCHEDULING & ASSIGNMENT – FIELD CHECK (Private Providers)

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

VEHICLE INSPECTION

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

NOTES AND COMMENTS:

Signature Title Date

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

DRIVER'S FILE INSPECTION
PINELLAS COUNTY TRANSPORTATION DISADVANTAGED PROGRAM
COMPLIANCE REVIEW FOR CONTRACT YEAR _____

Provider: _____
For-Profit _____ **Non-Profit** _____

DRIVER'S FILE

Driver's Name: _____

Copy of Driver's License _____ Checklists of Requirements/Contents of File _____

OTHER: _____

CERTIFICATES: First Aid _____ CPR _____ Sensitivity Training _____

OTHER: _____

TESTING: Drug/Alcohol _____ Instructional & Procedural Training & Testing _____ Medical Exam _____

OTHER: _____

BACKGROUND CHECK: DMV/MVR _____ Fingerprints _____ FDLE _____

OTHER: _____

DRIVER'S FILE

Driver's Name: _____

Copy of Driver's License _____ Checklists of Requirements/Contents of File _____

OTHER: _____

CERTIFICATES: First Aid _____ CPR _____ Sensitivity Training _____

OTHER: _____

TESTING: Drug/Alcohol _____ Instructional & Procedural Training & Testing _____ Medical Exam _____

OTHER: _____

BACKGROUND CHECK: DMV/MVR _____ Fingerprints _____ FDLE _____

OTHER: _____

NOTES AND COMMENTS:

Signature

Title

Date

APPENDIX G

**TRIP PRIORITIZATION SCHEDULE FOR NON-SPONSORED TRIPS
TRIP TYPES SERVED, IN ORDER OF PRIORITY****

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

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

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

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

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

EDUCATION NOT RELATED TO EMPLOYMENT*: Trips to and from any educational destination not related to employment, such as primary and secondary schools and "leisure" classes.

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

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

** Door-to-door trips will be provided according to the trip priority order listed above. For those TD Program clients who are able to access and utilize transit, bus passes will be provided as follows. 10-day bus pass passes will be the standard bus pass issued for clients who have any number of the above funded trip types. 31-day bus passes will be provided only for those clients who either work full-time (defined as 30 or more hours per week) or who have 10 or more medical appointments for a given month.

APPENDIX H

PINELLAS COUNTY
TRANSPORTATION DISADVANTAGED
COORDINATING BOARD

GRIEVANCE COMMITTEE
POLICIES AND PROCEDURES

Originally Adopted: July 16, 1991
Last Amendment: June 18, 2002

SECTION 1: CREATION OF A BOARD

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

SECTION 2: DEFINITIONS

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

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

SECTION 3: OBJECTIVES

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

SECTION 4: MEMBERSHIP

- A. Members of the Grievance Committee shall be appointed by the Chairman of the Coordinating Board and voted upon by the Coordinating Board Members (if possible).
- B. At a minimum, the Grievance Committee should be composed of:
- One (1) representative of a MOA non-profit Operator
 - One (1) representative of a User
 - Two (2) representatives of the Coordinating Board, members-at-large
 - One (1) representative of a MOA for-profit Operator.
- C. The Community Transportation Coordinator shall be staff to the Grievance Committee and shall serve as an advisory member.

SECTION 5: TERMS OF MEMBERS

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

SECTION 6: GRIEVANCE PROCEDURES

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

- A. Users, Funding Agencies, and/or Operators shall contact the Agency Program Manager in writing in an attempt to resolve complaints.
- B. The next link in the chain of command is to contact the Operation Manager at the management entity.
- C. If this effort is not successful, the complainant(s) should contact the Community Transportation Coordinator, who will work with the Operations Manager, Agency Program Manager, and complainant(s) to find a common ground in which to negotiate a resolution.
- D. If this effort is not successful, the complainant(s) can contact the Commission for the Disadvantaged TD helpline, (800) 983-2435, for assistance.
- E. As a last resort, an issue should go to the Grievance Committee. When necessary, a

Grievance Form can be secured from the Community Transportation Coordinator. (Attachment A)

- F. Upon receipt of a properly completed Grievance Form, the Community Transportation Coordinator will contact the Chairman of the local Coordinating Board. Grievance Committee members will be appointed and set a meeting date within three (3) weeks of receiving the form.
- G. The complainant(s) and all parties involved shall be contacted once the meeting time, date and location are set.
- H. The Agency Program Manager will post an announcement of the meeting on a well-read bulletin board.

