

RESOLUTION R-21-136

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS, MANATEE COUNTY, FLORIDA, APPROVING THE MANATEE COUNTY 2021 TRANSIT DEVELOPMENT PLAN (TDP) ANNUAL PROGRESS REPORT

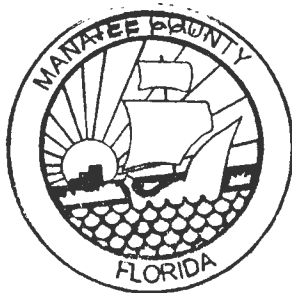
WHEREAS, the Manatee County Board of County Commissioners adopted the Manatee County Transit Development Plan (TDP) Major Update in August 2018, which serves as the County's ten-year phasing plan for public transit service enhancements; and

WHEREAS, the State of Florida Statutes, Chapter 341.052, mandates that all public transportation agencies that receive Public Transit Block Grant funding from the Florida Department of Transportation (FDOT) prepare a Major TDP update every five years and submit annual Progress Reports in the interim periods; and

WHEREAS, the Manatee County Board of County Commissioners has the authority to approve the 2021 TDP Annual Progress Report and authorize submittal to the FDOT District I Public Transit Office.

NOW THEREFORE, BE IT RESOLVED, that the Board of County Commissioners of Manatee County, Florida, does hereby approve the 2021 TDP Annual Progress Report and authorize submittal to the FDOT, District I Public Transit Office.

PASSED AND DULY ADOPTED with a quorum present and voting this the 10th day of August, 2021.



**BOARD OF COUNTY COMMISSIONERS
MANATEE COUNTY, FLORIDA**

By: _____

Vanessa Baugh, Chairperson

**ATTEST: Angelina Colennoso
Clerk of the Circuit Court**

By: _____

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APPROVED in Open Session
8/10/2021

Manatee County Board of County
Commissioners



Board of County Commissioners August 10, 2021 - Regular Meeting

SUBJECT

ADOPTION OF RESOLUTION R-21-136 APPROVING THE MANATEE COUNTY 2021 TRANSIT DEVELOPMENT PLAN (TDP) ANNUAL PROGRESS REPORT AND AUTHORIZATION TO SUBMIT THE REPORT TO THE FLORIDA DEPARTMENT OF TRANSPORTATION

Category

CONSENT AGENDA

Briefings

None

Contact and/or Presenter Information

William Steele, Transit Division Manager,
William.Steele@mymanatee.org, (941) 747-8621 x7440

Jonathan Roberson, AICP, Transit Planning Section Manager,
Jonathan.Roberson@mymanatee.org, (941) 747-8621 x7622

Action Requested

1. Adoption of Resolution R-21-136 approving the Manatee County Government 2021 Transit Development Plan (TDP) Annual Progress Report; and
2. Authorization to submit the 2021 TDP Annual Progress Report to the Florida Department of Transportation, District 1 Public Transit Office.

Enabling/Regulating Authority

Florida Statutes 125; Florida Statutes 341.052; Rule 14-73, F.A.C. Adopted 2018 Ten-Year TDP Major Update, Manatee Connect

Background Discussion

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of annual state funding for public transit. The Block Grant Program requires public transit service providers to develop, adopt, and annually update a Ten-Year Transit Development Plan (TDP). Under legislation that became effective February 20, 2007, the TDP must undergo a "Major Update" every five years. In the interim years, annual progress

reports are submitted to the Florida Department of Transportation (FDOT) to provide the status of TDP implementation activities. According to Florida Administrative Code, F.A.C., Rule 14-73.001, annual progress reports shall include:

- Prior year accomplishments compared to the original implementation program;
- Analysis of any discrepancies between the plan and its implementation for the prior year and steps that will be taken to attain the original goals and objectives;
- Any revisions to the implementation program for the coming year;
- Revised implementation program for the new tenth year;
- Added recommendations for the new tenth year of the updated plan;
- A revised financial plan; and
- A revised list of projects of services needed to meet the goals and objectives, including projects for which funding may not have been identified.

The Manatee County Board of County Commissioners (BCC) approved the Ten-Year TDP "Major Update" (i.e. Manatee Connect) in August 2018, and FDOT reviewed that Major Update and found it to be in compliance with F.A.C., Rule 14-73. The Public Works/Transit Division staff prepared the 2021 TDP Annual Progress Report to provide the status of implementation advancements with respect to the 2018 Transit Development Plan Major Update (and in accordance with the 2020 Progress Report).

The 2021 Annual Progress Report is consistent with the requirements outlined in FAC 14-73.001 and staff recommends that the Manatee County Board of County Commissioners: 1. Approve the 2021 TDP Annual Progress Report; and 2. Authorize submittal of the 2021 TDP Annual Progress Report to the FDOT District 1 Public Transit Office.

The next Ten-Year TDP "Major Update" is scheduled for 2023.

Attorney Review

Not Reviewed (No apparent legal issues)

Instructions to Board Records

[Emailed and sent interoffice 8/12/2021](#)

Accept into Board Records. Please, send a signed original Board Resolution to Jonathan Roberson, Transit Planning Section Manager, jonathan.roberson@mymanatee.org.

Cost and Funds Source Account Number and Name

N/A

Amount and Frequency of Recurring Costs

N/A

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By: _____



**2021-2022
Annual Progress Report**

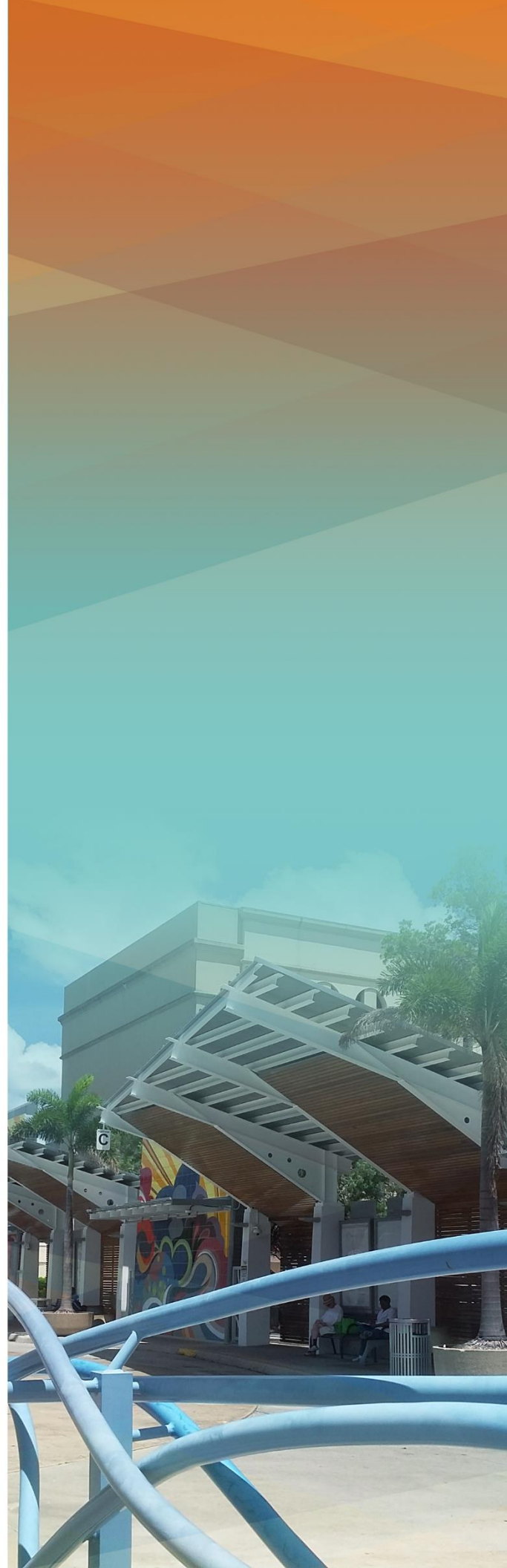
for the

**Manatee County Government
Transit Development Plan
2019-2028 Major Update**

August 2021

DRAFT

**Prepared by:
Manatee County Area Transit (MCAT)
2411 Tallevast Road
Sarasota, FL 34243-3936
Phone: (941) 747-8621**





Section 1: Introduction

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transit. The Block Grant Program requires public transit service providers to develop, adopt, and annually update a Ten-Year Transit Development Plan (TDP). Under legislation that became effective February 20, 2007, the TDP must undergo a Major Update every five years. In the interim years, an update is to be submitted in the form of a progress report on the ten-year implementation program of the TDP. Major updates involve more substantial reporting requirements than annual progress reports. Each update must be submitted to the appropriate Florida Department of Transportation (FDOT) District Office by September 1st.

The most recent “major” update of the Manatee County TDP, *Manatee Connect*, was adopted by the Manatee County Board of County Commissioners (BCC) in September 2018. The 2020 “Progress Report” was adopted by the BCC on July 28, 2020. The 2021 “Progress Report” document describes Manatee County’s implementation activities since the 2018 TDP Major Update and meets the TDP annual update/progress report requirements in accordance with Rule Chapter 14-73, Florida Administrative Code (FAC). Table 1-1 lists the TDP requirements from Rule 14-73.001 for annual progress reports and indicates whether the item was accomplished in this TDP.



