

**MANATEE COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN**

FY 2008-09 TO FY 2012-13

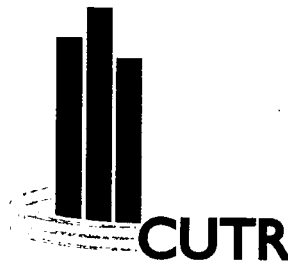
Prepared for

Manatee County Area Transit



Prepared by the

**Center for Urban Transportation Research
at the University of South Florida**



July 2008

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TDSP CERTIFICATION

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

Date



Mayor Fran Barford
City of Anna Maria
Local Coordinating Board Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

Lisa Bacot
CTD Executive Director

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**TD COORDINATING BOARD ROLL CALL
for Approval of Manatee County's
Transportation Disadvantaged Service Plan Update
July 16, 2008**

Name	Representing	Yes	No	Absent
Fran Barford	Chairman	X		
Jeremy Whatmough	Elderly			X
Paul Welch	Citizens with Disabilities	X		
George McKay	Citizen Advocate	X		
Joan Sardo	Citizen Advocate/User	X		
Valerie Taylor	Children at Risk	X		
Sandra Sandhoff	Economically Disadvantaged			X
Terry Palmer (Alternate)	Public Education	X		
Jan Parham	Dept. of Transportation			X
Anne Hendon	Dept. of Children and Families			X
Debbie Hofer	Dept. of Elder Affairs	X		
Linda Brown	Division of Blind Services	X		
Ron Besalke	Dept. of Health Care Admin.	X		
Beverly Stockton	Regional Workforce Dev. Board	X		
David Zickafoose	Veteran Services	X		
Becky Jo Hayes	Local Mass Transit	X		
Jeannine Buzbee	Private Non-Profit Transportation Provider	X		
Dan Stewart	Local Medical Community			X

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I. DEVELOPMENT PLAN

INTRODUCTION TO THE SERVICE AREA

Background

Manatee County Board of County Commissioners (BCC) serves as the Community Transportation Coordinator (CTC) for Manatee County. The BCC was originally designated as the CTC in October 1990 who gave authority to Manatee County Area Transit (MCAT) for carrying out the day-to-day activities. MCAT is under the jurisdiction of the Manatee BCC, and the Transit Manager reports to the Director of Community Services Department. MCAT has continued to serve as the Manatee County CTC since 1990. MCAT will continue to serve in this role, since the BCC was again authorized as the Manatee County CTC for a multi-year term beginning October 1, 2006 and ending June 30, 2011. Figure 1 provides an organizational chart of the CTC and FCTD process.

MCAT is considered a partial broker, but functions as a sole source provider for transportation under the TD program. MCAT no longer provides Medicaid non-emergency trips within Manatee County. The CTC also contracts with agencies that have vehicles for the primary purpose of transporting their own clients. These trips are part of the coordinated system.

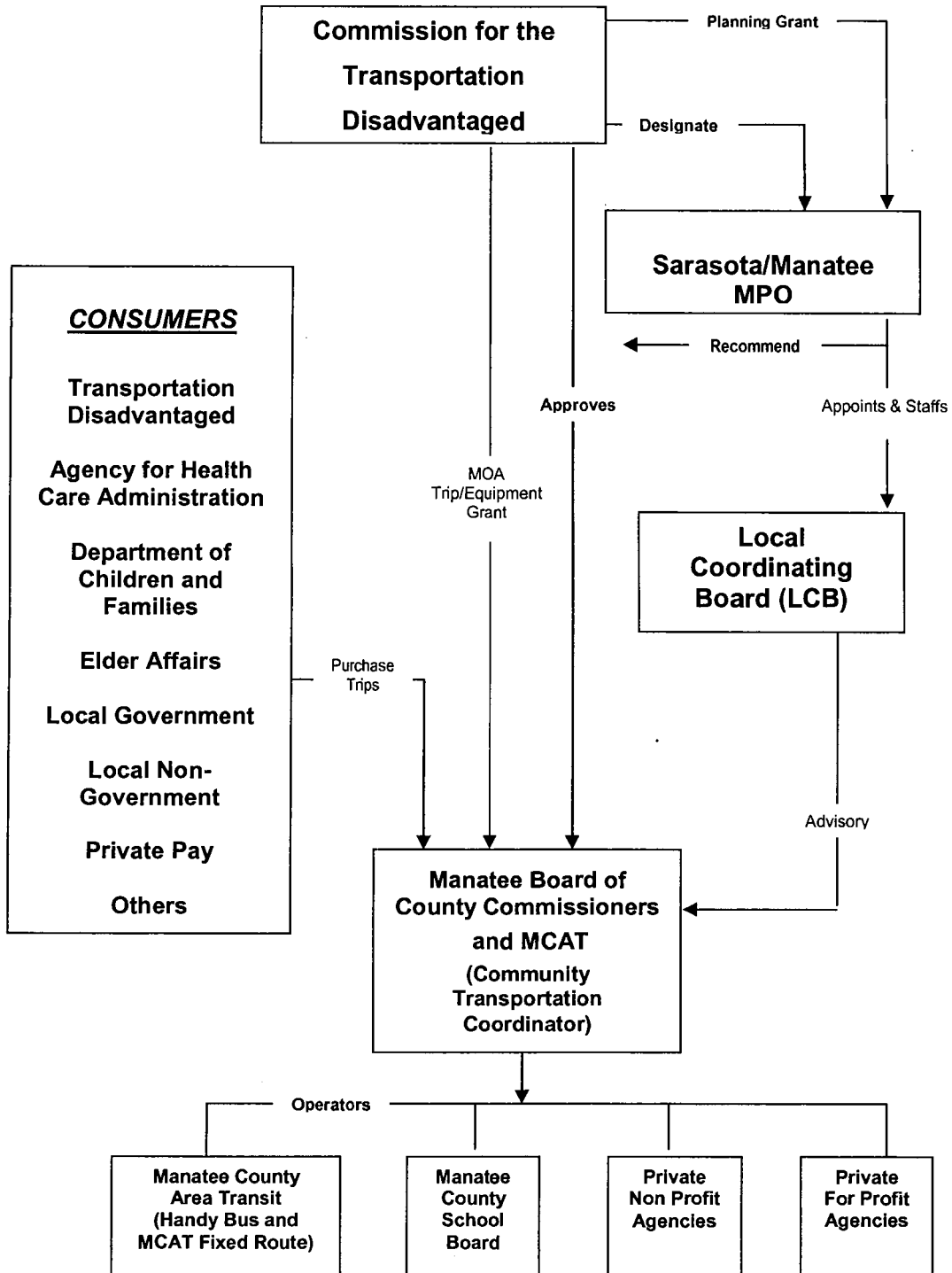
As the CTC, MCAT performs the basic elements of coordination for the TD program in Manatee County, e.g., planning public information and marketing, call intake, certification, eligibility, reservations, scheduling, transportation, reporting, cost-sharing and information sharing. Figure 1 provides an organizational chart for the CTC operations.

On March 1, 2005, the Manatee County BCC elected to discontinue the coordination of non-emergency Medicaid transportation services under the CTC. As of April 30, 2005, provision of the non-emergency Medicaid transportation will be provided by the Florida Commission for the Transportation Disadvantaged (CTD). The CTD has entered into a contract with Transportation Management Services to provide the Manatee County Medicaid transportation services.

MCAT operates 14 buses on their fixed-route system in addition to the Island Trolley system, which uses 3 trolley vehicles (see Figure 2). Complementary paratransit in the urbanized areas of Bradenton, Palmetto, Anna Maria, Holmes Beach and Bradenton Beach is provided utilizing 22 buses/vans. The entire fleet is equipped with lifts that are compatible with the Americans with Disabilities Act of 1991 (ADA). Additional TD paratransit service is provided throughout the remaining portions of Manatee County.

Figure 1

TD and CTC Organizational Chart



Consistency Review of Other Plans

In developing the TDSP, pertinent portions of the local comprehensive plans were reviewed in order to determine consistency and identify existing goals, objectives and policies that support transit. The plans reviewed included the Manatee County, City of Bradenton, City of Bradenton Beach, Holmes Beach, Anna Maria and Palmetto Comprehensive Plans, the Manatee County Transit Development Plan, the Sarasota/Manatee MPO's 2030 Long Range Transportation Plan and current Transportation Improvement Program, the CTD's 5/20 Year Plan and the 2025 Florida Transportation Plan. Some of the related goals and objectives identified are provided below.

From the Manatee County Comprehensive Plan, Mass Transit Element

Goal: 5.6 A Full Range of Transportation Alternatives for Residents and Visitors with a Safe, Efficient, Attractive, and Financially-feasible Transit System, Acting as the Primary Alternative to the Single Occupant Automobile.

Objective: 5.6.4 Elderly and Handicapped (E&H) And Transportation Disadvantaged (TD): An adequate transit system for the E&H and TD.

Policy: 5.6.2.3 Address the increased demand for demand-response paratransit service which is projected to occur concurrent with increase in total E&H population by budgeting, and expending as necessary, local funding to address the projected annual operating and capital costs, as calculated pursuant to Policy 5.6.2.1 above.

From the Florida 5 & 20 Year Transportation Disadvantaged Plan (2005)

Chapter 427 of the Florida Statutes establishes the Florida Commission for the Transportation Disadvantaged and directs the Commission to "accomplish the coordination of transportation services provided to the transportation disadvantaged". Strategies to meet the objectives and achieve the goals are also proposed.

The Goals, of this Plan are:

Section 4, Goals, provides a summary of the Goals and Strategic Objectives.

Goal 1: Develop a permanent stream of state funding that leverages local and federal dollars and is sufficient to meet current and future TD needs.

Goal 2: Develop and adopt uniform and comprehensive standards for the equitable and accountable distribution of funds.

Goal 3: Develop and adopt uniform and comprehensive standards for the equitable and accountable use of funds.

Goal 4: Reduce the cost, where possible and appropriate, of TD services.

Goal 5: Quality of TD services will be measured by the expectation that a qualified individual will be picked up in a reasonably reliable, timely, safe and professional manner as appropriate given the locale.

Goal 6: The CTD will continue to seek funding and support collaborations to meet all trip requests within the law.

Goal 7: Community design will facilitate access to all modes for all citizens.

Goal 8: Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community.

Goal 9: Establish a statewide transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers.

Goal 10: Maintain an educated public regarding the value of a coordinated TD system for the community and the rights and responsibilities of TD riders and providers.

Goal 11: Require TD as a component of local comprehensive planning.

From the Manatee County Transit Development Plan (2007)

The Florida Department of Transportation requires the submission of a Transit Development Plan (TDP) in order to maintain eligibility to receive state Public Transit Block Grant funds. Manatee County contracted with the Center for Urban Transportation Research to produce a Five-Year TDP 2008 – 2012. The current TDP was adopted by the Manatee Board of County Commissioners in November 2007. Goals and objectives were developed and presented to a study review committee comprised of local officials and interested county residents.

The goals, as detailed below, focus on five interrelated policy areas important to the effective operation of a transit system:

- availability and efficiency of service;
- passenger amenities, facilities, equipment, technology, and marketing;
- transportation planning coordination;
- funding; and
- public involvement processes.

Goal 1: Develop an effective multi-modal public transportation system that safely and efficiently moves people within Manatee County and connects with adjacent systems.

Goal 2: Provide quality passenger amenities, maintain adequate equipment, develop appropriate infrastructure, and utilize technology effectively to maintain services and attract new riders to mass transit.

Goal 3: Coordinate the transit system with transportation planning efforts of all government entities.

Goal 4: Provide a transit system that is financially feasible by securing adequate funding.

Goal 5: Maintain a proactive public involvement process.

From the City of Bradenton Comprehensive Plan – Transportation Element

GOAL: A comprehensive, safe, convenient and energy efficient public transit and bicycle transportation system.

OBJECTIVE #1:

The City will encourage and coordinate with MCAT with regards to a reasonable fare-based and efficient public transit and paratransit services, based upon existing and proposed major trip generators and attractors, safe and convenient public transit stops and transfer points, land uses, and accommodation of the special needs of the transportation disadvantaged, when service demand and financial analysis identify economic feasibility.

From the Sarasota/Manatee 2030 Long Range Transportation Plan

2030 LRTP GOAL STATEMENT

Develop and maintain a balanced multimodal transportation system in Sarasota and Manatee Counties that improves mobility and accessibility for all users, preserves the environment, enhances community character and supports the region's economic vitality.

2.0 STRENGTHEN THE MULTIMODAL TRANSPORTATION SYSTEM

2.4 Improve inter- and intra-county access to destinations for people who are transportation disadvantaged.

This Service Plan is consistent with all of the above-referenced plans. The coordinated system addresses concerns regarding safety and capacity constraints by reducing the number of individual trips and vehicles on the road.

Local Coordinating Board Certification

See Appendix A for Manatee County Coordinating Board Membership Certification.