SECTION 7: POWERS AND DUTIES OF THE GRIEVANCE COMMITTEE

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

SECTION 8: MODIFICATION OF PROCEDURES

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

SECTION 9: OTHER CONDITIONS

If the grievance is with the management entity rather than the provider, the procedures would start at Section 6(b) and continue to the Grievance Committee only if necessary.

GRIEVANCE FORM

**Return to:
Transportation Disadvantaged Program Local Coordinating Board
C/o Pinellas County Planning Department
600 Cleveland Street, Suite 750
Clearwater, FL 33755**

Name of Complainant: _____
Date: _____
Address: _____
Telephone: _____
Date and time of incident: _____

I. Description of incident & steps taken to resolve complaint (attach extra sheets if necessary):

Signature: _____

II. Comments by Agency Program Manager (attach extra sheets if necessary):

Signature: _____

III. Comments by Management Entity General Manager, if needed (attach extra sheets if necessary):

Signature: _____

***THIS SECTION TO BE COMPLETED BY COMMUNITY TRANSPORTATION
COORDINATOR ONLY***

I. Date report received by CTC: _____

II. Action requested of Grievance Committee:

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

IV. Action taken by Grievance Committee:

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

APPENDIX I

Inventory of Transportation Service Providers in the Coordinated System

Non-Profit Providers

Agency for Community Treatment Services (ACTS)

4612 N 56th St. Tampa, FL 33610

(813) 201-3400

Seasonal Resident Service? No

Geographical Region: Pinellas, Hillsborough, Polk and Manatee Counties

Days/Times of Transportation Service: N/A

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? Yes, unless court or state agency ordered

Monthly Income Level: Usually for persons who lost SSI benefits

Type of Transportation:

Ambulatory

Individual

Group

Eligibility

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Alpha House of Pinellas County

701 5th Av. N. St. Petersburg, FL 33701

(813) 822-8190

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: N/A

Cost: free

Advance Notice: 48 hours

Application Required? Yes, must be registered with agency

Other Restrictions: pregnant women or women with young children

Type of Transportation:

Ambulatory

Individual

Type of Trips

Medical

Job Related Education

Education

Other Life Sustaining

Boley Center, Inc.

445 31st Street N. St. Petersburg, FL 33713

(727) 821-4819

Seasonal Resident Service? No

Geographical Region: Pinellas, Pasco, and Hillsborough Counties

Days/Times of Transportation Service: Monday-Friday/7am-4pm

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must be registered with agency

Other Restrictions: various programs offered with different requirements

Type of Transportation:

Wheelchair

Ambulatory

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

City of Gulfport - G.E.M.S. Bus Service

2401 53rd Street South Gulfport, FL 33707

(727) 893-2242

Seasonal Resident Service? Yes

Geographical Region: City of Gulfport - No service north of 38th Ave. or south of 22nd Ave S.

Days/Times of Transportation Service: Monday - Friday 8 a.m. - 4 p.m.

Cost: \$6 per round trip OR \$120/year; 2 pmts of \$80 for 1st 6 months & \$40 for 2nd 6 months

Advance Notice: Yes; Call M-F 8 am to 1 pm

Application Required? Yes

Eligibility: Age 55 or older OR disabled

Type of Transportation:

Wheelchair

Ambulatory

Individual

Type of Trips:

Medical

Pharmacy

Grocery

Other Life Sustaining

Demand Response - PSTA

3201 Scherer Drive, St. Petersburg, FL 33716

(727) 540-1800

Seasonal Resident Service? Yes

Geographical Region: Geographical Region: Pinellas

Days/Times of Transportation Service: Demand response service provided only during regular bus service times/days.

Cost: \$4.00 per ride

Advance Notice: You can call up to a month before scheduled trip, but no later than 5 p.m. on the day before trip needed; 24 hours preferred

Application Required? Yes

Eligibility: Disability

Type of Transportation

Ambulatory

Wheelchair

Individual

Type of Trips

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Girls, Inc.