Table 1-1: TDP Progress Report Checklist

Annual Progress Report Checklist Item	Related Section
Past year’s accomplishments compared to the original implementation program	Section 2 - Progress Report
Analysis of discrepancies between the plan and its implementation for the past year and steps that will be taken to attain or modify original goals and objectives	Section 2 - Progress Report
Any revisions to the implementation program for the coming year	Section 3 - Implementation and Financial Plan
Revised implementation program for the new tenth year	Section 3 - Implementation and Financial Plan
Added recommendations for the new tenth year of the updated plan	Section 3 - Implementation and Financial Plan
A revised financial plan	Section 3 - Implementation and Financial Plan
A revised list of projects or services needed to meet the goals and objectives	Section 3 - Implementation and Financial Plan

Source: Florida Administrative Code, 14.73.001, Section (4).

DRAFT



Identification of the Submitting Entity:

Agency: Manatee County Public Works Department, Transit Division

Telephone Number: (941) 747-8621 x7440

Mailing Address: 2411 Tallevast Road, Sarasota, FL 34243-3936

Authorizing Agency Representative: Mr. William Steele, Transit Division Manager

For more information about this plan, please contact Mr. Jonathan Roberson, AICP, Transit Planning Section Manager, Manatee County Public Works/Transit Division, at (941) 747-8621 x7622.

Organization of the Report: This TDP progress report is organized into the following sections:

Section 1: Introduction – This section outlines TDP requirements and includes contact information for the submitting agency.

Section 2: Progress Report – This section includes the progress report narrative with respect to accomplishments and milestones achieved since adoption of the 2018 TDP “Major Update” including the status of adopted goals and objectives; and with specific focus on the preceding year.

Section 3: Phased Implementation and Financial Plans – This section presents the revised implementation and financial program including the integration of any new TDP recommendations.



Section 2: Progress Report

Over the last year, the Transit Division has consistently worked on many of the milestones within the adopted work program in *Manatee Connect: 2018 Transit Development Plan Major Update*. The progress report in this section is organized into two major categories: 1. Transit capital and infrastructure projects, and 2. Service planning and operations projects. Each project or activity is briefly described and the milestone or achievement is summarized. Discrepancies between the *Manatee Connect* implementation plan and the activities described are noted and steps to be taken to modify the corresponding goal or milestone are presented. An additional subsection is included which presents the status of the Transit Division's goals and objectives identified in *Manatee Connect*.

PROGRESS REPORT ON MILESTONES

There is significant progress on many ongoing projects since the adoption of the TDP Major Update in September 2018. These continuing efforts are necessary for accomplishment of priority goals and work objectives.

PROGRESS REPORT ON MILESTONES FOR FY 2020

Transit Capital and Infrastructure

CARES Act/CRRSAA Funding

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

Bus Buys

Several new fixed route trolleys, buses and paratransit cutaway buses were delivered to Manatee County Public Works Transit Division during 2020. The Transit Division also received three new wheelchair accessible microtransit vans which are used for paratransit service and may be utilized for future Mobility-

on-Demand (MOD) service operations. Six (6) additional fixed route buses are expected in FY 2022 as part of MCAT’s regular fleet replacement program.

Transit Facilities – Branding and Upgrades

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

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



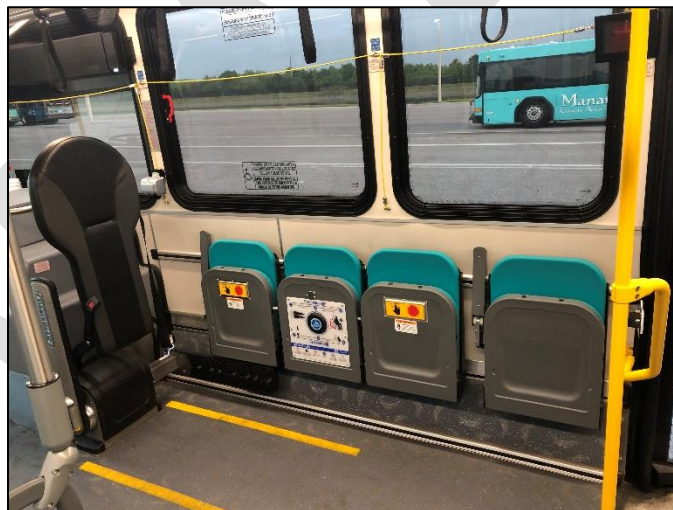
2020 Downtown Transfer Station Upgrades: Before and After

Manatee County Transit Fleet Facility

The Manatee County Transit Fleet Facility (MCTFF), completed in 2016, allows the Transit Division the ability to expand in phases over time as population growth and development continue in Manatee County. Staff continue to work to maintain and improve the facility. In 2020, the Transit Division completed repairs of the bus wash, continued regular testing for emergency electrical generation and installed an in-ground irrigation system for the facility.

Quantum Securement Seating Pilot Project

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



New Foldable Seating

Transit Intelligent Transportation System (ITS) Projects

An ITS initiative has allowed Transit Division to integrate state-of-the art technology into bus service operations, business intelligence, and customer service. The new technology has improved customer service, increased operational efficiency, and enhanced mobility objectives. These technology improvements are delivering a much more reliable transit service and enhance the user experience with predictive, real-time bus arrival times. One of the early phases of the ITS project was the full fleet installation of Automatic Passenger Counters (APCs) and certification of the APC's by the Federal Transit Administration (FTA) for use in Passenger Miles Reporting. Another early phase of the ITS project was

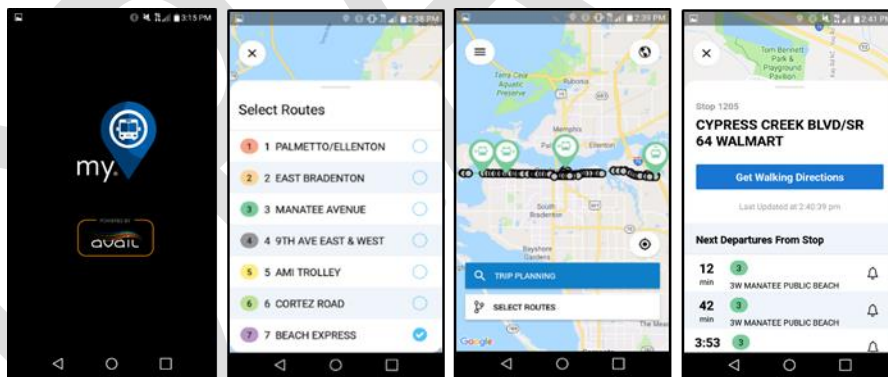


initiation of an Interactive Voice Response (IVR) system for Handy Bus passengers. The IVR system provides electronic notifications (i.e., calls, emails, and text messages) to Handy Bus, Longboat Key Shuttle and Port Manatee ConneXion Shuttle clients regarding their scheduled trips and real-time alerts for their bus arrival times. The system can also be used for system-wide emergency notifications.

For FY 2021, ITS projects highlights include:

Real-Time Passenger Information System

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



CAD/AVL system includes a single log on for onboard operating systems, allows the operator to “upload” the vehicle pre-trip inspection results on the Mobile Data Terminals on the bus, and the logon process also initiates the destination signs and the farebox. In early FY 2021, MCAT opted for full system acceptance from its CAD/AVL Vendor.

Wayside Signs and In-Vehicle Signs

Installation is complete for 10-inch by 37-inch LCD monitors on all fixed-route buses as well as large 47-inch video monitors at Downtown Station, Palmetto Station and Desoto Station. A single small LCD sign



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

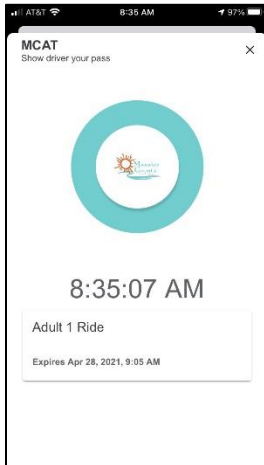


On-Board Digital Infotainment Screenshot of “Stop Ladder” on MCAT Route 99 Vehicle

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

Token Transit Mobile Ticketing

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



In 2020, Token Transit rolled out a new feature which allows passengers to buy bus passes with a single click in Google’s Trip Planner. Mobile Ticketing use continues to grow as the convenience of the mobile ticketing software application and the appetite for contactless technology increases. **For the first four months of 2021, Token Transit fares averaged over 10% of total monthly fares collected**

by all fare types.

Current ITS System Upgrades

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

Other ITS Pilot Programs for FY 2021

- Wireless Programming for Destination Signage
In 2021, MCAT is implementing a pilot project so that staff can remotely program updates to transit coach destination signage. Currently, information updates for the vehicle destination signage can only to be uploaded manually on each vehicle by a technician or operations



supervisor. New technology is piloted on one bus and is compatible with the existing CAD/AVL technology. This technology is proving beneficial, and the goal is to install the equipment on all buses and include this technology specification on existing and future bus orders. A project summary will detail the findings of the pilot project.

- Remote Video Downloads

MCAT is in the process of piloting new software technology to improve the technical capability for remote downloads of onboard security camera videos. This technology allows staff to be able to pull any security video remotely instead of having to have a technician physically pull a Digital Video Recorder (DVR) from a bus as it is done now. For the Pilot Project, the technology is currently being tested on one transit coach bus and one Paratransit/Handy Bus vehicle. Integration of this new video system with the current CAD/AVL system remains a critical milestone. A successful Pilot Program will identify the technology that provides remote download capabilities that will benefit both fleets. Pilot Program success will be measured over a three-month period, with completion and a follow-up evaluation/report due in late summer of 2021. This technology also provides for the opportunity for “live” video feeds.