Public Participation

Pursuant to Chapter 427, Florida Statutes, the purpose of the Local Coordinating Board (LCB) is to develop local service needs and to provide information, advice, and direction to the community transportation coordinators on the coordination of services to be provided to the transportation disadvantaged. In addition to the requirement of meeting on a quarterly basis, the LCB reviews and approves the TDSP, evaluates services provided in its jurisdiction, assists the CTC in many issues related to the delivery of transportation disadvantaged services. To assist the CTC in this manner, the makeup of the LCB membership includes members of the public that assist the CTC in identifying local service needs, provides information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Florida Administration Code (FAC) Rule 41-2.012 outlines the membership of the LCB to include the following:

- Chairperson appointed by the MPO – elected official from the County that the LCB serves.
- A local representative of the Florida Department of Transportation;
- A local representative of the Florida Department of Children and Family Services;
- A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- A local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person recommended by the local Veterans Service Office representing the veterans of the county;
- A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two (2) citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- The Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- A local representative of the Florida Department of Elderly Affairs;
- An experienced representative of the local private for profit transportation industry.
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

The Local Coordinating Board meetings are accessible and open to the public. In addition to the membership listed above, the mailing list for the LCB quarterly agendas include transportation partners, Transportation Disadvantaged passengers and advocates, human service organizations, faith-based and community based organizations, local school districts and others.

The Manatee County LCB seeks input from the public at all its meetings works to include many community partners during the year. In addition, an annual public hearing is held and advertised to the public as required under the CTD regulations.

As part of the development of this TDSP document, input was solicited from the public at the LCB's annual public hearing held on April 16, 2008.

The TDSP Update was conducted in conjunction with the major update of the MCAT Transit Development Plan (TDP). Both efforts were guided by a Steering Committee that was comprised of representatives from MCAT, the Sarasota/Manatee Metropolitan Planning Organization, the Manatee County Planning Department, the Florida Department of Transportation, the Regional Workforce Board and transit consumers.

The TDSP update effort was discussed at the LCB, the MPO's Citizen Advisory Committee, and the MPO's Technical Advisory Committee. The final report will be approved by the LCB and the Manatee Board of County Commissioners and presented to the MPO and its committees.

Through this process the TDSP Update provided opportunities for input from a wide variety of stakeholders, including transportation partners, passengers and advocates, human service partners, and numerous others.

SERVICE AREA PROFILE AND DEMOGRAPHICS

Description

Manatee County, Florida, is located on the west central coastline of the State of Florida. Manatee County is surrounded by Hillsborough County to the north, Sarasota County to the south, and Hardee and Desoto Counties to the east. The western boundary of Manatee County sits along the Gulf of Mexico. Manatee County was created in 1855, named after the manatee or "sea cow" cited along the shores of the Gulf of Mexico by the settlers of the area in the mid-1800s. The County is spread over 740 square miles including 150 miles of coastline and 27 miles of beaches. Manatee County has experienced rapid growth in the past two decades. While Manatee County consists of six incorporated areas, the majority of the population resides in the unincorporated areas of the County. Manatee County is comprised of six municipalities -- the cities of Bradenton, Palmetto, Longboat Key, Anna Maria, Holmes Beach and Bradenton Beach. The City of Bradenton, the largest city in Manatee County, serves as its government seat. Figure 1-1 provides a visual depiction of the Manatee County and surrounding area.

Manatee County is served by a series of major roadways, which allow flow within and through the County. Interstate I-75, a major north/south freeway, runs the length of Manatee County, providing travel for residents, tourists and freight systems. I-275 also travels through the northwest portion of the County, allowing access to Pinellas County and the St. Petersburg area. U.S. 301 is another major north/south route, running to the east of I-75 through the northern portions of the County, and to the west of I-75 in the portions south of the Manatee River. Additionally, US 41 offers another major north/south route, serving the interior portions of the County. The County's main east/west routes include SR 64 and SR 70.

While the County continues to grow at a quick pace, development has been and will continue to be directed to the more densely developed and populated portions of the County -- namely all along the I-75 corridor (especially East of I-75), as well as in and near the established boundaries of the municipal areas of Manatee County. The southeastern portion of the County (Lakewood Ranch area) has seen the greatest concentration of population growth in the past five years.

Demographics

Land Use

Commercial and service/office land uses are located along major arterials – SR 64, Cortez Road, SR 70, 15th Street East, U.S. 41, and U.S. 301. Industrial development can be found along U.S. 41 and the railroads. Other concentrations of industrial development are at Port Manatee, Palmetto, Ellenton, and areas surrounding the airport.

The eastern portion of the County is experiencing rapid residential development growth. In response to this residential growth, the County has seen major educational, industrial, commercial and retail development in this area just east of Interstate 75.

Population

According to the U.S. Census Bureau, Manatee County's 2006 population count was 313,298, indicating 19% growth in the past 6 years, and 48% growth over the past 16 years. Table 1 shows growth and density for Manatee County and Florida. Due to the recent downturn in both the Florida and Manatee County economies, Manatee County's population growth may slow down or even decrease. The population growth and its impacts on future transportation needs should be reviewed in annual updates.

Table 1
Population and Density

Area	Population (1990)	Population (2000)	Population (2006)	Population Growth (1990-2006)	Population Growth (1980-2006)	Density (2006) (persons per square mile)
Manatee	211,707	264,002	313,298	19%	48%	422.7
Florida	12,938,071	15,982,378	18,089,888	13%	40%	335.4

Source: 1990, 2000, and 2007 Estimates of population provided by U.S. Census Bureau

Age

At 42.9, Manatee's median age continues to be higher than the state average of 39.8. Table 2 compares Manatee's age distribution to the State of Florida. The most striking difference is seen in the 65 and over category, which represents the largest percentage of persons in the County. In the state, this group comprises 16.8% of the population, but represents 22.2% of the County population.

Table 2
Population Age Distribution, 2006

Area	0-17	18-24	25-44	45-64	65 and over
Manatee County	20.9%	7.2%	24.9%	24.8%	22.2%
Florida	22.2%	8.8%	26.9%	25.3%	16.8%

Source: U.S. Census Bureau, July 2007 Estimates

Income

Table 3 shows the distribution of household income in Manatee County and Florida. Compared to the State, the County has slightly lower percentages of households with incomes less than \$10,000. In 2006, the median household income for Manatee County was \$45,272 – up about 44 percent over the 1995 median household income of \$31,416. Manatee County's median income was comparable to the State's median household income of \$45,495. Like age, income is an important factor in determining the usage of public and social services.

Table 3
Annual Household Income Distribution, 2006

Area	\$0-\$9,999	\$10,000-\$14,999	\$15,000-\$34,999	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000-\$99,000	Over \$100,000
Manatee County	5.8%	6.3%	27.2%	17.7%	18.6%	9.9%	14.5%
Florida	8.3%	6.4%	26.2%	16.5%	18.6%	10.2%	13.8%

Source: 2006 American Community Survey

Employment

In 2006, the Manatee County civilian labor force was 154,265 people, with a fairly low rate of unemployment, at 2.9%. Table 4 compares the County and State employment rates. Manatee County has a slightly lower unemployment rate as compared to the State. It should be noted that due to a downturn in both Florida and Manatee County economies, in May 2008 these rates increased to 5.3% and 5.7% respectively. Employment and its impacts on future transportation needs should be reviewed in annual updates.

**Table 4
Labor Force Comparison**

Area	Total Labor Force	Labor Force Percent of Populations	2006 Unemployment Rate	April 2008 Unemployment Rate
Manatee County	154,265	49.2%	2.9%	5.7%
Florida	8,988,611	49.7%	3.3%	5.3%

Source: Enterprise Florida (2006 data) and Suncoast Workforce Board (2008 data)

Beall's Incorporated and Tropicana Products, Inc. are the largest non-government employers in Manatee County, employing about 2,100 and 1,600 people, respectively. Other major employers include: Manatee County School Board, Manatee County Government, Manatee Memorial Hospital, Blake Medical Center, and SYSCO Food Services.

Major trip generators/attractors in Manatee County are:

**Table 5
Major Trip Generators and Attractors**

<i>Medical Facilities</i>	<i>Governmental Centers</i>
Manatee Memorial Hospital	Manatee County Complex
Blake Medical Center	Downtown Bradenton Business District
Lakewood Ranch Medical Center	Manatee Glens
<i>Shopping / Industrial / Business Centers</i>	
Cortez Plaza	Lakewood Ranch Commerce Park
Prime Outlet Ellenton	Lakewood Ranch Town Center
DeSoto Square Mall	Centre Park
Main Street at Lakewood Ranch	Parkland Center
Bradenton Central Business District	Sarasota-Bradenton International Airport
301 Park of Commerce North	Port Manatee
Airport Business Park	Tropicana Products
Creekwood East Corporate Center	Beaches
Gulfcoast Corporate Park	Whitfield Industrial Park
<i>Schools</i>	
Manatee Community College	University of South Florida Sarasota
Manatee Technical Institute Bradenton	Lakewood Ranch High School
Manatee Technical Institute Lakewood Ranch	Manatee High School
Bayshore High School	Palmetto High School
Braden River High School	Southeast High School
Lake Erie College Of Osteopathic Medicine - Lakewood Ranch	Horizons Academy

SERVICE ANALYSIS

This section presents estimates regarding the need and demand for transportation services among the Transportation Disadvantaged (TD) population in Manatee County. It provides a quantitative transportation needs profile for the applicable TD populations and indicates unmet need for transportation in the Manatee County service area.

TD Population Estimates

There are two categories of TD population in the State of Florida, the difference between which are specifically related to funding arrangements. The first group is the "potential TD population" (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are "high-risk" or "at-risk." These persons are eligible to receive governmental and social service subsidies for program trips. According to the 1993 report, *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*, prepared by CUTR for the Commission for the Transportation Disadvantaged, a *program trip* is one made by a client of a government or social service agency for the purpose of participating in a program of that agency. Examples of program trips are Medicaid trips, trips to congregate meal sites, or trips to job training facilities.

The second group of TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population. *General trips* are trips made by a transportation disadvantaged individual to a destination of her or his choice, not to an agency program. Examples of general trips include trips to work, the supermarket, and recreational areas. While some general trips within the coordinated system are subsidized by governmental or social service agencies, the majority of general trips are subsidized with TD Trust Fund monies. The general trips that are not subsidized by governmental or social service agencies are referred to as "non-sponsored" trips, and the TD Trust Fund monies are referred to as "non-sponsored" funds.

Table 6 presents forecasts of the Potential TD Population (Category II) and the TD Population (Category I) in Manatee County. These forecasts were developed using the methodology outlined in the 1993 CUTR report, *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*.

Table 6
Forecasts of Category I and II TD Populations in Manatee County

TD Population	Year				
	2008	2009	2010	2011	2012
Category I	134,992	138,059	141,202	144,425	147,729
Category II	27,182	27,786	28,405	29,039	29,687

Tables 7 and 8 provide a break down the Potential TD Population and TD Population groups in Manatee County. These estimates are derived from the CUTR publication *Florida Statewide Transportation Disadvantaged Plan: Population and Demand Forecasts 1996 - 2015*, July 1996. Persons in either of these population groups may be heavily dependent on some form of public transportation.

Table 7
2008 Manatee County Potential Transportation Disadvantaged Population (Category I)

Segments	Population Estimates	Percent of Total Potential TD
Disabled, Non-Elderly, Low Income	1,599	1.2%
Disabled, Non-Elderly, Non-Low Income	11,840	8.8%
Disabled, Elderly, Low Income	1,966	1.5%
Disabled, Elderly, Non-Low Income	26,527	19.6%
Non-Disabled, Elderly, Low Income	4,932	3.6%
Non-Disabled, Elderly, Non-Low Income	66,549	49.3%
Non-Disabled, Non-Elderly, Low Income	21,579	16.0%
Total Potential Transportation Disadvantaged Population	134,992	100.0%

Source: Estimates prepared by CUTR using the methodology described in *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*, May 1993.

Table 8
2008 Manatee County Transportation
Disadvantaged Population (Category II)

Segments	Population Estimates	Percent of Total TD
Transportation Disabled, Non-Elderly, Low Income	672	2.5%
Transportation Disabled, Non-Elderly, Non-Low Income	4,976	18.3%
Transportation Disabled, Elderly, Low Income	1,304	4.8%
Transportation Disabled, Elderly, Non-Low Income	17,591	64.7%
Non-Transportation Disabled, Low Income, No Auto	2,639	9.7%
Total Transportation Disadvantaged Population	27,182	100.0%

Source: Estimates prepared by CUTR using the methodology described in Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, May 1993.

Demand for General Trips

General trips are trips made by Transportation Disadvantaged persons to destinations of their choice (not to agency programs). Examples of general trips are trips to work or grocery stores and non-Medicaid medical trips. In this report, the demand for general trips is forecasted differently from the demand for program trips. The methodology developed to forecast demand for general trips involves the use of trip rates derived in a study of paratransit demand conducted in 1990 for the San Francisco Bay Area Metropolitan Transportation Commission by Crain & Associates, Inc. and others (*San Francisco Bay Area Regional Paratransit Plan: Final Report*). The trip rates were developed from the actual experiences of paratransit systems around the country that were meeting most or all of the trip demand in their service areas. The use of these trip rates has been recommended by the Federal Transit Administration for estimating demand for ADA complementary paratransit.