7700 61st Street N. St. Petersburg, FL 33781

(727) 544-6230

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: After School Times

Cost: free

Advance Notice: none

Application Required? Must be registered into a program

Eligibility: Age-under 18

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Education

Goodwill Industries, Inc.
10596 Gandy Blvd. St. Petersburg, FL 33733
(727) 638-1949

Seasonal Resident Service? Yes
Geographical Region: Pinellas, Pasco, and Hillsborough Counties
Days/Times of Transportation Service: Monday-Sunday 4am-10pm
Cost: \$9.44/per trip - home to work program
Advance Notice: none
Application Required? Must be registered into an employment program
Type of Transportation:

Ambulatory
Individual
Group

Type of Trips:

Employment
Job Related Education

Gulf Coast Community Care
14041 Icot Blvd. Clearwater,FL 33760
(727) 538-7460

Seasonal Resident Service? N/A
Geographical Region: Pinellas, Pasco, and Hillsborough Counties
Days/Times of Transportation Service: Monday-Friday/8am-5pm
Cost: \$3/each way
Advance Notice: none
Application Required? Yes, must be registered with agency
Other Restrictions: Trip types eligible based on program enrollment
Type of Transportation:

Wheelchair
Ambulatory

Type of Trips:

Medical
Pharmacy
Grocery
Employment
Job Related Education
Other Life Sustaining

Lighthouse of Pinellas Inc.

6925 112th Circle North, Suite 103 Largo, FL 33733

(727) 544-4433

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/9am-3pm; Saturday as needed

Cost: \$3.00/each way

Advance Notice: 24 hours

Application Required? Yes, must be registered with agency

Eligibility: Income limits; Disability.

Monthly Income Level: For TD trips only 150% of federal poverty level

Other Restrictions: for blind and visually impaired people - transportation for certain education programs

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Job Related Education

Education

Louise Graham Regeneration Center

2301 third Av. S. St. Petersburg, FL 33712

(727) 327-9444

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/8am-5pm

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? Yes, must be registered with agency

Eligibility: Disability

Other Restrictions: for developmentally disabled individuals in Pinellas County

Type of Transportation:

Ambulatory

Group

Type of Trips

Employment

Job Related Education

Other Life Sustaining

Social/Recreational

MPO Transportation Disadvantaged Program

3201 Scherer Drive St. Petersburg, FL 33716

(727) 540-1900

Seasonal Resident Service? No

Geographical Region: All Pinellas County; Out of county trips sometimes for medical reasons for Pinellas County residents.

Days/Times of Transportation Service: 24 hours/7 days a week

Cost: \$3/trip; \$8.25 31-day bus pass, \$5.00 10-day bus pass

Advance Notice: 72 hours

Application Required? Yes

Eligibility: Income limits; no access to vehicle in the household

Monthly Income Level: 150% of federal poverty level

Other Restrictions: No transportation available, including family & friends.

Type of Transportation:

Wheelchair

Ambulatory

Individual

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Other Life Sustaining

Group Dining

Neighborly Care Network
13790-C 49th Street North Clearwater, FL 33762
(727) 571-4384

Seasonal Resident Service? Only in special circumstances

Geographical Region: Pinellas County for most trips/10 mile radius for medical

Days/Times of Transportation Service: Pickup Monday - Friday 9am-2pm; other days can be arranged-service fee basis

Cost: None for most services; \$3 one-way for TD Program services

Advance Notice: 7 days

Application Required? Yes

Eligibility: Income limits; can't be a Medicaid recipient; Age 60 or older

Other Restrictions: No transportation available to family & friends.

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Operation PAR, Inc.
6655 66th Street N. Pinellas Park, FL 33781
(727) 545-7564

Seasonal Resident Service? Yes

Geographical Region: Pinellas and Pasco Counties

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must registered with agency

Eligibility: disability

Other Restrictions: for substance abusers

Type of Transportation:

Wheelchair

Ambulatory

Group

Type of Trips:

Medical

Employment

Job Related Education

Education

Personal Enrichment Thru Mental Health Services, Inc.

11254 58th Street N. Pinellas Park, FL 33782

(727) 545-6477

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must registered with agency

Eligibility: Disability

Type of Transportation:

Ambulatory

Group

Type of Trips:

Medical

Employment

Pinellas Association for Retarded Children (PARC)

3190 Tyrone Blvd. N. St. Petersburg, FL 33710

(727) 345-9111

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/5am-5pm

Cost: \$4.92/each way

Advance Notice: 24 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Other Restrictions: for developmentally disabled individuals in Pinellas County

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Pinellas Suncoast Transit Authority (PSTA)
3201 Scherer Drive St. Petersburg, FL 33716
(727) 540-1900

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: See bus schedules for specific route days/times.