- Digital Advertising Pilot Program

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

Transit Asset Management (TAM) Plan

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



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

Service Planning, Operations, and Safety

COVID-19 Service and Operational Response and Recovery Action Plans

The global COVID-19 pandemic conditions began to impact the safety and security of transit operations in Manatee County, Florida in mid-March of 2020. In early April 2020, the Governor issued a “Safer at Home” order, a local state of emergency was declared, and a combination of rising unemployment and remote school/work situations greatly decreased daily trips and created a sense of uncertainty with respect to how MCAT’s transit operations would continue in a safe and effective manner. With changes in the local economy and pandemic conditions underway, the MCAT “Team” implemented a plan for reduced service scaled to decreasing ridership demand and increased sanitation/safety measures were necessary and implemented quickly and effectively, with the added goal of retaining the existing transit workforce.

The MCAT “Team” implemented a Phased COVID-19 Response Plan to address the rapidly changing and ever-evolving COVID-19 pandemic and associated conditions. This included the implementation of three successive action plans that maximized safety and security conditions for the public and MCAT staff, allowed for the system to build back up to full-service delivery as pandemic health and economic conditions improved, and ensured that no staff was laid off or furloughed as operations remained fully staffed in 2020.

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

The MCAT “Team” implemented the *Phase 1 and 2 Plan* starting in mid-March of 2020: Actions included:

- Suspension of Fares - suspended all fares until further notice starting March 23rd, 2020.
- Rear-Door Boarding - instituted rear-door boarding for better social distancing and passenger/operator safety on March 23rd, 2020. Passengers with wheelchairs were allowed front-door boarding.
- Information Signage - provided and posted CDC masking, social distancing, and sanitation recommendations on the on-board digital infotainment screens located inside each Transit and Trolley bus and on screens at each Transfer Station.
- Procured Personal Protection Equipment (PPE) - including masks, gloves, sprayers, wipes, sanitizers and distributed to all operations, maintenance and administration staff at all facilities. Monitored PPE supplies and reordered on a regular basis.
- Reduced Service - service modifications/reductions began April 4, 2020; including the removal of most evening service after 6 PM, suspension of Long Boat Key on-demand service,



suspension of Beach ConneXion and Beach Express service, reduction in regional Skyway ConneXion service to three trips per week, reduced daily frequency for Anna Maria Island (AMI) Trolley service, and froze Sunday service so staff could shelter in place and undertake comprehensive sanitizing for all fleet and facilities.

- Employee Health Checks - began daily non-contact thermometer checks of all employees upon entrance to the MCAT Fleet and Administration Facility.
- Daily Briefings - began daily meetings with all Operations staff to review all COVID-19 disinfecting and safety measures to be followed or improved upon.
- Emergency Operations Center (EOC) Coordination – coordinated daily with Manatee County EOC staff for comprehensive local and state updates on COVID-19 alerts, updates, and guidelines applicable to daily transit operations.
- Reassignment of Operators- operators now available due to service reductions were assigned to disinfecting and sanitizing duties at all Transfer Stations, Fleet Facility and administrative office.
- “Plug” Buses - other Standby Operators were assigned to “plug” buses in the AM and PM Peak periods on buses that could not meet social distancing guidelines.
- Work-Area Sanitation Efforts - provided cleaning and sanitizing equipment and direction for all employees for sanitation of personal work areas such as desks and cubicles.
- Facility Sanitation/Distancing Efforts - established spacing and sanitary procedures for all common areas at facilities, including proper seating/use spacing in bathrooms, kitchen, break areas, conference rooms, and common/waiting areas.
- Enhanced Transportation Disadvantage (TD) Trips - established special Handy Bus runs when necessary to three regional Veterans Administration (VA) medical centers in coordination with Manatee County Veterans Services staff.
- Instituted “Refresher” Training Program - with the suspension of some service, management scheduled a cycle of required and “Refresher” training for all operators.
- Instituted COVID-19 Employee Testing and Monitoring Program - utilized established local government human resource policies for testing and monitoring of employees showing COVID-19 symptoms or those known to be exposed to a family member or a member of the public showing or confirmed positive.
- Ridership Monitoring - ridership levels were continually monitored by staff. If ridership decline exceeded 80-90%, staff would activate a *Phase 3* level of further service reductions. Due to a sustained level of ridership observed through mid-May 2020, *Phase 3* service reductions were not necessary and tabled.

“Power-Up” Plan (May-December 2020)

By early May 2020, consistent fixed route ridership growth, coupled with an improvement in overall employment conditions, necessitated MCAT to implement all elements of the *Power-Up Plan*. The *Power-*



Up Plan is highlighted by a gradual return to full service systemwide, continued daily sanitation measures, the provision of masks and sanitizers on all buses, installation of bio-shields for passenger and operator protection, the return of front-door boarding, and the eventual return of full fare payments. Actions included:

- Continued the use of “Plug” Buses - dispatched “plug” buses as needed to maintain social distancing on MCAT’s highest ridership routes.
- Reinstated Fixed Route Service - due to ridership demand, added two (2) buses on May 17th to return the Route 3 to 30-minute frequencies and on May 23rd, added one (1) additional Anna Maria Island (AMI) Trolley due to an increase in vacation rentals/tourism activities.
- Installation of Bio-Shields on All Fixed Route/Trolley/Paratransit Vehicles - in late May/early June, finished installing plexiglass bio-shield barriers on all fleet Transit/Trolley vehicles for Operator and passenger safety.
- Resumed Front Door Boarding - on June 1.
- Return to Full Trolley Schedule - on June 6th, added third AMI Trolley and reinstated full evening and seven-day schedules.
- Installation of Face Mask Dispensers – installed mask dispensers (adjacent to the farebox) on all buses in late June. Free masks (“one per passenger”) provided on-board henceforth. Each new mask is provided individually in a zip-lock bag.
- Applied Face Mask Required Decals - applied “Face Covering Required” decal at the front door entrance of each vehicle in late June.
- Reinstatement of Evening Service - on Route’s 3, 6 and 99 (“core network routes”) effective June 27th.
- Reinstatement of Commuter Service - reinstated *Skyway ConneXion* service to five days a week on July 20th.
- Full Reinstatement of Service Systemwide - resumed all mainland evening service on August 29th.
- Public Health/Safety/Information Video - developed and aired a one-minute “*Keeping Manatee Moving*” public safety video demonstrating MCAT’s *Phase 1 and 2* and *Power-Up Plan* safety and sanitation measures. The video has played continuously on MCAT’s onboard infotainment screens since October 2020 (video has been uploaded as part of this application package).
- Social Media Outreach – the video and other key safety notices were posted on MCAT’s webpage and tweeted by Manatee County.
- Advertised Contactless Fare Option - a key focus of the “*Keeping Manatee Moving*” video is demonstrating the use of MCAT’s contactless mobile phone ticketing fare system (Token Transit) for additional safety and convenience.
- Return to Full Fares - resumed full fares systemwide on December 5th, 2020, after a two-month public notification campaign.



- Tabled *Phase 3 Service Reductions* - due to observed ridership losses not falling below the 80-90% benchmark, *Phase 3* service reductions were not necessary during the *Power-Up Plan*.

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

With the institution of the Transportation Safety Administration (TSA) Face Mask Mandate on January 29, 2021 and requirements by the Federal Transit Administration (FTA), the MCAT “Team” responded immediately with a *Face Mask Action Plan*. Actions included:

- Placement of Additional “Face Covering Required” Stickers Systemwide - added “Face Covering Required” sticker to additional prominent locations at each Transfer Station, customer service booths, each MCAT info. display case, Walmart transfer centers, Sarasota Bradenton International Airport, State College of Florida, Blake Hospital, Manatee County Public Beach, Coquina Beach, and the AMI Pier.
- Additional Face Mask Dispensers – added additional face mask dispensers at each customer service booth at Transfers Stations and provided face masks for all visitors to MCAT administrative offices.
- Electronic Messaging – added additional runs of “Face Masks Required” and facemask availability onboard signage to the digital infotainment system onboard each bus and on display at each Transfer Station. In addition, similar messages were transmitted to MCAT Paratransit customers via the Interactive Voice Response (IVR) texting/messaging system and through the MyAvail real-time bus information software app. Face mask required message added to the onboard annunciator.
- Redoubled Sanitation Efforts – continued *Phase 1 and 2* and *Power-Up Plan* sanitation duties for all vehicles and facilities.
- “Educate and Remind” Campaign – instituted a proactive driver approach to educate and remind passengers of mask requirement and the availability of masks onboard vehicles and/or at main transfer stations/points.
- Provision of Vaccine Trips – staff began to schedule and deliver trips for passengers who had vaccine appointments and require transportation assistance. These transportation needs are conveyed through the Manatee County 3-1-1 public information call center. From January through May of 2021, MCAT provided 459 vaccination trips.
- Continuation in 2021 – the action plan remains operational (at a minimum) through the TSA’s Face Mask Mandate, which is currently extended to September 13, 2021.

In conclusion, MCAT implemented a Phased Response Plan to the COVID-19 pandemic that provides a continuity of safe and secure transit operations during often-changing pandemic conditions in 2020 and 2021. The MCAT *Phase 1 and 2 Action Plan*, *Power-Up Plan*, and the active *Mask Action Plan* are all highlighted by their flexibility and adaptability over time. The MCAT “Team” demonstrates their adaptiveness and community commitment through every phase of the pandemic.