In the San Francisco study, trip rates were developed from an evaluation of seven paratransit systems that provided high levels of service. These trip rates, 1.0 and 1.2 trips per month per capita in urban and rural areas, respectively, represent the demand for general trips. Total demand for general trips is simply the TD population multiplied by the trip rates. The TD population (rather than the Potential TD population) was used to forecast demand because the TD population is the pool of persons eligible for general trips funded by the state. The rate of 1.0 trips per month was used for TD persons with access to fixed-route transit and the rate of 1.2 trips per month was used for TD persons without access to fixed-route transit. Table 8 shows the forecasts of the Manatee County TD population, as well as demand and supply estimates for general trips by the TD population for the years 2008 through 2014. Based on this methodology, the demand for general trips is forecasted to be 353,583 in 2008 and to increase to 403,716 in 2014.

A gap exists between demand for general trips and the supply of these trips. Unmet demand refers to demand that currently exists in the TD transportation market, but is not being met due to factors such as funding, price, convenience, comfort, eligibility, and the availability of other transportation modes. The unmet demand for TD transportation services is projected at 306,845 trips in FY 2008, with an increase to 352,308 by FY 2014, as shown in Table 9. Using an average trip cost of \$7.27 (derived from the 2007 AOR), the annual cost to supply the unmet demand for general trips in FY 2008 would be \$2,230,763.

Table 9
Forecasts of Manatee County TD Population & General Trip Demand and Supply

Year	TD Population Category II	Demand for General Trips	Supply of General Trips	Unmet Demand for General Trips
2008	27,182	353,583	46,738	306,845
2009	27,786	361,440	47,485	313,955
2010	28,405	369,492	48,245	321,247
2011	29,039	377,739	49,017	328,722
2012	29,687	386,168	49,801	336,367
2013	30,353	394,832	50,598	344,234
2014	31,036	403,716	51,408	352,308

NOTE: Estimates prepared by CUTR using the methodology described in the 1993 CUTR report *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*, May 1993.

Demand for Program Trips

The estimated demand for program trips is shown in Table 9. The demand for program trips is projected differently from the demand for general trips. The demand for program trips is dependent upon the existence of the program to which the potential TD population group is transported. For example, demand for trips to sheltered workshops exists only because there are sheltered workshop programs. Thus, the demand for program trips is equal to the number of trips required to take advantage of the service offered by the program. Therefore, the demand for program trips depends on the funding level for the various social service programs.

It is assumed that social service programs will grow to meet new demand and that budgets for new and expanded programs will include sufficient funds to cover necessary transportation costs. CUTR's demand methodology guidelines suggest that demand for program trips be projected based on the assumption that social service programs will grow at a rate sufficient to keep pace with growth in the potential TD population (TD Category I). Assuming agency programs increase at the same rate as the potential TD population; Table 10 indicates a program trip demand in FY 2008 to be 273,581 and is projected to increase to 300,918 by FY 2014.

Table 10
Forecasts of Manatee County Potential TD Population
and Program Trip Demand and Supply

Year	Potential TD Population (Category I)	Demand for Program Trips	Supply of Program Trips
2008	134,992	273,581	273,581
2009	138,059	277,958	277,958
2010	141,202	282,405	282,405
2011	144,425	286,924	286,924
2012	147,729	291,514	291,514
2013	151,116	296,179	296,179
2014	154,588	300,918	300,918

NOTE: Estimates prepared by CUTR using the methodology described in the 1993 CUTR report *Methodology Guidelines for Forecasting TD Transportation Demand at the County Level*, May 1993.

Because the forecasts of demand for program trips are based on the assumption that demand for these trips is dependent upon the existence of the program to which TD clients are transported, it is also assumed that the supply of program trips will equal the demand for these trips (see Table 10). However, this will only be the case as long as the various governmental and social service programs maintain sufficient funds to accommodate the transportation needs of their clients. Many of these programs are facing serious threats to their funding and, in some cases, to the budgets with a specific designation for transportation (e.g., Medicaid). If the budgets of these programs are cut or eliminated, the demand for non-sponsored trips can be expected to grow significantly. This is particularly true in the case of Medicaid non-emergency transportation. However, demand for these trips can be expected to remain at the current level, regardless of agency funding.

Funding Sources

Sources of funding include FTA Section 5310, 5316 and 5317 funding. These funding categories are discussed briefly below.

FTA Section 5310 – Elderly and Persons with Disabilities

The 5310 Program provides formula funding to states for the purpose of assisting private nonprofit groups and designated local public entities in meeting the transportation needs of the elderly and persons with disabilities. The 5310 program in Florida is administered by FDOT, with funds distributed to each FDOT district based on the percentage of the elderly and disabled population. Program funds are awarded through a discretionary process based on applications received by the local FDOT district offices.

FTA Section 5316 – Job Access Reverse Commute (JARC)

The goal of the JARC program is to improve access to transportation services and employment and employment-related activities for welfare recipients and eligible low-income individuals. The JARC program also supports the transportation of residents of urbanized areas and non-urbanized areas to suburban employment opportunities. To meet these goals, FTA provides financial assistance for transportation services planned, designed and carried out to meet these needs. The program requires coordination of federally-assisted programs and services in order to make the most efficient use of federal resources.

FTA Section 5317 – New Freedom Program

The purpose of the FTA New Freedom Program is to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Some of the federal apportionment will be provided directly to large urbanized areas (population over 200,000), and a portion of the apportionment is provided to the State (FDOT) to be utilized by smaller urbanized areas and rural areas.

Needs Assessment

Since Manatee County is part of the Sarasota-Bradenton Urbanized Area, the service planning for the Elderly Individuals and Individuals with Disabilities, the Job Access Reverse Commute (JARC) program, and the New Freedoms Program is being conducted independently for the TDSP Update process. As of the approval of this TDSP Update, that service planning process was still in process, with an expected completion of September 2008. Therefore, this update will not include any specific recommendations from that effort. Annual updates will include an overview of the process and detail those projects that will benefit the residents of Manatee County.

Manatee County and MCAT have made the policy decision not to compete for the FTA Section 5310 funds to permit the local non-profit agencies providing TD related services to seek these funds.

As identified in the Barriers to Coordination, the greatest challenge and need for TD services in Manatee County is an adequate funding source that will provide the resources to attempt to meet the ever expanding demand for TD services.

Specific ongoing needs include: identifying adequate funding to insure a timely TD vehicle replacement program as well as the purchase of expansion vehicles; continuing to seek efficiencies in the delivery of TD services; exploring the application of technology to improve the delivery of TD services; continuance and expanding of TD employee training and professional development; continuing to improve the accessibility to and availability of fixed route transit services; and, other creative and progressive approaches to improve the management and delivery of TD services.

Barriers to Coordination

While there are no federal, state or local government policies are in place that prohibit, hinder or prevent the coordination of both inter- and intra-county coordination, several barriers currently exist that coordination difficult at best. These include:

- Funding for transportation services has remained relatively constant over the past several years and not kept up with the ever increasing travel demands. The result is that CTCs are struggling to maintain their existing service levels and do not have the financial resources to pursue and/or expand inter-county service.
- The recent downturn in Florida and Manatee County economies due to the collapse of the real estate industry and the property tax reform has resulted in budget cutbacks at the local government level. This has resulted in local financial pressure on the TD services, including opportunities to promote coordination.
- Local social services have been adversely impacted by the downturn of the economy and now face increased demand for services as their funding sources are being reduced. This has resulted in increased demand for transportation disadvantaged travel that can not be met.
- Many Manatee County TD clients desire to travel outside the county boundaries. Except for Medicaid clients, there are currently no intergovernmental coordination agreements in place.
- Defining eligibility for access to sponsored funds may vary from system to system, making eligibility problematic for both systems. Additionally variances in rate schedules also create coordination difficulties. Of course, underlying all coordination issues are political issues, requiring all parties to be willing to negotiate.

- For those TD clients who can access the fixed-route transit systems, the only inter-county connections available are between Manatee and Sarasota counties. Due to different fare policies, passengers transferring to Sarasota County may be responsible for paying two fares, one on each system.
- The MCAT fixed route services are concentrated in the western half of Manatee County, with minimal service to the eastern portions of the county. This limits ability for many of the TD passengers to access fixed route services.
- The delivery of TD services to residents in the eastern portion of Manatee County makes scheduling more difficult, increases trip mileage, and results in a higher cost per trip.
- Developmental Disabilities has expanded their service programs and tripled the number of coordinators in the County, creating additional trip and administrative burdens. This additional demand and administrative overhead is compounded by no increases in trip rates.
- Often the lack of adequate pedestrian access to and from the MCAT bus stops limits the ability of TD passengers to safely access the fixed route transit services.
- Limited travel training opportunities for TD passengers unfamiliar with the fixed route MCAT services discourages and limits the opportunity to move TD passengers to the fixed route transit services for some or all of their transportation needs.

The Commission for the Transportation Disadvantaged should encourage and support coordination through the adoption of standardized eligibility definitions and a uniform application process. The Commission could also employ a uniform inter-county contract/agreement for all CTCs. Educational workshops offered by the Commission for the Transportation Disadvantaged should include the barriers to inter-county coordination.

GOALS, OBJECTIVES AND STRATEGIES

GOAL 1

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

Objective 1.1

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

Objective 1.2

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

Objective 1.3

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

Objective 1.4

Maximize revenue generation through various sources.

Strategies

- Continue to emphasize the availability of fixed route discount tickets/passes for agencies and schools.
- Explore the possibility of requiring use of fixed route for all TD non-sponsored trips having an origin and destination within the fixed-route service area. Require TD clients to qualify for ADA when using paratransit service within the fixed-route service area.
- Continue to work with Trapeze Systems for upgrades and improvements to new intake/dispatch and management system for paratransit service.
- Increase revenue through advertising, promoting voluntary dollar on vehicle registration renewals, fuel tax refunds, etc.

GOAL 2:

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

Objective 2.1

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

Objective 2.2

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

Strategies

- Continue intake and screening for mandatory use of fixed route versus demand response service.
- Continue to coordinate with large nursing home facilities to group TD trips to grocery stores and other destinations.
- Review operating and financial information on a monthly basis, for completion of the AOR and the Service Plan.
- Monitor transportation services provided by social service agencies and identify additional opportunities for coordination.
- Continue to offer annual training sessions for coordination contractors on reporting data for the AOR.
- Notify Coordination Contractors of available TD, FDOT and RTAP training opportunities.
- Continue to offer technical assistance to agencies in completing and reviewing their applications for vehicles through the 49 U.S.C. §5310 program offered annually by the Department of Transportation (DOT).

GOAL 3

Provide safe, reliable, and courteous transportation services.

Objective 3.1

Maintain a paratransit fleet that can meet the TD demand and provide quality service.

Objective 3.2

Provide amenities at bus stops for riders using fixed route.

Objective 3.3

Continue ongoing driver training.

Strategies

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

IMPLEMENTATION PLAN

Five-Year Transportation Disadvantaged Improvement Program

MCAT's Implementation Plan is to continue with its program of providing service with modern, clean, and efficient vehicles and equipment by utilizing ongoing upgrades and replacements within available funding constraints. Specific projects and activities are listed in the implementation schedule section. Projects that are implemented all have one common characteristic – they meet one or more of the listed objectives.

MCAT completed its comprehensive Ride Guide in 2008, which is reprinted every 6 months, with detailed instructions and descriptions of how the Handy Bus service works and how riders can obtain service.

Manatee County has experienced growth and development throughout the County, but most notably an increase in the eastern portion. This growth has brought an increase in demand for paratransit service for areas east of I-75. This increased demand is from individuals, as well as agency-sponsored service. In response to this additional demand MCAT has added additional drivers to the system and will be replacing six of its oldest paratransit vehicles through the FDOT vehicle procurement program.

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

MCAT has entered into an agreement with Manasota Association of Retarded Citizens (MARC) for the assessment of clients for ADA eligibility. This agreement is renewed on an annual basis.

MCAT continually reviews its fare structure to ensure agency rates were covering actual expenses. In February 2002, MCAT received approval from the CTD for a rate increase – the last increase in the CTD rates.

As detailed in Appendix B, the MCAT paratransit fleet currently has twenty-five vehicles in active status. Of those six are 1998 vehicles, 10 are 2001 vehicles, and five are either 2002 or 2003 vintage vehicles. This represents a total of 21 vehicles, or 84% of the total active fleet, that should be scheduled for replacement during the five years covered in this TDSP update. While funding is not identified, seventeen replacement buses are programmed in the implementation plan. Failure to invest in the upgrade of the paratransit fleet will result in higher maintenance costs and a decrease in service reliability.

MCAT completed the installation of an Automatic Vehicle Locator (AVL) system on all Handy Bus buses. The AVL system will provide numerous benefits including more efficient monitoring, improved productivity, and enhanced safety and security.

Other areas that MCAT will continue to investigate for potential changes and improvements consist of the possible phased elimination of open returns on the Handy Bus system, a new radio system, and some type of limited scheduled service for the outlying rural areas.

Changes or improvements are contingent on identifying available operating or capital funds in any given year. Currently, MCAT uses 100% of its Transportation Disadvantaged funds for trips, and has been using other funds for capital improvements. Manatee County provides a large amount of County funds to purchase additional TD trips and subsidize agency-sponsored trips.