Cost: REGULAR FARE: \$2.00, \$4.50 daily unlimited GO card, \$65 31-day GO card

REDUCED FARE: \$1.00, \$2.25 daily GO card, \$35.00 for 31 day GO card.

Advance Notice: None

Application Required? No

Type of Transportation:

Wheelchair

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

Suncoast Center, Inc.

4024 Central Av. P.O. Box 10970 St. Petersburg, FL 33733

(727) 327-7656

Seasonal Resident Service? Yes

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: \$3/each way

Advance Notice: 48 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Type of Transportation:

Ambulatory

Group

Type of Trips:

Medical

Employment

Sunrise Community, Inc.
1101 102 Avenue North, St. Petersburg, FL 33716
(727) 576-0492

Seasonal Resident Service? No
Geographical Region: Pinellas County
Days/Times of Transportation Service: 7 days a week/24 hours a day
Cost: N/A
Advance Notice: N/A
Application Required? No but must be a client of agency
Eligibility: Disability
Type of Transportation:

Ambulatory
Non-Ambulatory
Group

Type of Trips:
Medical
Adult Day Training
Community Participation (Shopping, Concerts, Shows, Etc.)
Family Visitations

Upper Association Pinellas for Retarded Citizens
1501 N. Belcher Road, Suite 249 Clearwater, FL 33765
(727) 799-3330

Seasonal Resident Service? Yes
Geographical Region: Upper Pinellas County
Days/Times of Transportation Service: Monday-Friday/5am-5pm
Cost: \$2.50/each way
Advance Notice: 1 hour
Application Required? No but must be a client of agency
Eligibility: Disability
Other Restrictions: for developmentally disabled individuals participating with UARC
Type of Transportation:

Wheelchair
Ambulatory
Group

Type of Trips:
Medical
Pharmacy
Grocery
Employment
Job Related Education
Education
Other Life Sustaining
Group Dining

Van Gogh's Palette, Inc. dba Vincent House

4801 78th Av. N. Pinellas Park, FL 33781

(727) 541-0321

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 7 days a week/24 hours a day

Cost: None

Advance Notice: 48 hours

Application Required? No but must be a client of agency

Eligibility: Disability

Other Restrictions: for mentally ill patients participating with this agency

Type of Transportation:

Individual

Ambulatory

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

WestCare Gulf Coast Florida

9700 Dr Martin Luther King Jr. St, St. Petersburg, FL 33702

(727) 579-9016

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: 24 hours/day, 7 days/week

Cost: No fee

Advance Notice: None

Application Required? No but must be a client of agency

Eligibility: Income below Federal poverty level

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job Related Education

Education

Other Life Sustaining

Group Dining

WorkNet Pinellas

13805 58th Street N., Suite 2-450, Clearwater, FL 33760

(727) 524-4344

Seasonal Resident Service? No

Geographical Region: Pinellas County

Days/Times of Transportation Service: Monday-Friday/8am-5pm

Cost: No fee

Advance Notice: None

Application Required? Yes

Eligibility: Income below Federal poverty level

Type of Transportation:

Ambulatory

Individual

Group

Type of Trips:

Employment

Job Related Education

Private Providers (Pay for Service)

Care Ride, LLC. Wheelchair Transportation Service
4625 East Bay Dr, Suite 105/107, Clearwater, FL 33764
(727) 866-1193

Seasonal Resident Service? Yes

Geographical Region: All of Florida but originating in Pinellas

Days/Times of Transportation Service: 7 days/wk; 5am - 8pm Other times if trip is prescheduled.

Cost: \$19.95 plus \$2.85/mile plus \$3.00 gas surcharge

Advance Notice: 1 hour

Type of Transportation:

Ambulatory

Individual

Group (Max #)(Max 4 w/c & 2 ambulatory)

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

Group Dining

Clearwater Yellow Cab
16991 US 19 Hwy, Clearwater, FL 33764

(727) 821-7777 (St. Pete)

(727) 799-2222 (Clearwater)

Seasonal Resident Service? Yes

Geographical Region: All Pinellas

Days/Times of Transportation Service: 24 hours/7 days a week

Cost: \$2.25 drop, \$2.00 per mile, \$1.00 gas surcharge

Advance Notice: As soon as possible.

Type of Transportation:

Ambulatory

Individual

Group (Max #)(Max 15 in van & 25 on bus with notice)

Type of Trips:

Medical

Pharmacy

Grocery

Employment

Job related education

Education

Other Life Sustaining

Group Dining