Benefits of MCAT's Overall COVID-19 Response and Recovery Plans

- Efficient Service Provision – Staff monitors ridership demand week-to-week so as to “right size” service levels to evolving demand and pandemic conditions, including the addition of “plug” vehicles, partial service restoration, and full system service restoration.
- Essential Transit Service Remains Available – Staff continues to accommodate ridership for “essential travel purposes”, including all Paratransit services and additional VA trips.
- Growth in Contactless Fare Use - Since December 2020 and through February of 2021, the use of MCAT's contactless Token Transit fare system has grown month-to-month, reflecting a growing preference for the safety and convenience of a contactless fare system.
- Retained Full Employment of MCAT Staff - No operations, maintenance, or administrative staff was furloughed or laid off during any phase, allowing the return to full service and a pivot to providing vaccine trips on the Paratransit system to be more seamless.

Adaptability of MCAT's Overall COVID-19 Response and Recovery Plans

- Mask Mandate Preparation - Due to the initial planning efforts from the *Phase 1 and Phase 2* and the *Power-Up Plan*, MCAT is positioned to rapidly-respond to the federal face mask mandate since the “Team” implemented specific health and safety steps (i.e. signage, free masks on buses, installation of bio-shields).
- Ability to Pivot Extra Paratransit Resources to Provide Vaccine Trips – The MCAT “Team” aptly pivots to providing Paratransit operations for trips to vaccination centers and continuously coordinates these efforts with the EOC and the Department of Health (DOH) staff.
- Previous Plans Can be Reinstated – At any time, the Transit Division is prepared to reinstate any component of the Phased Response Plans if COVID-19 conditions worsen.
- Safe Working Conditions - The combination of measures instituted play an important role in the low infection rate (through April 2021: 15 employees tested positive out of 142 total employees = less than 11% total since pandemic conditions began in March of 2020), with most of the positives being traced to non-work contacts (family, friends, special event).

MCAT's Overall COVID-19 Response and Recovery Plan Innovation and Lessons Learned

The phased and adaptive approach to operating safely and securely during pandemic conditions offers a series of innovations that demonstrate a number of inventive approaches to safety, security, and emergency management during ongoing pandemic conditions. The MCAT Phased Response Plans provide the following benefits to the public transit workforce, and MCAT as an agency:

- Provided a safe working environment for Operations and Administrative staff.



- Provides a safe environment for public transportation users.
- Maintain a minimum level of service that assures critical access to employment opportunities for the riding public, without service area gaps.
- Provided numerous opportunities for the workforce to receive day-to-day and other refresher safety, security, pandemic training opportunities.
- The new safety and security procedures are now standard operational procedures, such as fleet/facility sanitation, continuing verbal and electronic messaging of the “educate and remind” campaign to remind the public of current face mask and other pandemic requirements related to utilizing the bus.
- Expansion of MCAT’s collaborative working relationship with the Manatee County Emergency Operations Center (EOC) from mainly coordinating on storm events (such as hurricanes) and enhancing other areas of coordination and assistance including: Food delivery to designated feeding/distribution locations, vaccine logistics, trip planning, and EOC assistance with the procurement of PPE equipment at the beginning of the pandemic in March 2020.

The MCAT phased COVID-19 Response Plans (i.e. *Phase 1 and 2, Power-Up Plan, Face Mask Action Plan*) is a beneficial and scalable model that is applicable for transit agencies of all sizes, particularly smaller transit properties. Overall, there are numerous components of the comprehensive MCAT approach to operating safely and securely under pandemic conditions that are transferable to other transit agencies.

Looking Forward

- Scalability of staffing, service, and safety protocols that can be applied to any “Tier” of COVID-19 risk levels and is adaptable to the different approaches taken by state and local governments across the United States.
- Many aspects of the phased planning approach have strengthened MCAT’s ability to respond to future pandemics or other emergency management-related events.
- The MCAT system maintains a high level of service through-out the pandemic, allowing customers to access jobs that remained open, were new offerings, or for new employment training.
- The Transit Division consistently retains full employment at all stages of the pandemic and achieves more skillset and “refresher” training throughout the pandemic.
- Due to ridership and service level monitoring, the MCAT system is “right sized” to meet demand and maintain health and safety guidelines. All Operations staff experienced some reductions in their weekly operating schedules, open runs were slotted with additional training or cleaning tasks, allowing the full “team” to remain active with their colleagues, the public, and management.



Operator Training

Due to the temporary service reductions resulting from the COVID-19 pandemic in FY 2020, many transit operators were able to complete the US Department of Transportation, Transportation Safety Institute (TSI) “refresher” safety training. This training was completed in Spring and Summer of 2020. In addition, the FY 2020 FDOT Triennial Review identified a need for improvement in operator pre-trip vehicle inspection procedures. In response, the Transit Division is working directly with operators in the field providing hands-on training in pre-trip procedures, safe operations and other redundant operational behaviors.

Manatee Connect 2018 Service Improvements Update: FY 2021

The Transit Division continues to work to improve the “core network” of fixed route service (i.e. US Highway 41, SR 64, SR 684 and Gulf Drive) as these routes comprise over sixty-five percent of total system wide ridership for the fixed route system in FY 2021. Transit Division staff continues to move forward with plans to implement 2018 *Manatee Connect* (i.e., the 2018 “Major” Transit Development Plan Update) service priorities (see Table 3-1 on Pg. 32). The implementation status for several of those projects is provided below for FY 2021.

- **Route 99 (US 41/Bradenton & Sarasota)**

The highest priority need identified in the MCAT 2018 “Major” TDP Update is increasing frequency on the Route 99, serving the US Highway 41 Corridor. In FY 2020, MCAT submitted a grant application requesting operational funding for the addition of 20-minute service in the AM and PM Peak Periods for MCAT service on the Route 99/US 41 corridor. In December 2020, MCAT was notified by FDOT District One that the grant application was approved for State Fiscal Year 2022 Public Transit Corridor Program Funding. The Transit Division Planning Team is currently working with Sarasota County Area Transit (SCAT) to develop a new route schedule for the enhanced peak-period service which is planned for implementation in late 2021/early 2022. In FY 2021, the Transit Division is focused on hiring the additional operators and utilize existing MPO capital funding to purchase three (3) expansion buses, which are needed to provide this enhanced service.

- **Beach ConneXion Shuttle** – In FY 2020, the Transit Division implemented the Beach ConneXion Shuttle service operating between Manatee County Public Beach on Anna Maria Island (AMI) and the underutilized parking areas at the intersection of Manatee Avenue West 75th Street. The Shuttle service operates only on Saturdays, Sundays, and holidays during the peak season of travel (December 1 through April 30 annually.) This new shuttle reinforces the core network of fixed-route services in Manatee County. Specifically, the new service enhances connections and accessibility to the barrier island via the Manatee Avenue/SR 64 corridor. This service started in December 2019 and operates Saturdays, Sundays and holidays until the temporary service reduction in April 2020 due to the COVID-19 pandemic. Service on the Beach ConneXion Shuttle restarted in December of 2020 and continued

through April 2021. This service is also available during holiday weekends, including the 4th of July holiday in 2021.

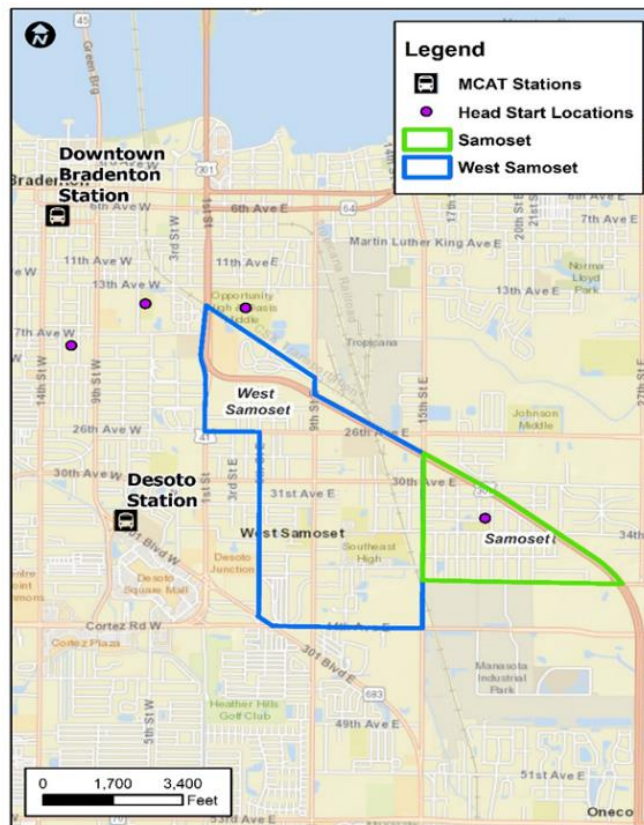
- Port Manatee ConneXion Shuttle (Mobility-on-Demand Pilot)** – An additional service improvement need identified in the 2018 TDP was a Mobility-on-Demand (MOD) Pilot project. In early 2021, Port Manatee leadership approached MCAT staff with an unmet need – improving transportation options to address staffing shortages, particularly crews to load/unload cargo ships. Transportation options to the Port’s somewhat isolated location were cited as one of the key reasons for the difficulties being experienced by Port tenants with employee recruitment, training, and retainage. By April 2021, MCAT and Port Manatee staff agreed to pilot a new MOD service that would provide new transit service that connects Port Manatee, Rubonia, Palmetto Station (with transfers to MCAT Route’s 1, 13, 201, 203), and Palmetto Walmart (Routes 1, 13, and 201). Service highlights include operations from 5:30 a.m.-7:00 p.m. on Monday-Saturday, \$1.50 fare, acceptance of SCAT and MCAT bus passes, availability of pre-paid and subscription fare programs, instant bus status/arrival messaging, drop-off at perimeter gate of Port Manatee, and mobile ticketing options. MCAT starts this pilot service on June 14, 2021.