**Table 11
Implementation Schedule**

Year	Improvement
FY 2008-09	<ul style="list-style-type: none"> ○ Continue to update and expand MCAT Rider Guide ○ Hire an additional driver ○ Hire a mobility coordinator/travel trainer ○ Purchase five (5) replacement paratransit vehicles ○ Install 30 new shelters
FY 2009-10	<ul style="list-style-type: none"> ○ Continue to update and expand MCAT Rider Guide ○ Hire an additional driver ○ Purchase three (3) replacement paratransit vehicles ○ Install 30 new shelters
FY 2010-11	<ul style="list-style-type: none"> ○ Continue to update and expand MCAT Rider Guide ○ Purchase three (3) replacement paratransit vehicles ○ Install 30 new shelters
FY 2011-12	<ul style="list-style-type: none"> ○ Continue to update and expand MCAT Rider Guide ○ Hire an additional driver ○ Purchase three (3) replacement paratransit vehicles ○ Install 30 new shelters
FY 2012-13	<ul style="list-style-type: none"> ○ Continue to update and expand MCAT Rider Guide ○ Purchase three (3) replacement paratransit vehicles ○ Install 30 new shelters

Findings and Recommendations from MCAT TDP

The current MCAT Transit Development Plan (TDP) includes several recommendations for service improvements, capital improvements, other improvements, and other strategic actions suggested for MCAT action and recommendation over the next five years that will have both direct and indirect impacts on the TD service. The pertinent recommendations are summarized below.

Recommended Service Improvements

- **Extend Service Hours to Later Evening Service**
MCAT should expand the service span of Routes 1, 3, 6, and 99 by adding two hours at the end of current service, extending the current service to about 9:00 p.m. This improvement will provide extended service to the Ellenton and Memphis areas with Route 1, Manatee Avenue from Holmes Beach to I-75 with Route 3, Cortez Boulevard and service to the beaches with Route 6, and Palmetto area and Downtown Bradenton with Route 99. Additional hours of service for fixed-route services would also require providing additional complementary ADA paratransit service on these routes.
- **Implement Additional Sunday Service**
MCAT should provide additional bus service on Sundays on Routes 1, 3, 6, and 99 to serve those employers with Sunday shift workers. The need for regular Sunday service has been expressed by many of the riders through previous on-board surveys. Currently, many transit dependent riders are unable to access employment locations, hospitals, churches, or shopping centers via public transportation on Sundays. With the additional service, the Sunday service is expected to operate for eight hours on these four routes. Incorporating Sunday service for fixed-route services would also require similar hours for complementary ADA paratransit service.
- **Improve Frequency on Selected MCAT Routes**
Currently, most of the fixed-route bus service MCAT provides is at a frequency of no more than once per hour, with exceptions along US 41 (route 99) and with the trolley service on Anna Maria Island. One of the most repeated major needs and enhancements identified by the public is increasing route frequency on other current MCAT routes. More frequent service would undoubtedly benefit the captive riders while encouraging choice riders who might otherwise find public transportation inconvenient. This improvement would provide service with 15-minute headways on Routes 1, 3, 6, and 99.
- **Improve Inter-county Transportation Between Manatee and Sarasota Counties**
MCAT should continue to coordinate services with SCAT and improve inter-county transportation between Manatee and Sarasota counties. This coordination, which was initiated/enhanced based on the recommendations in the Public Transportation System Analysis (PTSA) completed in 2003, has led to increased coordination between MCAT and SCAT in interlining transit services along US 41 and is being planned to include interlining the trolley service along Longboat Key and into downtown Sarasota in January 2008.
- **Improve/Expand Service Coverage in Rapidly-developing Areas of the County**
Service to Lakewood Ranch/University Area - MCAT should improve/expand its fixed-route service coverage in rapidly-developing areas of the county including the eastern portion of the county along SR 70 and SR 64, and the southern portions of the county in the University Boulevard area. Express or limited service should be provided along SR 64 and/or SR 70 to Lakewood Ranch. The Lakewood Ranch developer is also in the planning phases of implementing its own trolley circulation service, to the rapidly developing University area where a new Towne Center is being constructed and

significant industrial and service employment is emerging. The recommended frequency for this service is 30 minutes.

Service to Palmetto Area - Services in this area should be provided in the form of a circulator from the developing western areas of Palmetto with connections that allow transfers from the existing point at the Fairgrounds and to the east at the Outlet Mall on US 301 at I-75. The development of the new North Station transfer center will further augment the service in this area of the county. The recommended frequency for the circulator service is 30 minutes.

- **Implement a Tripper Service from North Station Transfer Center to Port Manatee via Rubonia**

MCAT should implement a Tripper Service from the new North Station Transfer Center to Port Manatee via Rubonia that operates every hour serving workers in the Port and surrounding industrial area. This service should be available weekdays from 6:00 a.m. to 7:00 p.m. during the morning and afternoon peaks. If the demand and ridership grow, MCAT should consider funding possibilities to provide service with 30-minute frequency during peak hours, or to provide service at additional times during the day.

Recommended Capital/Infrastructure Improvements

- **Relocate or Improve the Downtown Station Transfer Center**

MCAT should relocate or improve the Downtown Station transfer center currently located next to the Manatee County Courthouse in downtown Bradenton. The relocation or improvements should result in an intermodal facility that better integrates with the redeveloping downtown area and coordinates rail, transit, bicycle, and possibly water transportation. In addition, the new facility should improve safety of both the passengers and vehicles.

- **Continue to Establish Park-and-Ride Lots and Remote Transfer Centers**

The County should continue to establish park-and-ride lots and remote transfer centers in strategic locations that serve to support transit riders. The County also should continue to develop the new North Station and Central Station transfer centers. In addition, the County should coordinate with the Commuter Services program, recently initiated by the FDOT District One office, on commuter needs to identify locations for park-and-ride lots and transfer stations as well as joint marketing opportunities.

- **Continue Vehicle Replacement Program**

Based on discussions with MCAT staff, ten regular fixed-route service buses and five paratransit vehicles are scheduled for replacement within the next five years. New buses will continue to be lift-equipped to comply with ADA provisions.

- **Continue to Install Bus Shelters, Benches, and Signs**

As part of MCAT's effort to ensure that shelters and amenities are available throughout its service area, particularly at highly utilized bus stops, a total of 16 shelters, 8 benches, and 15 bus stop signs will be purchased and installed from 2008 through 2012.

- **Other Capital/Infrastructure Improvements**

Other improvements related to capital and infrastructure include the establishment of the Central and North Transit Centers, adding more passenger amenities, purchase of security and other equipment, bus washer, mobile fare/electronic fare media, and other capital related expenses.

Recommended Other Improvements

- **Improve Coordination with Developers to Expand Transit Infrastructure and**

Services into High Growth Areas

MCAT should continue to work with Manatee County to become more involved in the development review process and to improve coordination with developers to identify and include transit services and infrastructure in the development processes. This will provide MCAT with additional resources for transit expansion and improvements while helping developers meet concurrency requirements and other land use/development requirements. As in many established communities, redevelopment is occurring in many areas and MCAT should also become involved in the planning and review process for these types of improvements as well.

- **Coordinate with the Newly Established Commuter Services Program**

MCAT should coordinate with the Commuter Services program, recently initiated by the FDOT District One office, to establish vanpool and other applicable transportation demand management strategies identified in the Commuter Services program for areas in Manatee County that are currently not served by fixed-route bus service.

Recommended Strategic Actions

- **Pursue Long-Term Dedicated Funding**

MCAT and Manatee County Government should continue to pursue, identify, and implement long-term dedicated funding sources that will ensure the continued fiscal health and growth of the MCAT transit services into future years.

- **Continue Transit Marketing Efforts**

In recent years, MCAT has made considerable progress in improving the image and marketing of the MCAT system. Based upon the positive results realized from past actions, these efforts should be continued and built upon.

- **Continue to Provide Robust and Ongoing Driver Safety and Training Programs**

Ongoing, periodic training is extremely important for paratransit and fixed-route drivers, to ensure that they maintain consistent, effective, and qualitative service delivery. Driver training should include, but not be limited to: ADA guidelines; proper procedures for using lifts and wheelchair tie-downs; internal policies, rules, and procedures; state and federal regulations; customer service; sensitivity; and diversity training.

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II. SERVICE PLAN

OPERATIONS ELEMENT

Types, Hours, and Days of Service

MCAT provides two types of transportation services to the public – a fixed route system and a door-to-door paratransit service known as Handy Bus.

The fixed route system operates eleven routes within the urbanized area of Manatee County, six days a week (Monday through Saturday), between approximately 6:00 a.m. and 7:00 p.m. In addition, MCAT also offers a free Island Trolley Service daily, operating 6 a.m. to 10:30 p.m. A free Beach Shuttle service is provided on Sundays and holidays between the hours of 9 a.m. and 5 p.m. All buses are air conditioned, wheelchair accessible, and equipped with racks for bicycle storage. Complementary paratransit service is provided to ADA-eligible clients during the same operating days and hours as the fixed route system, with a one day advance reservation.

Door-to-door paratransit service is also provided to ambulatory and wheelchair persons who are Transportation Disadvantaged and unable to access the fixed route system. Service for TD clients is available Monday through Friday between 7:30 a.m. and 7:00 p.m. on an advance reservation and subscription basis. Medicaid non-emergency transportation is no longer provided through MCAT services.

Since March 2005, the Manatee County BCC elected to discontinue the coordination of non-emergency Medicaid transportation services under the CTC. As of April 30, 2005, provision of the non-emergency Medicaid transportation will be provided by the Florida Commission for the Transportation Disadvantaged (CTD). The CTD has entered into a contract with Transportation Management Services to provide the Manatee County Medicaid transportation services.

Most trips have an origin and destination within Manatee County; however, MCAT Handy Bus service is available for Veterans for out-of county travel. This service provides transportation to Bay Pines, James Haley Center, McDill Air Force Base, and Tampa General Hospital. This vehicle is scheduled for out-of-county trips five days a week.

Accessing Services

Handy Bus service can be scheduled between 9:00 a.m. and 2:00 p.m., Monday through Friday. Reservations are taken up to two weeks in advance, on a first-come, first-served basis, depending on availability. MCAT recommends that clients call in at least two days in advance for Handy Bus service. If the time requested is not available, MCAT will offer alternative days or times. To schedule a return trip, a client must call the Handy Bus return line before 4:00 p.m.

Group trips are provided at a lower cost than individual trips. There are two types of group trips – centralized and subscription. Centralized group trips are trips in which four or more clients are transported from a common origin to a common destination. Subscription group trips are trips in which five or more clients are transported to a common destination at the same time and are scheduled only through agencies.

Cancellations/No Shows

Cancellations should be made a minimum of two (2) hours before the scheduled trip. Failure to give MCAT adequate notice that a trip will not be taken constitutes misuse of the service. MCAT reserves the right to deny service for a reasonable amount of time to riders who show a pattern or practice of excessive or consistent cancellations, as well as no-shows. Riders will be notified in writing about their practice of no-shows/cancellations.

Eligibility

In order to be eligible for non-sponsored service, a client must complete an application by phone between the hours of 2:00 p.m. and 4:00 p.m., Monday through Friday. Eligibility is determined from a series of questions concerning the applicant's status. Service is available for individuals over 60 years of age unless certified by a healthcare provider.

Clients who are interested in using ADA services must be screened for eligibility, which includes an in-person assessment by a local licensed Healthcare/Social Service Agency to determine if the disability actually prevents the rider from using the MCAT Fixed-Route system. ADA-eligible trips are trips that must have an origin and destination within $\frac{3}{4}$ of a mile of the fixed-route service area. If approved for ADA service, a client will receive an approval letter and an ADA Eligible Identification card.

Prioritization

Kidney dialysis treatment patients are given priority for non-sponsored Transportation Disadvantaged trips. After that, trips are filled on a first-come, first-served basis.

Transportation Operators and Coordination Contractors

Other than trips provided through agency coordination, MCAT delivers all non-sponsored TD trips. MCAT coordinates services with 11 non-profit agencies through coordination agreements. These agreements do not provide for the coordination of trips or the exchange of funds. Table 12 lists the providers under contract with the Manatee County CTC.

**Table 12
Contract Providers**

Name	Contact Person	Service	Clients
Anna Maria Island Community Center	Pierrette Kelly	A, W	Education/training
Boys and Girls Club of Manatee County	Carl Weeks	A, W	Children at-risk
Easter Seals Southwest Florida	William Lloyd	A, W	Disabled
Just for Girls	Becky Canesse	A, W	Children at-risk
Manasota Association for Retarded Citizens	Laurie Mayfield	A, W	Disabled
Manatee Glens Corporation	Mary Ruiz	A, W	Medical, Social
Myakka City Community Center	Ginki Miller	A, W	Recreation
The Safe Place, Inc.	Scott Barr	A,W	Persons at Risk
Thirteenth Avenue Community Rec Center	Patrick Carnegie	A, W	Recreation
Transportation Management Services of Brevard, Inc.	David McDonald	A,W	Medicaid
Wheelchair Transport Service	Bud Williams	A,W	Medical, Social

NOTE: A = ambulatory and W = wheelchair

Public Transit Utilization

A fixed-route bus pass/ticket program is an integral part of the overall CTC network. Many agencies purchase monthly bus passes and/or strip tickets from the CTC. Medicaid clients whose origin and destination are within $\frac{3}{4}$ of a mile of the fixed route are required to use the fixed-route as their primary mode of transportation. If a Medicaid client is unable to utilize the public transportation system due to a physical or mental condition, a Bus Pass exemption form must be filled out. A physician or RN must sign off on the form, verifying the medical condition, whether it is temporary or permanent, and how the condition prevents the patient from riding on the MCAT system.