The Port Manatee ConneXion Shuttle pilot is a demonstration project and therefore gauges transportation demand from those employed by Port Manatee tenants and other major employers along the surrounding US Highway 41 corridor. If successful in the long-term, this service could expand its daily service span and in the long-term become a new fixed route. Most importantly, MCAT services are now available along the entire US Highway 41 corridor in its entirety.



- Inclusive Manatee Initiative/Enhanced Samoset Transportation** - *Inclusive Manatee* is a coordinated series of community-based strategies aimed to improve economic opportunity in Manatee County's economically disadvantaged Samoset neighborhood. *Inclusive Manatee* is a multi-year effort focused on connecting residents to jobs and embracing equitable approaches to community involvement and decision-making. Samoset is the initial focus area of the *Inclusive Manatee* initiative and the effort to develop programs in support of this community is facilitated by the Manatee County Government (MCG) Redevelopment and Economic Opportunity (REO) Department with the support of multiple collaborating agencies throughout the County. Working collaboratively with the REO, the MCAT "team" identified enhanced access to public transportation as a major factor in improving economic opportunities for this under-privileged community.

Map 1 – Samoset Study Area



In FY 2020 and 2021, the collaborative "Team" conducted a study of the Samoset and West Samoset area that included an evaluation of the origin/destination data of Samoset workers, public outreach to Samoset residents, and input from community groups that work directly in the support of Samoset residents. Through this effort, two additional public transportation investments and program enhancements were identified as having immediate economic access benefits to Samoset residents:



- Implement all-day 30-minute frequency on MCAT Route 2/East Bradenton.
- Implement Mobility-On-Demand (MOD) service connecting Samoset residents to day-care centers, the Downtown Bradenton Transfer Station, and the DeSoto Transfer Station (see Map 1).
- Expand the Public Works/Transit Division Travel Training program to include more direct coordination with organizations that support the Samoset community.
- Expand distribution and education of MCAT bus passes and bus pass programs to Samoset residents and organizations that support the Samoset community.
- Continue ongoing engagement with the coalition of agencies that participated in program development.

For FY 2021 and into FY 2022, the Transit Division “Team” continues to explore funding options for implementing the fixed route (Route 2/East Bradenton) service enhancement in addition to piloting the proposed MOD service after the fixed route improvement. Currently, the Transit Division “Team” is exploring funding options for service implementation, including FDOT Service Development Program funding and County General and/or Southwest District Tax Increment Financing (TIF) local funding.

- **Route 6/Cortez Road** – System-wide, Route 6 ranks fourth among all routes in terms of ridership productivity in FY 2020. The adopted 2018 TDP “Major Update” includes improving the Route 6/Cortez Road corridor service frequency from every 60 to every 30 minutes. Additional operational funding is being identified to make this service enhancement a priority and reality, as a “core network” route and corridor.

Handy Bus Level of Service

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

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



Transportation Disadvantaged Low-Income Eligibility and Bus Pass Program

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

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

Travel Instruction

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

Regional Coordination

In FY 2020, Manatee County Area Transit (MCAT) and regional transportation partner coordination efforts continue, as these efforts are necessary to further the implementation goals of *Manatee Connect*, the 2018 Major Transit Development Plan (TDP) Update. In 2020, MCAT defined "core network" needs for the Sarasota/Manatee Metropolitan Planning Organization (MPO) as part of their *Transform 2045* Long Range Transportation Plan (LRTP) "call for projects" process. These "core network" needs include:

- Service frequency enhancement for the US Highway 41 (Route 99) corridor.
- Service frequency enhancement for the State Road 64 (Route 3) Manatee Avenue corridor.
- Service frequency enhancement for the I-275 (*Skyway ConneXion*) corridor, providing express service connecting Manatee and Pinellas County.
- Service frequency enhancement for the State Road 684 (Route 6) Cortez Road corridor.
- Service frequency enhancement for the 15th Street (Route 16) corridor, which is formerly US Highway 301 in Manatee County.

Moving forward, Transit Division staff will continue to work with regional partner agencies to identify new/enhanced sources of capital and operating funding for “core network” service needs, especially services that better connect the Tampa Bay region. **In Spring 2020, Manatee County Transit Division was awarded a Public Transit Corridor grant from FDOT District One for enhanced (i.e., 20-minute) service frequency along the Route 99/US 41 corridor connecting Manatee County and Sarasota County.** Highlights of this service need and overall grant application effort include:

- **The capital funding for this project (the purchase of three new fixed route buses) is previously programmed by the Sarasota-Manatee County MPO** and is the highest-ranking Multi-Modal Emphasis Corridor (MMEC) project, benefitting the US Highway 41 corridor. This is federal Surface Transportation Program funding which is money from the Federal Highway Administration (FHWA) “flexed” to the Federal Transit Administration (FTA) for the MCAT expansion bus buy.
- **Tampa Bay Area Regional Transit Authority (TBARTA) Board Support** – In August 2020, the TBARTA Board unanimously passed a Resolution (2020-08) in support of MCAT’s grant application for enhanced service frequency on the Route 99/US 41 corridor.
- This US Highway 41/Route 99 service enhancement project presents an opportunity to enhance the “core network” and **leverage both federal and state funding to benefit regional transit service, and further inter-county travel and economic growth in the Sarasota-Manatee urbanized area.**





EVALUATION OF MANATEE CONNECT GOALS AND OBJECTIVES

Goals and objectives are an integral part of any transportation plan because they provide the policy direction to achieve the community’s vision. As part of the planning process, goals, objectives, and policies were established in *Manatee Connect*. The resulting goals and objectives are consistent with the 10-year priorities and long-term improvements laid out in the plan which included operations, planning, policy and procedures, new technology, and capital and infrastructure priorities.

An assessment of MCAT’s goals, objectives, and policies, as outlined in *Manatee Connect*, was conducted as part of this progress report. Table 2-1 presents the goals and objectives, and policies for *Manatee Connect* and additional columns in the table document if the corresponding measure was achieved and/or is “in progress” and implemented over time.

Table 2-1: Goals, Objectives and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 1 – Increase Ridership			
Objective 1.1	Increase the number of one-way, fixed-route passenger trips by five percent by FY 2022/23.	In Progress	Prior to the start of the COVID-19 pandemic, MCAT ridership for the early part of FY 2020 was up over 8% from the previous fiscal year; and 10% for calendar year 2019. The effects of the pandemic caused a substantial decrease in MCAT ridership over the balance of FY 2020. For FY 2021 (through April 2021), ridership is down 14% from the same time in April 2020 when pandemic conditions began.
Policies for Objective 1.1			
Policy 1.1	Continue to operate and maintain existing service levels.	Yes	There have been no major changes in the fixed route level of service since implementation of Service Optimization Phases I and II in November 2016 and April 2017. A temporary reduction of service was necessary due to the COVID-19 pandemic in FY 2020.
Policy 1.2	Improve frequency, add later service, and add Sunday service in the core service area consistent with high priorities identified in the 2018 Major TDP Update.	In Progress	Later evening service trips were added to the AMI Trolley, Route 99, and Route 3 in November 2018. The 20-minute Peak Period service enhancement for MCAT’s Route 99 is programmed for late 2021/early 2022. The Port Manatee ConneXion Shuttle is a service enhancement effective June 14, 2021.

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Policy 1.3	Evaluate and modify fixed-route bus service that falls below 75% of the system-wide average for passenger trips per revenue hour.	In Progress	Staff is continuing its review of low-performing service to optimize fixed route services and possibly reallocate resources to service enhancement priorities identified in the TDP. Pre-pandemic, all routes experienced ridership increases.
Policy 1.4	Maintain APC system for tracking ridership, on-time performance, and bus stop utilization data.	Ongoing	In 2020, APC hardware installation in all new buses continued. This system continues to function well, providing daily ridership data for all bus stops and segments in the fixed route system.
Policy 1.5	Coordinate with Sarasota County Area Transit (SCAT) staff to improve service frequency and ensure that schedules are properly aligned.	In Progress	Manatee County continues to support Sarasota County with Route 99/US 41 operations, including schedule coordination, which is underway for MCAT's 20-minute frequency Peak Period service scheduled for late 2021/early 2022.
Policy 1.6	Continue/Establish partnerships with local institutions of higher education, community organizations, and major employers for pre-paid transit fares.	Yes	In June 2019, the BCC approved a revised pre-paid fare agreement with the University of South Florida, Ringling College of Art & Design, and New College of Florida. In 2021, the Transit Division will implement new Mobility-On-Demand (MOD) service to a major employer, Port Manatee.
Policy 1.7	Track service levels in identified Title VI communities as they relate to passenger loads, vehicle assignments, service frequency, stop infrastructure, and transit access.	Yes	A major update to the Manatee County Transit Division Title VI Program was prepared and submitted to FTA in May 2019. FTA approved the Title VI Plan in October 2019. Preparations are underway to begin the required Title VI Plan update in 2022.
Policy 1.8	Coordinate with the City and County transportation planning staff to locate bicycle and pedestrian facilities adjacent to transit corridors and bus stop infrastructure.	Ongoing	Planning staff is actively working with the Manatee County Transportation Planning team on County efforts to adopt a Mobility Fee. Additionally, staff is working with the City of Bradenton, FDOT, MPO, and County staff on several ongoing local and regional transportation planning projects that address bicycle and pedestrian safety improvements.
Goal 2 – Provide Wide Urban and Suburban Coverage			
Objective 2.1	Maintain service coverage for areas of Manatee County that have a population density of 2,000 people per square mile or greater.	In Progress	Staff continues to evaluate opportunities for on-demand services to serve low-income, TD-eligible persons living and working in low-density, suburban areas of the County, especially those east of I-75.