School Bus Utilization

Manatee County School Board reports Transportation Disadvantaged trips to the CTC for inclusion in its Annual Operating Report.

Vehicle Inventory

Appendix B contains the fleet inventory for all vehicles used in the Handy Bus and fixed-route service. Occasionally, a larger, fixed-route bus may be used as a paratransit vehicle for special services or as a back-up. Therefore, these vehicles are included in the inventory.

System Safety Program Plan Certification

Appendix C contains the System Safety Program Plan certification.

Intercounty Services

No formal agreements for provision of service have been negotiated with other counties. Transferring from MCAT to SCAT (Sarasota County) is convenient when using fixed-route services.

Natural Disaster/Emergency Preparedness

Appendix D contains the Disaster Plan for Manatee County.

Marketing

MCAT utilizes a multi-media approach to market fixed-route and paratransit services. Guide maps and schedules are printed in English. In 2008, MCAT produced a Ride Guide which clearly defines the services available and how to go about getting certified to use the TD and ADA services. It provides phone numbers for completion of an application, scheduling of appointments, cancellation of appointments and return trip reservations.

Public information sources, such as the *County Calendar* and *GTE Phone Book* feature fixed-route maps, with information numbers. Advertising is also done in the local newspaper and on government access television.

Community outreach is important, with public speaking appointments becoming more common among senior centers, schools, television, and radio.

MCAT produced a full bus graphic advertising the TD voluntary dollar campaign. Along with the signs located in the tax collector's office, there has been a substantial increase in contributions to support TD in Manatee County.

Acceptable Alternatives

MCAT is a governmental entity and has only had two price increases in 18 years. As seen in the peer review, its average cost per trip is extremely low. Therefore, no alternatives to the Manatee County coordinated system are recommended at this time.

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III. QUALITY ASSURANCE

SERVICE STANDARDS AND POLICIES

In order to assess quality assurance of the delivery of transportation services, it is necessary to have service standards and policies established. The Commission for the Transportation Disadvantaged has several requirements of its transportation providers, which is the basis for the following standards and policies. These service standards and policies are the basis for the annual review of the CTC by the local coordinating board.

Drug and Alcohol Testing

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

Monitoring

The CTC shall monitor contracts using the LCB evaluation process and the FDOT System Safety Program Plan Inspection. Service effectiveness is monitored by utilizing and reviewing various operational and financial data that is customarily accepted by the transportation industry. For the Medicaid contractor, monitoring will also include review of prior authorization documents, and invoices for verification. The CTC will provide technical assistance, as needed, and report any outstanding findings to the Local Coordinating Board.

Driver Identification

All MCAT drivers wear uniforms bearing the MCAT logo and clip-on identification tags.

Seating

Vehicle seating will not exceed the manufacturer's recommended capacity.

Passenger Loading Assistance

Where appropriate, all drivers assist passengers on and off the bus and ensure their safety prior to departure. Drivers fasten wheelchair securement devices and do not operate electric wheelchairs on behalf of clients. Clients must be capable of safely operating their wheelchair, as well as caring for their personal needs.

Smoking, Drinking and Eating

Smoking, drinking and eating are prohibited on all vehicles.

Passenger Property

Carry-on packages are limited to what the passenger can carry. The driver may assist passengers with loading and unloading packages.

Child Restraints

MCAT, as a public transit agency, does not provide child restraints for use in its paratransit vehicles. It is the responsibility of the rider to provide restraints, if needed.

Consumer Comments/Complaints

The local number for registering comments and complaints is 941-747-8621. This number is posted in every paratransit vehicle. The Transportation Disadvantaged Ombudsman Hotline is 1-800-983-2435.

Escorts and Children

Children under the age of 16 years must be accompanied by an adult. Clients utilizing an escort/companion must indicate such at the time of scheduling. Escorts are charged the same farebox as clients. ADA clients who require a Personal Care Attendant (PCA) must indicate such during their ADA assessment. There is no charge for PCAs.

Service Animals

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

Transfer Points

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

Passenger/Trip Data

MCAT collects and maintains a database of client and trip information of adequate scope to allow for accurate tracking and compiling of ridership data, billing, customer information and agency data.

Pick-Up Window

There is a 30-minute pick-up window in place for all trips provided by the Handybus. There is also a one-hour headway for scheduled appointments. For example, a client has an appointment at 10:00 a.m. MCAT would schedule the pick-up for 9:00 a.m., and the driver would have to be there between 8:45 and 9:15 a.m.

On-Time Performance

The CTC shall have a 95% on-time performance rate for all completed trips.

Advance Reservations

In order to guarantee a trip, MCAT requires that clients reserve paratransit trips at least 48 hours in advance. ADA clients may call 24 hours before their requested trip time. All clients may call up to a maximum of two weeks in advance of their trip.

Passenger No-Shows

Failure to give MCAT notice of cancellation prior to the arrival of the bus is considered a no-show. MCAT reserves the right to deny service to clients who show a pattern or practice of no-shows. These riders are notified in writing about this practice and informed that loss of transportation privileges may be imposed.

Background Check

All new hires undergo background a check completed by staff in the County's Human Resources Department and includes checks for driver's license, criminal background, previous employment and schooling. All operators must have a Class A or B CDL with a Passenger endorsement.

Billing Requirements

Billing requirements of the Coordinator to subcontractors shall be determined locally by the Local Coordinating Board. At a minimum, all bills shall be paid to contractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.

Out of Area Service

Out of service area trips shall be provided when determined locally and approved by the Local Coordinating Board, except in instances where local ordinances prohibit such trips.

CPR and First Aid/ Driver Training

All operators, supervisors and safety-sensitive positions shall receive drug and alcohol safety training. New operators shall receive approximately 40 hours of observation time riding with another operator and approximately 40 hours of actual driving time, while being trained by an experienced operator or supervisor. Additional training shall consist of driver safety, passenger relations, wheelchair and securement, CPR, fire safety and other topics, as deemed necessary. At a minimum, passenger relations and driver safety training shall be conducted annually.

Public Transit Ridership

MCAT emphasizes the utilization of discount passes and tickets for use on fixed route service.

Accidents

There shall be no more than 1.2 accidents per 100,000 miles.

Roadcalls

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

Call-Hold

Call hold time shall not exceed two minutes.

Vehicle Cleanliness

All vehicles are cleaned, interior and exterior, on a daily basis utilizing community service workers. All vehicles are treated with an insect pesticide on a monthly basis.

Vehicle Equipment

All vehicles are equipped with two-way radios, an Automatic Vehicle Locator (AVL) system, PA systems, air conditioning and heating, wheelchair accessible lifts, and farebox vaults.

LOCAL GRIEVANCE PROCEDURE/ PROCESS

The adopted grievance procedure for Manatee County is set forth below.

Clients who feel that they have been treated unfairly should discuss the situation with the transportation operator. If the client is not satisfied with an operator's or MCAT's decision, he/she should contact the following persons (in the order listed):

1. Transit Division Manager or Assistant Transit Division Manager
2. Community Services Department Director
3. Local Coordinating Board

In each step, the client should wait for a decision to be made before proceeding to the next level. A judgment should be rendered within three (3) working days at every step. Once the grievance is sent to the Local Coordinating Board, the procedures established below shall be used.

Section 6 – Grievance Procedures

- 6.01** Grievance procedures will be those as specified by the Grievance Committee and stated forth below.
- 6.02** Complaints which stem from continued lateness, driver behavior, passenger discomfort, irregularities in the system of delivery or decisions made to deny, reduce, or terminate services constitute grievances for users or funding agencies. Complaints about charges or billing constitute grievances by a funding agency or transportation provider. Other complaints can be heard at the discretion of the Grievance Board.
- 6.03** A letter stating the problem shall be sent to the CTC outlining the nature of the alleged grievance and, where applicable, the date, time, and place of the incident constituting the grievance.
- 6.04** The CTC will make every effort to resolve the grievance following the procedures of the Provider.
- 6.05** If this effort is not successful, the grievant may present their grievance to the Grievance Committee through the Local Coordinating Board.

- 6.06 Upon receipt of the grievance form, the chairperson shall have fifteen (15) working days to contact the Grievance Committee members and set a grievance hearing date.
- 6.07 The grievant and all parties involved shall be notified at least seven (7) working days prior to the hearing date by certified mail, return receipt requested.

Section 7 – Powers and Duties of the Grievance Committee

- 7.01 The Grievance Committee shall have the power to hold hearings, conduct investigations and take testimony in all matters relating to complaints or grievances brought before the Committee by a user, funding agency, or transportation provider.
- 7.02 Each party, at their own expense, shall have the right to be represented by counsel, to call and examine witnesses, to introduce exhibits, and to examine opposing witnesses on any relevant matter.
- 7.03 The Grievance Committee shall review the material presented and issue a decision to all parties involved within ten (10) working days. The said notice shall be sent to all parties by certified mail, return receipt requested.
- 7.04 All meetings and hearings shall be open to the public.
- 7.05 Minutes shall be kept at each hearing and filed with the Coordinating Board and shall be public record.
- 7.06 If the grievance cannot be resolved by the Grievance Committee, the grievant may notify the Coordinating Board.
- 7.07 If the grievance is not resolved at the Coordinating Board, the grievant may notify the full body of the Metropolitan Planning Organization (MPO).
- 7.08 If all above attempts are unsuccessful, the grieving party may notify the Commission for the Transportation Disadvantaged (CTD) in Tallahassee, Florida. This should be a last resort effort. The CTD shall respond to the grieving party within thirty (30) calendar days.

CTC EVALUATION PROCESS

Evaluation of the Manatee County CTC is conducted by the LCB Evaluation Subcommittee, using the Goals and Objectives of the local TDSP and the Evaluation Workbook of the CTD. The annual review of the CTC by the LCB is undertaken to ensure that transportation disadvantaged services are being provided in the most cost efficient and effective manner for the residents of Manatee County. The annual review of the CTC is undertaken by the LCB and provided to the local Sarasota/Manatee Metropolitan Planning Organization for review, approval and submittal to the Florida Commission for the Transportation Disadvantaged.

For information regarding monitoring and evaluation of operators and coordination contract, see Section III, Service Standards.

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IV. COST / REVENUE ALLOCATION AND FARE STRUCTURE JUSTIFICATION

COST REVENUE ALLOCATION

The rate structure is based on the type of trip and geographic zones in the service area. Trips for individuals are the most costly, with centralized and subscription group trips costing less. Future fare structure will be based on various cost averages derived from the MOA cost figures.

Appendix E contains the Cost Effectiveness and Efficiency worksheets from the most recent CTC evaluation.

RATE AND FARE STRUCTURE RANGE

Paratransit

<u>TD Sponsored</u>	<u>Current</u>	<u>Up to</u>
Individual	\$ 8.00	\$10.00
Individual requiring ADA assessment	\$12.50	\$15.00
Centralized Group	\$ 4.37	\$ 5.42
Subscription Group	\$ 5.91	\$ 6.42
Out Of Zone Subscription Trip	\$ 7.97	\$ 7.97
Out of Zone	\$ 2.00 additional	Same
Administrative Fee	None	\$ 0.75
ADA Assessment Fee	\$ 36.00	Same
In-zone School or Work	\$ 8.22	\$8.22
Out Of Zone School or Work	\$10.28	\$10.28
<u>Farebox (per one-way trip)</u>		
Veterans (out of county)	\$ 5.00	Same
Non-sponsored		Same
Non-sponsored children (6 and under)	\$ 1.00	Same
ADA (local)	\$ 2.00	Same
ADA children (6 and under)	\$ 1.00	Same

Fixed Route (fares as of May 3, 2008)

<u>Farebox</u> (per one-way trip)	<u>Current</u>	<u>Up to</u>
Basic Fare	\$ 1.25	Same
Senior Citizens (60+)/Disabled	\$.60	Same
Children (6 and under)	\$ 0.60	Same
Baby in Arm (up to 18 months)	Free	Same
Medicaid Card Holder	\$ 0.60	Same
Transfers to MCAAT buses	\$ 0.25	Same
 <u>Passes and Tickets</u>		
31 Day M Card (Adult)	\$30.00	Same
31 Day M Card (Senior/Disabled)	\$15.00	Same
7 Day M Card (Adult)	\$15.00	Same
7 Day M Card (Senior/Disabled)	\$ 7.50	Same
1 Day M Card (Adult)	\$ 3.00	Same
1 Day M Card (Senior/Disabled)	\$ 1.50	Same
Manatee Trolley	Free	Same
Beach Express	Free	Same
Longboat Key Trolley	\$ 0.75	Same

V. PEER AND TREND ANALYSIS

CTC TREND ANALYSIS

A trend comparison was completed to compare the performance of the Manatee County CTC over time. The purpose of the analysis is to examine the performance of the CTC over the past five fiscal years. The trend comparison analyzed data for fiscal years 2003 through 2007. Table 13 shows the performance indicators and measures for each of the five fiscal years. This trend analysis represents a combined set of statistics for all TD transportation services coordinated through the CTC, including TD and Medicaid paratransit, fixed-route (unless otherwise specified), and subscription service.

The first two measures shown in Table 13 are total annual passenger trips and annual paratransit passenger trips. The first measure includes all passenger trips provided or coordinated by the CTC. The number of total trips fluctuated throughout the trend period. Total paratransit trips (a subset of total trips) declined slightly year-to-year, with an exception seen during FY 2004/2005, when an increase was reported.

Total vehicle miles have also fluctuated over the trend period, with a large increase in FY 2005 followed by a large decrease in FY 2006. Total revenue miles, however, increased by over 50 percent during the five year period. An increase in total revenue miles means the system is trending in a positive direction.

Passenger trips per TD Capita (Potential TD Population), the next measure in Table 13, have decreased by 21 percent since FY 2003. This trend demonstrates a slight service decrease provided to the transportation disadvantaged population in Manatee County by the CTC. Considering the decrease in total passenger trips, the decrease in this measure is understandable.

**Table 13
Trend Analysis for Manatee County CTC**

Indicator/Measure	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	Percent Change (2003-2007)
Total Passenger Trips (#)	585,293	456,244	507,362	490,714	496,325	-15.2%
Paratransit Passenger Trips (##)	433,780	384,588	413,840	403,950	400,305	-7.7%
Total Vehicle Miles	1,605,016	1,641,149	1,866,537	1,207,342	1,324,154	-17.5%
Total Revenue Miles	741,859	881,446	1,095,521	973,647	1,149,562	54.9%
TD Passenger Trips per Capita	4.80	3.68	4.02	3.80	3.76	-21.7%
Vehicle Miles per Paratransit Passenger Trip	3.70	4.30	4.50	2.90	3.30	-10.8%
Operating Expense per Paratransit Passenger Trip	\$9.28	\$9.73	\$9.49	\$7.34	\$7.31	-21.2%
Operating Expense per Vehicle Mile	\$2.51	\$2.28	\$2.10	\$2.46	\$2.21	-11.9%
Accidents per 100,000 Miles	1.37	1.80	0.91	3.31	0.60	-56.2%
Vehicle Miles between Roadcalls	42,237	40,028	33,937	17,498	20,372	-51.8%

Sources: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2003 - 2007

Note:

= Total Passenger Trips include all trips credited to the CTC Annual Operating Reports.

= Paratransit Passenger Trips exclude those TD trips credited to the fixed route service.

Vehicle miles per paratransit passenger trips could be assumed to represent the average trip length of paratransit trips provided under the coordinated system in Manatee County. Overall, this measure grew the first three years but saw a decrease in FY 2006. FY 2007 saw a significant increase back to 3.3 miles per paratransit passenger trip.

The next two measures in Table 13 calculate the cost efficiency of the services provided and coordinated by the CTC. Operating expense per paratransit passenger trip has experienced a decrease over the analysis period. Operating expense per paratransit passenger trip experienced a significant decrease between FY 2003 and FY 2007, over 21 percent. Operating expense per vehicle mile has seen a decrease of 12 percent over the five year trend period from \$2.51 per mile to \$2.21 per mile

Quality of service and safety measures is also included in Table 13. Accidents per 100,000 vehicle miles are one measure of a transportation system's safety. While FY 2006 saw a peak in accidents per 100,000 miles at 3.31, the system reported a decrease to 0.60 in FY 2007. Overall, accidents per 100,000 miles have decreased by 56 percent.

The quality of service measure that is included in Table 13 is vehicle miles between roadcalls (or service interruptions). The five-year trend for this measure has shown a large decrease in miles between roadcalls over the analysis period. A greater number of miles between roadcalls can contribute to more efficient service. More breakdowns mean fewer passenger trips.

These trends illustrate the performance of the CTC over a five-year trend period. Many factors and policies can affect these numbers; as such, they are presented for information purposes only. One measure that should be explored further is the total passenger trips. The CTC reports single trip and monthly passes on the fixed route system as "one trip." MCAT may consider reviewing this number by issuing a rider survey to the monthly pass holders, asking how many trips per month are being utilized for TD purposes. Currently, a monthly pass is considered as one trip per month, and may not be fully accurate. This may attest for the decrease in passenger trips over the five year analysis period. While total vehicle miles have continued to decrease, revenue miles have shown a steady increase.

Further explanation and critique should be conducted within the purview of the Local Coordinating Board.

CTC PEER REVIEW ANALYSIS

In this section, demographic characteristics of Manatee County will be compared to those of peer Community Transportation Coordinators in Florida. In addition to a comparison of demographic characteristics, the review will compare performance measures within the Transportation Disadvantaged program. The most current data available from the peer systems was from FY 2006, provided in the Annual Operating Report of the CTD. All data contained in Table 14 was obtained from the 2006 AOR.

MCAT was compared to its CTC peers, which were selected based on its similarity with peers in the following five categories:

- § Demographic characteristics.
- § System size (measured in terms of annual TD ridership).
- § Operating environment (urban or rural service area designation).
- § Organization type (transit agency, government, private non-profit, or private for-profit).
- § Network type (sole provider, partial brokerage, or complete brokerage).

According to the *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida*, prepared by CUTR, the Manatee County CTC is categorized as a "size 5" system (200,000 - 749,999 annual one-way passenger trips) that operates in an urban service area (contains an urbanized area, with a population of over 50,000), is organized as a governmental entity, and coordinates TD trips as a partial brokerage.

The five counties that were selected for the Manatee County CTC peer review include: Brevard, Collier, Pasco, Sarasota and Volusia. Although these CTCs are not identical to MCAT, they generally share similar demographic and systemic characteristics, as shown in Table 14. All six peer CTCs operate in urban service areas.

Comparative Demographics

Table 14 contains information for each of the six peer counties on total population, potential transportation disadvantaged population, population density, median age, percentage of households with annual incomes less than \$10,000, median household income, and percentage of households with no access to a vehicle. As shown in Table 14, Manatee County is slightly below the peer group mean in all seven of the categories.

Table 14
Demographic Comparison of Peer CTCs

Characteristic	Brevard	Collier	Pasco	Sarasota	Volusia	Manatee	Mean
Total Population (2006)	534,359	314,649	450,171	369,535	496,575	313,298	413,098
Potential TD Population (2006)	200,780	114,862	201,845	168,027	210,788	129,081	170,897
Population Density (Pop/Sq. Mile) 2006	524.7	155.3	604.3	646.3	449.0	422.7	467.1
Median Age (2006)	43.1	43.5	42.1	49.6	42.6	42.9	44.0
% of Households with Incomes less than \$10,000 (2006)	7.64%	4.03%	6.18%	5.34%	8.69%	6.01%	6.32%
Median Household Income (2006)	46,335	55,888	41,939	48,416	40,881	45,272	46,455
% of Households with No Access to Vehicle (2006)	4.60%	4.45%	5.12%	6.11%	5.23%	4.64%	5.03%

Sources: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2003 - 2007

Comparative Performance

Performance measures for FY 2006 were calculated for MCAT and each of its peer CTCs and are shown in Table 15. Looking at total passenger trips, MCAT falls below the mean, and ranks fourth out of the six counties. MCAT provides the second highest passenger trips per TD capita (Potential TD Population) and exceeds the mean of 3.28 (MCAT reported 3.76)

However, compared to its peers, MCAT provides the second fewest vehicle miles and revenue miles. MCAT also has the lowest vehicle miles per paratransit trip measure for the peer group, at 3.31 miles.

Performance measures relating to operating expenses per paratransit passenger trip and vehicle mile were also included in the peer review analysis. With respect to operating expenses per paratransit passenger trip, MCAT falls far below the mean of \$19.12, at \$7.31. MCAT actually costs the least per trip out of the peer group. Similarly, MCAT's operating expense per vehicle mile (\$2.21) is the third lowest in the CTC peer group, and slightly below the mean of \$2.51.

In terms of safety and quality of service, Manatee County's measure for accidents per 100,000 vehicle miles is slightly lower than the mean. However, MCAT performed below most of the peer group for vehicle miles between roadcalls, a measure of quality of service.

Table 15
Performance Measures for Peer CTCs

Measure	Brevard	Collier	Pasco	Sarasota	Volusia	Manatee	Mean
Total Passenger Trips	678,214	146,180	443,849	926,148	837,067	496,325	587,964
Paratransit Passenger Trips	568,921	93,312	225,905	329,807	388,515	400,305	334,461
Total Vehicle Miles	3,042,176	1,432,164	1,183,334	2,321,621	3,413,665	1,324,154	2,119,519
Total Revenue Miles	2,782,849	1,155,468	1,010,637	1,780,637	3,027,204	1,149,562	1,817,726
Passenger Trips per TD Capita	3.29	1.23	2.15	5.39	3.84	3.76	3.28
Vehicle Miles per Paratransit Passenger Trip	5.35	15.35	5.24	7.04	8.79	6.22	7.51
Operating Expense per Paratransit Passenger Trip	\$9.62	\$38.51	\$12.64	\$28.00	\$18.64	\$20.90	\$19.12
Operating Expense per Vehicle Mile	\$1.80	\$2.51	\$2.41	\$3.98	\$2.12	\$3.18	\$2.51
Accidents per 100,000 Miles	0.26	1.68	0.25	1.85	0.15	0.60	0.80
Vehicle Miles between Roadcalls	45,406	84,245	91,026	154,775	17,506	20,372	68,888

Sources: Florida Commission for the Transportation Disadvantaged: Annual Performance Reports, 2003 - 2007

CONCLUSIONS

Overall, the peer comparison reveals that MCAT is performing close to or better than the CTC peer group mean for all performance measures except operating expense per vehicle mile with the local government revenue ratio. When considering that the average trip length and operating expense per passenger trip are well below the mean, it can be recognized that MCAT is performing well in comparison to its peer group.

MCAT fares well in comparison to its peers. These comparisons provide helpful insight into how well Manatee County appears to be performing statistically; however, since many factors affect performance, they should not be used as the sole measures to make inferences about the quality of MCAT's paratransit service.

Appendix A
Manatee County Local Coordinating Board
Membership Certification

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**MANATEE COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD
MEMBERSHIP CERTIFICATION
June, 2008
SARASOTA/MANATEE METROPOLITAN PLANNING ORGANIZATION
7632 301 BOULEVARD
SARASOTA, FLORIDA**

The Sarasota/Manatee Metropolitan Planning Organization hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The Membership represents, to the maximum extent feasible, a cross section of the local community.


Michael P. Howe, Executive Director

6/26/08
Date

<u>REPRESENTATION</u>	<u>MEMBER</u>	<u>ALTERNATE</u>	<u>TERM</u>
1. CHAIRMAN	FRAN BARFORD	N/A	N/A
2. ELDERLY	JEREMY WHATMOUGH	N/A	4/28/08-08/28/11
3. CITIZENS WITH DISABILITIES	PAUL WELCH	JIM DOHERTY	5/14/07-5/14/10
4. CITIZEN ADVOCATE	GEORGE MCKAY	N/A	12/04/06-12/04/09
5. CITIZEN ADVOCATE/USER	JOAN SARDO	N/A	12/04/06-12/04/09
6. PRIVATE NON-PROFIT TRANSPORT. PROVIDER	JEANNINE BUZBEE (EASTER SEALS S.W. FLA)	MARYANN ZYLA-SMITH	4/23/07-4/23/10
7. ECONOMICALLY DISADVANTAGED	SANDRA SANDHOFF (MANATEE OPPORTUNITY COUNCIL)	N/A	N/A
8. PUBLIC EDUCATION	KATHY BRASELTON	TERRY PALMER	N/A
9. FDOT	JAN PARHAM		N/A
10. DEPT. CHILDREN & FAMILIES	ANNE HENDON	N/A	N/A
11. DIVISION OF BLIND SVCS	LINDA BROWN	N/A	N/A
12. EARLY CHILDHOOD SRVCS	VALERIE TAYLOR (JUST FOR GIRLS)	BECKY CANESSE	N/A
13. AHCA	RON BESALKE	N/A	N/A
14. FLA. DEPT. OF ELDER AFFAIRS	DEBBIE HOFER	N/A	N/A
15. VETERAN SERVICES	DAVID ZICKAFOOSE	HAROLD WILLIS	N/A
16. SUNCOAST WORK FORCE	BEVERLY STOCKTON	N/A	N/A
17. HEALTH SERVICES	DAN STEWART (MANATEE CO. HEALTH DEPT)	DIANA ZAVALA	N/A

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Appendix B
CTC Vehicle Inventory

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<u>FIXED ROUTE</u>		Not in Use			
1	35241	1997	Gillig	Phantom	30572 Gillig Phantom 1993
2	35242	"	Gillig	Phantom	
3	35243	"	Gillig	Phantom	
4	35244	"	Gillig	Phantom	
5	35245	"	Gillig	Phantom	
6	35247	"	Gillig	Phantom	
7	35248	"	Gillig	Phantom	
8	42723	2001	Gillig	Phantom	
9	42724	"	Gillig	Phantom	
10	42725	"	Gillig	Phantom	
11	42726	2002	Gillig	Phantom	
12	46448	2004	Gillig	Phantom	
13	46449	"	Gillig	Phantom	
14	46450	"	Gillig	Phantom	
15	46451	"	Gillig	Phantom	
16	45452	"	Gillig	Phantom	
17	46453	"	Gillig	Phantom	
18	50737	2007	Gillig	Phantom	
19	50738	"	Gillig	Phantom	
20	50739	"	Gillig	Phantom	
21	50740	"	Gillig	Phantom	
22	50741	"	Gillig	Phantom	
23	50742	"	Gillig	Phantom	
24	50743	"	Gillig	Phantom	
25	50744	"	Gillig	Phantom	
26	50745	"	Gillig	Phantom	
27	50746	"	Gillig	Phantom	
<u>TROLLEYS</u>		To be transferred to SCAT			
28	43150	2002	Classic American		43152 2002 Arkansas Classic
29	43151	"	"		43153 2002 Arkansas Classic
30	48832	2005	Freightliner Custom		43154 2002 Classic American
31	48833	"	"		
32	48834	2006	Trolley Ent/Freightliner		
33	48835	2006	"		