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Policies for Objective 2.1			
Policy 2.1	Continue to operate and maintain existing service levels.	Yes	There have been no major changes in the fixed route level of service since implementation of Service Optimization Phases I and II in November 2016 and April 2017. In 2020, the COVID-19 pandemic caused decreased ridership and the Transit Division responded by adjusting service levels and adding fare free service. Full service returned on 8/29/20, full fares on 12/5/20.
Policy 2.2	Continue to monitor and maintain involvement in County and municipal land use planning efforts.	Ongoing	Staff coordinates regularly with County Planning staff on ongoing land development and transportation planning activities.
Policy 2.3	Participate in and/or facilitate vanpool service to commuters and areas that do not meet population density standards.	In Progress	In 2020 and into 2021, the Transit Division worked with TBARTA with respect to the new intercounty Transportation Disadvantaged (TD) service, TD Tampa Bay. MCAT staff continued discussions with FDOT District 1, Commute Connector, and TBARTA staff on vanpool opportunities for commuters in Manatee County and within the Tampa Bay region.
Policy 2.4	Maintain countywide on-demand service coverage for qualified individuals consistent with the adopted Transportation Disadvantaged Service Plan.	Yes	The daily allotment of TD trips is closely monitored. With Handy Bus ridership decreases due to the pandemic, Transit Division staff make necessary adjustments to Handy Bus service levels. Future goals are to incrementally increase the Handy Bus level of service as demand and funding are identified.
Policy 2.5	Implement new service innovation (i.e., on-demand, feeder, microtransit services, and same-day reservation technology) to serve new areas, attract new ridership, and complement existing services.	Yes	The MCAT <i>Port Manatee ConneXion Shuttle</i> is a new microtransit pilot project that starts service on June 14, 2021. The service will expand the reach of public transportation in northern Manatee County and provide connectivity to four nearby fixed routes in order to increase access to the major employment center in and around Port Manatee.
Policy 2.6	Advocate for mixed-uses and increased density along major corridors already served by transit.	Ongoing	Staff coordinates regularly with County Planning staff on ongoing land development and transportation planning activities.

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 3 – Ensure Safe, Comfortable, and Attractive Services, Facilities, and Passenger Amenities			
Objective 3.1	Install shelters at the Top 50 percent most active stops and benches at 75 percent of the most active stops by 2028.	In Progress	The Transit Division is continuing with its bus stop accessibility and amenities program. To date, over 800 bus stops have been brought into ADA compliance and now consist of ADA-compliant boarding and alighting areas and installation of over 160 shelters and 519 benches/seating.
Objective 3.2	Expend a minimum of \$100,000 on ADA-compliant bus shelters and transit infrastructure each year through 2028.	In Progress	A major bus bay, driveway and restroom reconstruction project for the Downtown Bradenton Station was completed in June 2020. MCAT expended well over \$100,000 for all improvements.
Objective 3.3	Improve on-time performance to better than 60 percent on all routes by 2023, except on the Anna Maria Island Trolley during peak season.	In Progress	System-wide on-time performance fluctuated during FY 2020 due to initial pandemic-related decreases in passenger and traffic activities. On a monthly basis, Transit Division staff monitor route-by-route on-time performance. That review helps identify needed service and schedule changes to support consistent and reliable service.
Policies for Objectives 3.1 – 3.3			
Policy 3.1	Maintain and routinely update inventory of transit stops and bus stop infrastructure.	Ongoing	Consistent with changes made through the bus stop improvement program, the Transit Division is continually updating the amenity database of transit stops after completion of each “batch” of bus stop improvements.
Policy 3.2	Prioritize bus stop and facility improvements, including ADA enhancement, utilizing bus stop inventory and APC data.	Ongoing	Bus stop facility, passenger amenities and improvements are made consistent with the Transit Division bus stop passenger amenities procedure. The APC stop ridership data is used to prioritize stop amenities such as shelters and seating.
Policy 3.3	Continue implementation of bus stop amenity and rebranding plan.	Ongoing	The Transit Division continues to implement its comprehensive bus stop improvement, rebranding, and refurbishment program. Refurbishment of the Downtown Bradenton, DeSoto and Palmetto Stations was completed in 2019. A public art project at the Palmetto Station was completed in Summer 2019.
Policy 3.4	Implement real-time passenger information and vehicle location technology project.	In Progress	The real-time passenger information system was launched to the public in the Fall of 2019. At the end of FY 2020, all MCAT Fixed Route/Trolley and Paratransit vehicles are now equipped with this technology.

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Policy 3.5	Maintain and implement fleet inventory and replacement plan.	Ongoing	The Transit Division works closely with the Fleet Management Division to ensure the fleet replacement plan is consistently and effectively implemented. Three replacement fixed-route vehicles and one trolley bus were received in during FY 2020 and are now in revenue service. Three replacement paratransit buses were also received in Spring 2021. Two fixed route and three paratransit buses were purchased using federal CARES Act funding for FY 2020; and five buses are on order using FTA Section 5307 funding.
Policy 3.6	Complete a Transit Asset Management (TAM) Plan, consistent with FHWA/FTA requirements in FY 2019.	Yes	The Transit Division prepared and completed its TAM Plan in October 2018, and NTD/TAM reporting was also submitted with the 2020 NTD report. Updated TAM Targets were transmitted to the Sarasota/Manatee MPO in April 2021 for inclusion in the new TIP.
Policy 3.7	Establish park-and-ride lots and remote transfer centers as needed in support of regional transportation efforts and in coordination with FDOT and other regional partners.	Yes	Park and Ride service concepts are utilized for the Skyway ConneXion limited-stop/express Regional Transit Service at MCAT's Palmetto Station. The Transit Division continues to operate the Beach ConneXion Park and Ride Shuttle seasonal service connecting the mainland and Manatee Beach.
Policy 3.8	Expand mobile ticket program to include special groups (i.e., U-Pass and Handy Bus) in FY 2020.	Ongoing	The mobile ticketing program is well received by operators, and by passengers; and mobile ticket sales are once again increasing with the end of fare-free service in December of 2020.
Policy 3.9	Continue operator training program and refresher trainings to enhance system safety and customer service.	Ongoing	Transit Division continues to implement a full six-week operator training program for new operator staff. Schedule adjustments in 2020 related to COVID-19 allowed many operators to complete USDOT Transportation Safety Institute (TSI) "refresher" training. Monthly safety briefings are held to inform staff of ongoing safety issues and to address operator concerns about situations in service delivery operations. The Transit Division was also successful in bringing a retired operator on board for direct one-to-one operator field training to improve/refresh all standard and new operating procedures.

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Policy 3.10	Work with County and MPO staff to identify safe pedestrian street crossing projects at key bus stop and bus station locations.	Ongoing	Staff is working with City, FDOT, MPO, and County staff on several ongoing local and regional transportation planning projects intended to improve pedestrian safety and transit access. Those projects include the Barrier Island Transportation Study, the US 41 Transit Choices Study and the MPO's Destination Zero Working Group.
Policy 3.11	Continue equipment and facility refurbishment efforts (i.e., stations, buses, and bus stops) consistent with Fleet Maintenance Plan and Facility Maintenance Plan.	Ongoing	The Transit Division continues to implement its comprehensive bus stop improvement, rebranding, and refurbishment program. The intensive bus detailing program also continues. A major bus bay, driveway and restroom reconstruction project for the Downtown Bradenton Station was completed in June 2020. MCAT expended well over \$100,000 for all improvements. The Downtown Station is also undergoing refurbishment in July 2021, including new paint for the boarding areas.

Goal 4 – Provide Excellent Customer Service			
Objective 4.1	Reduce the number of complaints by one percent annually each year through 2028.	In Progress	The Transit Division uses the Citizen Complaint database to track and address customer feedback. There were fifteen (15) Handy Bus complaints through March 2021. Fixed route complaints totaled ninety-five (95) through the end of April FY 2021. In FY 2020 and into FY 2021, the increase in complaints can generally be attributed to MCAT's CAD/AVL or real-time information system outages.
Policies for Objective 4.1			
Policy 4.1	Continue the monitoring and tracking of customer feedback.	In Progress	The Transit Division uses a Citizen Complaint database to track and address customer feedback. Quality assurance reviews are on-going for Handy Bus trips and fixed-route services. Effective FY 2021, the CAD/AVL and APC systems are now checked weekly so as to avoid prolonged connection outages and minimize customer inconvenience.
Policy 4.2	Use social media, website, and on-board video technology platforms to facilitate	Ongoing	The Transit Division continues to develop "How To" videos and post them on the County's YouTube channel and on the Transit Division website. The videos cover a broad range of topics. These videos are also showing on the

	public communication and enhance community relations.		infotainment screens on buses and at Transfer Stations. New for FY 2020 was the completion of a “Keeping Manatee Safe”, a video demonstrating MCAT’s operational and safety procedures under pandemic conditions. In addition, Transit Division staff continue to maintain accessible webpages for visually impaired customers. A new 30-second promotional video for the Port Manatee ConneXion Shuttle is now streamed on the on-board infotainment system. In addition, a “Mask Mandate” reminder video was developed and added to the system as well.
Policy 4.3	Provide public notice of meetings and planning efforts through the County’s website, on-board buses, at stations, and through press releases.	Ongoing	The Transit Division team completed an extensive outreach effort tied to the launch of the <i>Port Manatee ConneXion Shuttle</i> in 2021. This effort included an Open House at the City of Palmetto Commission Chambers, an outreach presentation at the Rubonia Community Center, and a presentation to a group of interested employers operating within and around Port Manatee.
Goal 5 – Provide an Environmentally-Sound Transportation Alternative			
Objective 5.1	Reduce MCAT’s carbon footprint and fuel costs.	Ongoing	The Transit Division incorporates cost-effective environmental impact mitigation technology, materials, and processes with the Transit Fleet Facility project, along with clean diesel technology and a select number of hybrid-electric buses for the Transit Fleet. Manatee County is the first platinum certified green government in the State of Florida.
Policies for Objective 5.1			
Policy 5.1	Continue to monitor and maintain involvement in County land use planning efforts that encourage transit-supportive land uses and redevelopment along existing transit corridors.	Ongoing	Transit Division Planning staff regularly participate in County land use and economic development efforts. An economic development study focused on the Samoset Neighborhood is currently underway and this effort is focused on using transit to improve job access for community residents.
Policy 5.2	Work with the MPO to ensure environmental sustainability by means of increasing the miles of the transit network, amount and proportion of transportation funds invested in non-automobile alternatives, and proportion of funds invested in transitionally underserved areas.	Ongoing	Staff is working with the City of Bradenton, FDOT, MPO, and County staff on several ongoing local and regional transportation planning projects. Those projects include the Barrier Island Transportation Study, US 41 Transit Choices Study, MPO 2045 Long Range Transportation Plan, and the TBARTA Envision 2030 Regional Transit Development Plan.

Goal 6 – Increase the Profile of Transit			
Objective 6.1	Install shelters at the top 50 percent most active stops and benches at 75 percent of the most active stops by 2028.	Ongoing	The Transit Division is proceeding with its bus stop amenities program. To date, over 800 bus stops have been brought into ADA compliance and now consist of ADA-compliant boarding and alighting areas and installation of over 162 shelters and 536 benches/seating systemwide. A new, larger passenger shelter option is also in the developmental phase.
Objective 6.2	Ensure that an MCAT representative review all agendas and attends local and regional economic redevelopment, land use planning, and transportation planning meetings at which major development along existing transit corridors is to be reviewed/ discussed.	Ongoing	Transit Division Planning staff regularly participate in County land use and economic development efforts. In addition, staff is working with City, FDOT, MPO, and County staff on several ongoing local and regional transportation planning projects.
Objective 6.3	Conduct a minimum of 10 public outreach events and community involvement events each year through 2028.	In Progress	Staff have conducted or participated in several Transit Division, MPO, TBARTA, and City of Sarasota public outreach activities in FY 2020.
Policies for Objective 6.1 – 6.3			
Policy 6.1	Maintain and routinely update inventory of transit stops and bus stop infrastructure.	Ongoing	Consistent with changes made through the bus stop improvement program, the Transit Division is continually updating its bus stop passenger amenity database after completion of each “batch” of bus stop improvements.
Policy 6.2	Prioritize bus stop and facility improvements, including ADA enhancements, utilizing bus stop inventory.	Ongoing	Bus stop facility amenities and improvements are made consistent with the Transit Division bus stop amenities procedure. The APC stop-level ridership data is used to prioritize passenger stop amenities such as shelters and seating.
Policy 6.3	Continue implementation of bus stop amenity and rebranding plan.	Ongoing	The Transit Division continues to implement its comprehensive bus stop improvement, rebranding, and refurbishment program. The US Highway 41 is targeted for passenger amenity development in FY 2022 to complement the new 20-minute peak period service enhancement.
Policy 6.4	Continue to coordinate with other transportation planning agencies in the county and region regarding improving	Ongoing	Transit Division Planning staff regularly participate in County land use and economic development efforts. In addition, staff is working with City, FDOT, MPO, and County staff on several ongoing local and regional transportation

	transportation system connectivity, including neighboring transit agencies, TBARTA, the Sarasota/Manatee MPO, The City of Bradenton, The City of Palmetto, as well as public and neighborhood organizations within Manatee County.		planning projects. Those projects include the Barrier Island Transportation Study, Sarasota In Motion Transportation Plan, the TBARTA Envision 2030 Regional Transit Development Plan, and MPO 2045 Long Range Transportation Plan.
Policy 6.5	Continue to partner with FDOT District 1 Commuter Service Program to promote carpooling, ridesharing, and park-and-ride programs to residents, employers, and employees.	Ongoing	In 2020 and into 2021, the Transit Division met with FDOT District 1, Commute Connector, and TBARTA staff with respect to discussing regional vanpool opportunities serving commuters with longer distance inter-county commutes.
Policy 6.6	Explore partnerships with local property owners and entities for potential park-and-ride locations and pass programs.	In Progress	In December 2019, the Transit Division started a new Park and Ride service to Manatee Beach. Staff will assess the need to develop more formal parking agreements with local property owners based on the level of demand for the new service and the available parking areas near the proposed park and ride pick up and drop off location. Staff participated in the design review process for the redevelopment of the former K-Mart property on Manatee Avenue/75 th Street West. This effort includes the use of peripheral parking for a Park and Ride lot.
Policy 6.7	Utilize travel training staff to educate the community of the benefits of public transportation and build positive work relationship with community groups and organizations.	Ongoing	The success of the award-winning Travel Instruction Program endures and staff continues to push the program and use it as an outreach and communications arm for other Transit Division initiatives. Travel training requests were limited in 2020 due to the COIV-19 pandemic. However, travel training requests are increasing since the beginning of FY 2021.

Goal 7 – Ensure a Fiscally-Sound Transportation Alternative			
Objective 7.1	Maintain local funding for the fixed-route bus service consistent with the TDP 10-year financial plan.	In Progress	Staff works closely with County fiscal staff in the preparation of the annual County Budget and that effort ensures that “Base” and “Continuation” Decision Unit funding is maintained.
Objective 7.2	Improve farebox recovery rate to 15 percent by 2024 and to 20 percent by 2028.	In Progress	In FY 2020, the fixed route farebox recovery rate was 5.0%. Farebox recovery is down because of the COVID-19 pandemic-related ridership declines and the MCAT system operated fare-free from mid-March 2020 until Dec. 5, 2020.
Objective 7.3	Manage the increase to operating costs per revenue hours to less than 5 percent of the FY fully-allocated 2017 cost of \$95.55 through 2028.	In Progress	The FY 2020 fixed route operating cost per revenue hour was \$107.48 and reflects an increase over the FY 2018 cost per revenue hour, largely due to increases in preventative maintenance costs.
Policies for Objectives 7.1 – 7.3			
Policy 7.1	Continue to actively participate in the County Budget process through the development of annual performance reports that include relevant financial measures and trends for transit service.	Ongoing	Transit Division staff provide monthly ridership and revenue reports to County Administration to report on the performance of the fixed-route service and is actively involved in the FY 2021/22 budget development process.
Policy 7.2	Conduct a fare policy assessment which includes an evaluation of current fares, fare collection policies, and the opportunity for advanced fare collection technologies.	Complete	A Fare and Ridership Trends analysis was prepared and completed in December 2020. No changes to current fixed route fares or fare policies resulted from the evaluation presented in that report.
Policy 7.3	Continue/Establish partnerships with local institutions of higher education, community organizations, and/or major employers for pre-paid transit fares.	In Progress	A new Unlimited Transit Access Agreement was approved to include Manatee County, USF, New College, Ringling College of Art of Design, and Sarasota County. Payment is now based on actual ridership rather than a lump sum payment.
Policy 7.4	Expand mobile ticket program to include special groups (i.e., U-Pass and Handy Bus) in FY 2019.	Ongoing	The mobile ticketing program is well received by operators and passengers. Due to the fare free service during the pandemic, mobile ticket sales have totaled \$139,944 in gross sales through April 2021. Mobile ticketing was widely adopted at State College of Florida allowing MCAT to close the ticket outlet on campus. The MCAT “team” is the first transit agency in the region to implement mobile ticketing.