Paratransit Buses

46638	2003Ford Startrans 20'
46637	2003Ford Startrans 20'
46636	2003Ford Startrans 20'
46635	2003Ford Startrans 20'
42982	2001 Chev. Startrans 22'
42981	2001 Chev. Startrans 22'
42980	2001 Chev. Startrans 22'
42979	2001 Chev. Startrans 22'
42978	2001 Chev. Startrans 22'
42977	2001 Chev. Startrans 22'
42976	2001 Chev. Startrans 22'
42975	2001 Chev. Startrans 22'
42974	2002 Chev. Startrans 22'
37693	1998 Ford Startrans 22'
37992	1998 Ford Startrans 22'
37691	1998 Ford Startrans 22'
37690	1998 Ford Startrans 22'
37688	1998 Ford Startrans 22'
37687	1998 Ford Startrans 22'
42585 Ford	2001 Eldorado Nat.
42584 Ford	2001 Eldorado Nat.
51119	2007 Glaval
51118	2007 Glaval
51852	2007 Glaval
51851	2007 Glaval

Not in Use

35459	1997 Thomas
35456 Thomas	1997 Thomas
35431 Thomas	1997 Thomas
35430 Thomas	1997 Thomas
35429 Thomas	1997 Thomas

SUPERVISOR

45115	Chev. Tahoe	2003
47490	GMC Van	2005
50578	GMC Van	2007
51061	Ford Truck	2007
45218	Impala	2003

	Dodge Ram	
41129	van	2000
	Dodge Ram	
41130	van	2000
47492	GMC Van	2005

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Appendix C
MCAT System Safety Program Plan Certification

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Manatee County Area Transit
1108 26th Avenue East
Bradenton, Florida 34208

841.747.8321 (MCAT Office)
841.708.7424 (MCAT Fax)
www.mcatarea.org

841.449.2317 (Henry Bus Office)
841.741.3210 (County Area Fax)
www.mcatarea.org

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

Effective: February 6, 2008

1. Name and address of Transit system:

Manatee County Area Transit
1108 26th Avenue East
Bradenton, Florida 34208

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

Manatee County Area Transit
1108 26th Avenue East
Bradenton, Florida 34208

3. Safety and Security Certification Statement

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

- a. Manatee County Area Transit has developed and implemented a System Safety Program Plan (SSPP) and a Security Program Plan in accordance with rule Chapter 14-90.
- b. Manatee County Area Transit will comply with the SSPP and the SPP as developed and submitted to the Florida Department of Transportation on February 22, 2008, and any revisions thereof.
- c. Safety and security inspection of all vehicles have been and will be performed pursuant to the adopted SSPP, SPP and Rule Chapter 14-90.
- d. Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

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

Name: Manatee County Board of County Commissioners, Fleet Management Division
Address: 1108 26th Avenue East, Bradenton, Florida 34208

SIGNED:


Ralf Hepler, Transit Manager

2/6/08
Date



Manatee County Government
District 1 - Amy Spivey
District 2 - Gary Brown

District 3 - Jane von Holstern
District 4 - Pam Gorman
District 5 - Donna Hayes

District 6 - Al Large - Carol Wilbanks
District 7 - Al Large - Jane McClain

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Appendix D
Manatee County Disaster Plan – Transportation

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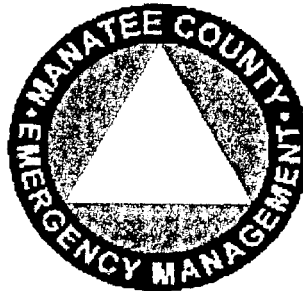
MANATEE COUNTY

**COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN**

ANNEX 1

**EMERGENCY SUPPORT
FUNCTIONS**

NOVEMBER 1999



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**EMERGENCY SUPPORT FUNCTION ESF-1
TRANSPORTATION**

PRIMARY AGENCY: Manatee County Dept of Public Transportation

SUPPORT AGENCIES: Public Works Dept
School Board of Manatee County
Fire Chiefs Association
Community Services-Transit Div
Emergency Medical Services
Financial Management/Purchasing
Project Management
Land Information Systems Div
Parks & Recreation
Sheriff's Office
Civil Air Patrol
West Coast Medical Transport
National Defense Transportation Association (NDTA)
CSX Railroad
Manatee Port Authority
Bradenton/Sarasota Airport Authority
Radio Amateur Citizens Emergency Services (RACES)
Manatee County Volunteers Active in Disasters (MCVAD)

1. INTRODUCTION

1.1 Purpose

- 1.1.1 The purpose of this Emergency Support Function (ESF) is to provide for the coordinated use of transportation resources to support Federal, state, local and volunteer agencies performing disaster assistance operations and disaster victims requiring transportation to and from disaster relief locations.
- 1.1.2 Disaster assistance operations may be in response to a natural or man-made catastrophic event i.e. hurricane, hazmat event.

1.2 Scope

- 1.2.1 The overall management, coordination and prioritization of government (Federal, state or local) and private transportation resources to meet the

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requirements of disaster assistance organizations responding to a Manatee County event is defined in the Transportation Standard Operating Procedure Checklist and the Transit Standard Operating Procedure Manual.

- 1.3 Providing transportation capacity in the pre- and post-event time periods to individuals identified through the Special Needs Registry and the Transit Standard Operating Procedure Manual for mobile home parks.

2. POLICIES

- 2.1 Transportation assistance requests will be filled utilizing resources available at the time of request. Requests for transportation resources or assistance exceeding capability at the time of request will be delayed or deferred until resources are obtained or become available.
- 2.2 Transportation planning will be directed toward satisfying three primary demands:
 - 2.2.1 Transportation of individuals identified through the Special Needs Registry to and from designated shelter locations.
 - 2.2.2 Transportation assistance to responding government and private agencies/organizations upon request. Pre-assigned routes are maintained in the Transit SOP dated March, 1999. Standard pickup points also include all recreation halls for mobile home parks as referenced in the draft Special needs SOP.
 - 2.2.3 Facilitate the obtaining and utilization of specific civil or government transportation capacity to meet the transportation assistance requests of responding agencies/organizations per the Transportation Standard Operation Procedure Manual and existing Memorandums of Understanding with private and government agencies.
 - 2.2.4 Identification of obstructions and damage to the roadways and other transportation infrastructure.
 - 2.2.5 Prioritization and initiation of emergency work tasking to clear debris and obstructions from, and make emergency repairs to, the roadways and other transportation infrastructure.

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- 2.2.6 Emergency clearance of debris for reconnaissance of the damage areas and passage of emergency personnel, supplies and equipment for lifesaving, life protecting, health and safety purposes during the immediate response phase.

3. SITUATION

3.1 Disaster Conditions

- 3.1.1 A significant natural or man-made catastrophic event, will require transportation assistance in the following areas:
 - 3.1.1.1 Transportation of identified Special Needs individuals to specified shelter locations.
 - 3.1.1.2 Transportation of General Populace including elderly and transportation disadvantaged evacuees to shelter locations. The County has a full compliment of vehicles to assist in the unique assistance required by the transportation disadvantaged citizen. Drivers are trained to properly assist citizens in the transport phase.
 - 3.1.1.3 Transportation to realign shelter populations.
 - 3.1.1.4 Transportation of Federal, state and local authorities responding to the event.
 - 3.1.1.5 Transportation of resources to staging and distribution centers.
 - 3.1.1.6 Transportation of evacuees and response personnel to and from established comfort centers.
 - 3.1.1.7 Transportation assistance as requested by other ESF agencies.
- 3.1.2 For wide area catastrophic events e.g. hurricane, damage or destruction will not be limited to transportation assets. Damage or destruction of surface, air and water transportation infrastructure e.g. roads, railways, docks, runways will hamper transportation response to the effected area.

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3.2 Planning Assumptions

- 3.2.1 Transportation infrastructure within the area of the event will sustain some level of damage. The level of damage will influence both the means and accessibility of responding relief agencies/organizations and the delivery of relief supplies.
- 3.2.2 For wide area catastrophic events e.g. hurricane, assistance beyond local resources may take as much as 72 hours to become available. All agencies tasked in this document should plan to be self-sufficient during this time period.
- 3.2.3 Effective coordination of disaster response requesting transportation assistance will be difficult during the immediate post-event time period due to damage or destruction of communication networks.
- 3.2.4 Clearing of access routes will permit a sustained response flow to the event area, both personnel and material. Localized distribution patterns may be disrupted for indefinite time periods based on the severity and size area effected by the event.
- 3.2.5 Normal traffic patterns will be followed with the exception of evacuation traffic patterns listed in the Manatee County Hurricane Guide. Traffic patterns are also referenced in the Transportation draft Interlocal Evacuation/Traffic Plan.
- 3.2.6 Immediate lifesaving response to the event will exceed readily available transportation capacity.
- 3.2.7 Initial Federal transportation assistance through the Regional Emergency Transportation Coordinator (RETCO) is dependent on the response capability of the individually tasked Federal agency.

4. CONCEPT OF OPERATIONS

4.1 General

- 4.1.1 Public Transportation with Manatee County Area Transit (MCAT) provided daily transit service to Manatee County over fixed routes using standard

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buses. This service to the residents of Manatee County gives these agencies the experience necessary to act as lead agency for ESF-1.

- 4.1.2 During catastrophic events which exceed Manatee County capabilities. ESF-1 has the ability to draw on other transportation resources giving them additional transportation capability. Resources are available from the following sources:
 - a. Manatee County School Board
 - b. Manatee County EMS
 - c. West Coast Medical Transport
 - d. Manatee County Transit
- 4.1.3 To accomplish Special Needs Evacuations, these and other, resources will be made available to transport individuals needing lift gate or ambulance vehicle support.
- 4.1.4 Fuel supplies through Manatee County Financial Management will be utilized by County Fire/Rescue units, WCMT, School Board vehicles and other health system providers. The immediate replenishment of fuel stocks will be accomplished by the annual bid contractor following a major countywide event as referenced in the Purchasing Department's Standard Operation Procedure.

4.2 Organization

- 4.2.1 In the event of a potential threat, the Manatee County Emergency Management Division will notify ESF-1 by the alphanumeric pager or 800 MHz radio. Personnel will report to the MCEOC.
- 4.2.2 The Transportation Department will notify support agencies on an as needed basis via alphanumeric pager, phone, 800 MHz radio or fax. Personnel will report to the MCEOC.
- 4.2.3 As required or deemed necessary by the notified ESF-1 supporting agencies, operations personnel will notify their agency EOC and/or agency state, regional, district, and local office emergency operations personnel of the impending or actual event.

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- 4.2.4 Each support agency will then be responsible for the notification/coordination for the scheduling and reporting of drivers/personnel, as well as continued 24 hour staffing as necessary.
- 4.2.5 The above notification process will be utilized if the impending or actual event requires any combination of preparedness, response, recovery, or mitigation/redevelopment activities.
- 4.2.6 Each individual organization will maintain a control center as designated in the ESF-1 Transportation Standard Operation Manual dated March, 1999.

4.3 Mobilization

- 4.3.1 Mobilization of ESF-1 resources will begin with recall of management personnel to staff control centers and recall additional staff as required to meet transportation taskings. Contact with personnel will be accomplished using phone calls and pagers.
- 4.3.2 During mobilization, Manatee County Financial Management is responsible for maintaining fuel quantities. Fueling locations are referenced in paragraph 7.3 and 7.4.
- 4.3.3 Priorities have been established for county and municipal roadway corridors for debris removal and repair to allow access into damaged areas. Primary will be clearing roads to enable teams to reach areas for search and rescue and for subsequent transport to medical and critical facilities. Next will be clearing roadways to allow for outside assistance and to access resource staging areas, then to debris staging areas. As a support department to the team, the following missions will be completed:

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TABLE 22: INITIAL DEBRIS ROUTES FROM PRIMARY PUBLIC SHELTER LOCATIONS

TEAM 1 Blackburn Elementary School	Ellenton - Gillette S to US 301 Ellenton - Gillette N to US 41, port * US 301 W to Canal Rd. * US 301 E to Erie Rd Erie Rd N to Treatment plant
TEAM 2 Tillman Elementary School	Canal Road South to 301 * 301 West to 8 th Ave Est; North 8 th Ave West 17 th Street West to Fairgrounds 14 th Ave South to 10 th Street 10 th St W, East to 8 th Avenue * 8 th Ave W South over Green Bridge to Admin Center
TEAM 3 Sugg Middle	59 th St W., N to Blake Hosp and Manatee Ave W * Manatee Ave W, E to 1 st Street * 1 st Street N to Manatee Hosp * 1 st Street S to Cortez
TEAM 4 Sugg Middle	59 th Street S to Cortez * Cortez W to 71 st (Seabreeze) 71 st St W., N to School * Cortez W to Gulf Drive * Gulf Drive N to Manatee Ave W * Manatee Ave W., East to 59 th Street
TEAM 5 Sugg Middle	* Cortez, E to US 41 * 66 th St W, Cortez, S to 53 rd Ave (treatment Plant) 53 rd Ave W, 66 to US 41 * US 41, S to Airport
TEAM 6 Bayshore High	34 th St W N to Cortez 57 th Ave E to old 301 26 th St W, 57 th N to Manatee Ave W
TEAM 7 Braden River Elementary and / or Tara	River Club Blvd N to SR 70 * SR 70m W to US 301 * SR 70 E to I-75 Caruso / Morgan Johnson N to SR 64 SR 64 E to I-75
TEAM 8 Wakeland Elem	27 th St E N to SR 64 * SR 64 E to I-75 * SR 64 W to Hosp 27 th St E S to 38 th Ave 38 th Ave E W to US 301
TEAM 9 Gene Witt Elementary	Rye Rd S to SR 64 * SR 64 W to I-75 * SR 64 E to Water Treatment Plant * SR 64 E to County line * Sr 675 S to SR 70 * Sr 70 E to County line
TEAM 10 Tillman Elem	17 th St E to US 41 * US 41 N to County line
* = State Roads	Mutual Aid Agreement must be executed. We would serve as contractor for State

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- 4.3.4 Primary street names/numbers will be marked with spray paint during the 24 hours prior to impact.
- 4.3.5 Further mobilization actions will be accomplished in accordance with ESF-1 Transportation Standard Operations Procedures Manual.

4.4 Response

- 4.4.1 Response of ESF-1 resources will be accomplished in accordance with ESF-1 Transportation Standard Operation Procedures Manual.
- 4.4.2 Evacuation response operations during a hurricane will terminate when sustained wind speeds reach 40 miles per hour. The ESF 1 coordinator will advise ESF-1 control centers via radio of wind speeds at various monitoring stations within their area of coverage.
- 4.4.3 Vehicles and drivers will take shelter during a hurricane either at the last shelter location evacuee's were taken or designated post-storm response locations per the Public Works and Transportation Standard Operation Procedures Manuals.

4.5 Recovery

- 4.5.1 For events which produce widespread damage and destruction, e.g. hurricane, tasked agencies will accomplish vehicle inspections at each dispersal location to determine ability for safe operation.
- 4.5.2 Each agency will advise the EOC ESF-1 coordinator of availability and status of resources following inspection. Evaluate and task the transportation support request for impacted areas.
- 4.5.3 Realignment of individual agency work schedules will be accomplished to ensure 24-hour staff availability through on-duty or on-call designations by using the established Alpha- Bravo shifts as per the Transportation and Transit SOP. Ensure the on-duty ESF-1 team members login and logout of the ESF-1 duty schedule. Team members or their agencies will maintain other appropriate records of costs incurred during the event.
- 4.5.4 For the first 72-hours following a major event, e.g. hurricane, tornado, each agency will have staff available to provide immediate response to critical transportation tasking.

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- 4.5.5 Anticipate, plan for, and ready the necessary notification systems to support the establishment of transportation and public works staging areas, and distribution sites in the impacted areas as per the Transportation and Public Works SOPs.
- 4.5.6 Traffic control signs and signals will be placed at locations where they are needed for general navigation through and around the disaster area. ESF-1 will coordinate with ESF-16, Law Enforcement, in assisting with traffic flow.
- 4.5.7 Further response of ESF-1 and preparation for the final deactivation and demobilization of resources will be accomplished in accordance with Transportation Standard Operations Procedures Manual.

5. RESPONSIBILITIES

5.1 FINANCIAL MANAGEMENT

- 5.1.1 **Documentation of Incurred Costs**
All ESF-1 agencies will document their incurred costs by a process prescribed by the Manatee County Damage Assessment & Mutual Aid Documentation Manual. This process should be in concert with those processes described in the State of Florida Disaster Assistance Reimbursement Documentation Information Guide.
- 5.1.2 It is important that all uses of labor, equipment, and supplies be documented in order to aid in getting reimbursed for the various costs of the incident to ESF-1.

5.2 Primary Agency-Public Transportation

- 5.2.1 Will implement the following emergency functions upon EOC activation:
 - 5.2.1.1 Prioritization and allocation and/or tasking of all public and private sector transportation resources as referenced in the Transit SOP and Special Needs SOP. Request any needed resources in accordance with the Memorandum of Understanding with West Coast Medical.
 - 5.2.1.2 Coordinate the utilization of countywide transportation resources (personnel & vehicles) in support of any disaster event to include local school board and volunteer agencies.

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- 5.2.1.3 Develop fueling supplies and establish priorities for use during disaster operations.
- 5.2.1.4 Maintain records of personnel, vehicles, moneys, and time expended in support of directed operations.
- 5.2.1.5 Will act as primary Point-of-Contact for any EOC operation.
- 5.2.1.6 Will review and revise the ESF-1 Transportation Standard Operating Procedures Manual and this Amex as necessary, and will maintain each in a current status.
- 5.2.1.7 Will coordinate all Support Agency resources and personnel of this ESF.
- 5.2.1.8 Will review and revise this ESF-1 text of the Comprehensive Emergency Management Plan (CEMP) and the ESF-1 Transportation Coordinators Manual and other specifications or standards annually. Attend and participate in ESF-1 meetings, training, conferences, and exercises as required or requested.

6. All ESF-1 agencies will develop, test, and maintain manual or automated listings of:

- 6.1 Agency emergency points of contact that should be contacted by agency representative(s) assigned to ESF-1.
- 6.2 Agency available resources (from within the agency) such as types of equipment and equipment operators.
- 6.3 Points of contact for agency obtainable resources (from agency contractors, vendors, etc.) such as equipment and equipment operators.
- 6.4 **Support Agencies**
 - 6.4.1 Will provide the following resources as needed by the Primary ESF-1 agency:
 - 6.4.2 Representatives to staff operations centers and ESF-1 operations
 - 6.4.3 Personnel and vehicle resources to perform operations as directed by the ESF-1 representative.

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- 6.4.4 Maintain communication links to the ESF-1 representative at the EOC.
 - 6.4.5 Provide direct oversight and dispatch of vehicles and personnel in response to ESF -1 taskings.
 - 6.4.6 Maintain records of personnel, vehicles, moneys, and time expended in support of directed operations.
- 6.5 Support Agencies will advise Primary ESF-1 agency if tasking exceeds available manpower and vehicle resources.

7. RESOURCES

7.1 Human Resources

- 7.1.1 Both Primary and Support Agency personnel will be on 24-hour call throughout the entire time period of emergency operations .
- 7.1.2 Both Primary and Support Agencies will maintain a current listing of employee addresses and phone numbers to be utilized by managers for recall and task distribution. This list is maintained in the Transportation Standard Operating Procedures Manual which is verified annually.
- 7.1.3 All efforts will be made to fairly and equally distribute work load assignments to prevent over tasking of any segment of ESF-1.

7.2 Vehicle Resources

The Transportation Standard Operations Procedures Manual maintains a current listing of transportation vehicles available for usage during emergency events. This list is reviewed and updated annually. Emergency Medical Services maintains a Memorandum of Understanding with West Coast Medical Transport to augment the medical fleet. The Transportation Department and Transit Division will also coordinate needed resources with the Manatee County School Board. Resources include but are not limited to vans, buses with lift-gates, ambulances, and school buses.

7.3 Fueling Locations & Storage

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7.3.1	12 th Street fuel storage, Bradenton	30,000 gal Diesel
	66 th Street fuel storage, Bradenton	10,000 gal Diesel
	Bayshore fuel storage	5,000 gal Diesel
7.3.2	Manatee County Vehicle Maintenance	30,000 gal Diesel 30,000 gal Gasoline (Unleaded)
7.4	Myakka Maintenance Locations	5,000 gal Diesel 5,000 Unleaded
7.4.1	Landfill	10,000 Diesel 10,000 Unleaded
7.4.2	Parrish	5,000 Diesel 5,000 Unleaded

Appendix E
Cost Worksheets from Recent CTC Evaluation

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)	See Attachment A1				
Special or unique considerations that influence costs?					
Explanation:					

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

PAYOR CODES PER ONE WAY TRIP				
Payor Codes	Daily	Weekly	Monthly	Rate Charge
ADA- American W/Disabilities		X	X	\$2.00
ADC- ADA Child		X	X	\$1.00
ADN- ADA/No Charge		X	X	\$0.00
ARC-Manasota Arc		X	X	Varies
AMY-Amy Peters		X	X	Varies
BEST-Best		X	X	Varies
BRU-Shannon Brunner		X	X	Varies
BRUN-Maria Bruno		X	X	Varies
CCE- Comm. Care Elderly	X	X	X	\$8.00
CCZ-Comm. Care Out Zone	X	X	X	\$10.00
CFN-Community Fund	X	X	X	\$5.00
CHOICE-Choice Inc		X	X	Varies
DAV-Dave Montgomery		X	X	Varies
DAY-Anna Day		X	X	Varies
DBS-Division Blind Services		X	X	Varies
GOR-Gorris		X	X	Varies
DOLA-Dolan-Support Coordinator		X	X	Varies
ESS-EasterSeals Southwest		X	X	Varies
ESI-EasterSeals Independent		X	X	Varies
ESZ-EasterSeals Out of Zone		X	X	Varies
PRE-Free Fare		X	X	\$0.00
HARMES-Harmes Support Coordinator		X	X	Varies
JONES-Fabiana Jones		X	X	Varies
KELZER-Kelzer		X	X	Varies
KLOS-Klossner		X	X	Varies
LAV-Lavalle		X	X	Varies
LYNCH-Carrie Lynch		X	X	Varies
LYNK-Lynk Services		X	X	Varies
MARTIN-Valarie Martin		X	X	Varies
MCCA-Jan McCarthy		X	X	Varies
MOL-Molnar		X	X	Varies
MOL1-Molnar Elizabeth Brown		X	X	Varies
AMOW-Meals On Wheels Adult		X	X	\$5.75
AZMOW-Meals On Wheels-Out of zone		X	X	\$7.75
CMOW-CongMeals On Wheels-In zone		X	X	\$5.75
CZMOW-CongMeals On Wheels-Out zone		X	X	\$7.75
MOWSP-Meals on Wheels-Special trip in zn	X	X	X	\$5.75
MOZSP-Meals on Wheels-Special trip outzn	X	X	X	\$7.75
SATB-Support Association of Tampa		X	X	Varies
SHE-Shearer		X	X	Varies
SIMS-Angela Simmons		X	X	Varies
SMITH-Joann Smith		X	X	Varies
TD-Transp. Disadvantage	X	X	X	\$2.00
TDC-TD-Child	X	X	X	\$1.00
<u>Payor Codes</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Rate</u>
<u>Charge</u>				
TDN-TD-No Charge	X	X	X	\$0.00
VET-Veterans	X	X	X	\$5.00
VR-Vocational Rehabilitation		X	X	\$9.00
VRZ-Vocation Rehabilitation-Out Zone		X	X	\$10.00
WILK-Wanda Wilkinson	X		X	Varies
WILLIAMS-Sabrina Williams		X	X	Varies
WIN-Kathy Winters		X	X	Varies
YOCH-Jenny Yochem		X	X	Varies
YOUR-YOUR Support Coord.		X	X	Varies

**** When the charge states vary it will depend on the type of trip. All med-waiver agency trips will vary from \$4.37, \$5.91, \$7.97, \$8.22, \$10.28 and \$14.39 per trip due to the 2.5% increase on trips. All other trips non-med-waiver will be \$4.25, \$5.75, \$7.75, \$8.00, \$10.00 and \$14.00.

EXCEPTION SUMMARY REPORT FOR TUESDAY JUL 29, 2008

Manatee County Area Transit - MCAT

July 30, 2008 11:12 AM

- | | |
|--|--|
| <ul style="list-style-type: none"> - Report is in sequence by bus number. - Invalid route numbers will be marked with **. - Invalid run numbers will be marked with **. | <ul style="list-style-type: none"> - Invalid trip numbers will be marked with **. - Invalid driver numbers will be marked with **. - Cases where Route 0 has revenue and/or ridership are included. |
|--|--|

Bus	Probe Time	Exception Count	Route/Run Time	Route	Run	Trip	Driver	Revenue	Ridership
46448	Jul 29, 2008 19:30:45	1	Jul 29, 2008 08:38:00	4	42	0	4**	1.85	4
Subtotal for 1 record								1.85	4
46449	Jul 29, 2008 19:50:29	6	Jul 29, 2008 07:32:00	11**	11	0	5285	0.00	7
			Jul 29, 2008 08:00:00	11**	11	0	0	2.50	10
			Jul 29, 2008 09:00:00	11**	11	0	0	4.25	7
			Jul 29, 2008 10:00:00	11**	11	0	0	1.75	7
			Jul 29, 2008 11:00:00	11**	11	0	0	5.25	9
			Jul 29, 2008 12:00:00	11**	11	0	0	5.10	4
Subtotal for 6 records								18.85	44
Total for 7 records								20.70	48