Policy 7.5	Explore the possibility of improved coordination or operation of the Route 99.	In Progress	MCAT continues to engage SCAT staff regarding the enhanced service schedule for the Route 99/US 41 service that will begin in late 2021/early 2022.
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Section 3: Phased Implementation and Financial Plans

The purpose of 2018 *Manatee Connect*, Manatee County's 10-year Transit Development Plan (TDP "major update"), is to provide direction for transit service improvements in Manatee County over the ten-year plan horizon. This ten-year direction was developed through extensive public outreach and consideration of the 25-Year long-range Vision Plan for transit, land use and growth projections, and past performance of transit service in Manatee County. The resulting plan consisted of a 10-year phased implementation plan. Progress on the implementation of service improvements and expansion in the 10-year plan, along with an updated implementation and financial plan, is included in this section.

MANATEE CONNECT 10-YEAR PHASED IMPLEMENTATION AND FINANCIAL PLAN

For the 10-Year Plan horizon, a two-phased implementation plan is outlined in *Manatee Connect* for service improvements that were high priorities and that satisfy weekday and peak period ridership demand, while serving key growth areas. The 10-year implementation plan is presented in Table 3-1. *Manatee Connect* fixed route service improvements include enhancing frequency on existing routes and adding service on Sundays for key routes. Enhancing frequency requires increased operational funding and capital funding required for the purchase of new buses. The 10-Year Plan also calls for phased improvements to the Handy Bus level of service on weekdays.

As indicated in Section 2 of this report, substantial progress has been made in the implementation of the 10-year implementation plan. Progress on Phase I service improvements include:

- A Florida Department of Transportation (FDOT) service development grant was obtained to partially fund the seasonal Beach ConneXion Shuttle service. The new service began operation in December 2019.
- A FDOT Urban Corridor grant was obtained in 2020 to fund 100% of enhanced 20-minute Peak Period Service for MCAT's Route 99/ US 41 service.
- June 2021 launch of a new Mobility-On-Demand (MOD) Pilot Project, the Port Manatee ConneXion Shuttle, serving northern Manatee County with connections to the overall MCAT fixed route system at the Palmetto Station and Palmetto Walmart.
- Efforts to identify additional funding to implement Route 2/East Bradenton service frequency improvements identified in the *Inclusive Manatee* activities in 2020.
- Began discussions with MPO staff on service and corridor enhancement needs for the Route 6/Cortez Road transit corridor.



**Table 3-1
10-Year Service Implementation Plan**

Service Improvement	Description	Proposed Year	Days of Service	Funded (Y/N)
Phase 1 (2020-2023)				
Handy Bus LOS	Increase level of service from 350 to 375 trips/weekday (add 3 bus operators and 1 customer service rep)	2020	Mon. – Fri.	Y
Route 99 (US 41) Consolidation	One agency operates the entire Route 99/US 41 service. Project tabled due to funded frequency increase (see below).	2020	Mon. – Sat.	N
Frequency Increase on Route 99 (US41)	20-minute service between Downtown Bradenton & Downtown Sarasota via US 41—Request for 100% FDOT Service Development funding, Spring 2020. Awarded Dec. 2020. New service starts late 2021 (MCAT FY 2022).	2021	Mon. - Sat.	Y
Peak Hour Service to St. Petersburg	Route 203/Skyway Connection service during weekday commuter hours—included in TBARTA regional TDP. Now moved to after FY 2022.	2021	Mon. – Sat.	N
Microtransit Pilot	Launch of mobility-on-demand, same day reservation service. Now moved up to FY 2021 implementation (see Port Manatee ConneXion).	2021	Mon. – Sat.	Y
Frequency Increase on Route 6/Cortez Road	30-minute service between Coquina Beach & Anna Maria Island via Cortez Road.	2023	Mon. - Sat.	N
Phase 2 (2024-2028)				
Handy Bus LOS	Increase level of service from 375 to 400 trips/weekday (add 3 bus operators and 1 supervisor).	2024	Mon. – Fri.	N
Frequency increase on Route 8/Oneco and Route 2/East Bradenton	30-minute service in East Bradenton, Samoset and Oneco.	2024	Mon. – Sat.	Route 2 improvements may be funded in FY 2022 (see Enhanced Samoset Transportation project).
Sunday Service on Route 1/Ellenton, Route 6/Cortez Rd & Route 99/US 41	New Sunday Service (includes a nine-hour service span for higher performing routes).	2028	Sunday	N

TEN-YEAR MANATEE CONNECT COSTS AND REVENUES

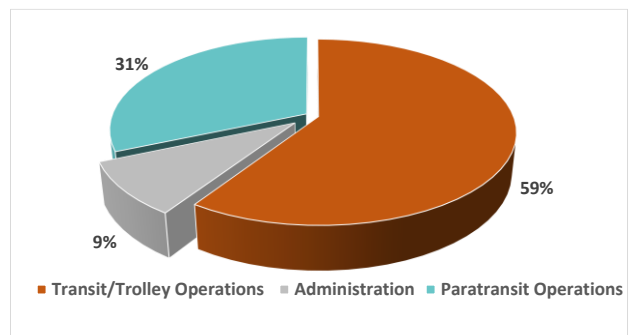
Capital and operating costs and revenues in this progress report are consistent with the information and assumptions prepared for the 2018 *Manatee Connect TDP “Major Update.”* All key cost and revenue assumptions are documented in the 2018 Major Update report. Cost estimates in *Manatee Connect* are based on a wide variety of data, including professional experience, recent procurements, peer agency costs, NTD data, trend analyses, fleet planning, and discussions with Transit Management staff. Revenue projections account for capital and operating revenue from several sources, including state and federal grants, allocated county funding, passenger fares, and advertising sales.

Every year, the Transit Division operates using a fiscally constrained, balanced budget providing a basic level of transit service for Manatee County. The FY 2021 adopted operating budget for the Transit Division is shown in Table 3-2. That table illustrates the distribution of costs among the four major operating budget categories, Transit Operations, Trolley Operations, Paratransit Operations, and Agency Administration, and is inclusive of depreciation and in-house transfers. The table below does not include preventative maintenance costs.

With respect to revenues, there are three major sources of funding including state and federal sources, directly generated funds (i.e., passenger fares, advertising, and other revenues), and the Manatee County Government funding sources. **To cover Transit Division total operating expenses in FY 2021, including preventative maintenance, a combination of those three funding sources was used which consisted of 45 percent from state and federal sources, 10 percent from directly generated funding sources, and 45 percent from the County general fund.**

**Table 3-2
MCAT FY 2021 Adopted Operating Budget**

Category	Operating Budget
Transit Operations	\$ 5,406,416.00
AMI Trolley	\$ 1,354,671.00
Administration	\$ 1,057,037.00
Paratransit	\$ 3,588,261.00
MCAT Total	\$ 11,406,385.00





The updated *Manatee Connect* 10-year Financial Plan for this TDP Progress Report is shown in Table 3-3. Revisions to the FY 2018 *Manatee Connect* financial plan include the addition of a new tenth year. Financial projections in the financial plan are based upon Manatee County Government (MCG) operating expenses, existing state and federal grant awards, the Transit Division capital asset plan, fully allocated operating costs, and revenue growth assumptions. No new projects are included outside of enhancements and priorities defined in the 10-year phased implementation plan. A balanced operating budget is reflected assuming continued funding from MCG's Transportation Trust Fund and/or ad valorem revenue sources. Transit Division staff is working to diminish the impact of operating expenses on the MCG Transportation Trust Fund in future years using a combination of local and state revenue services and repurposing existing services. Shortfalls on the capital side are largely due to fleet replacement requirements. As preventative maintenance expenses continue to rise, less funding is available from federal and state funding sources for fleet replacement, and this impact continues to be more problematic over time.

Table 3-3: TDP 10-Year Financial Projection

Cost/Revenue	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	10-Year Total
Operating											
Operating Costs											
Maintain Existing Fixed-Route	\$8,049,232	\$8,185,908	\$8,324,905	\$8,466,262	\$8,610,019	\$8,756,217	\$8,904,898	\$9,056,103	\$9,209,876	\$9,366,259	\$86,929,680
Maintain Existing Service - Paratransit	\$2,819,281	\$2,867,152	\$2,915,837	\$2,965,347	\$3,015,699	\$3,066,906	\$3,118,982	\$3,171,942	\$3,225,802	\$3,280,576	\$30,447,522
Improvements to Existing Routes	\$590,000	\$2,379,949	\$3,310,207	\$3,366,414	\$3,423,576	\$3,481,708	\$3,857,333	\$3,922,830	\$3,989,440	\$4,057,181	\$32,378,639
New Services	\$140,284	\$237,867	\$241,906	\$246,013	\$250,191	\$254,439	\$258,759	\$263,153	\$267,621	\$272,166	\$2,432,400
Total Operating Cost	\$11,598,798	\$13,670,876	\$14,792,855	\$15,044,037	\$15,299,485	\$15,559,270	\$16,139,972	\$16,414,028	\$16,692,739	\$16,976,181	\$152,188,241
Operating Revenues											
Federal 5307	\$500,000	\$508,490	\$517,124	\$525,905	\$534,835	\$543,916	\$553,152	\$562,545	\$572,097	\$581,811	\$5,399,874
FDOT Urban Corridor for AMI Trolley	\$813,451	\$827,263	\$841,310	\$855,596	\$870,124	\$884,898	\$899,924	\$915,205	\$930,745	\$946,549	\$9,622,930
FDOT Urban Corridor for Route 203	\$0	\$163,659	\$166,438	\$169,265	\$172,139	\$175,062	\$178,034	\$181,057	\$184,131	\$187,258	\$1,577,043
FDOT Urban Corridor for Route 99	\$525,100	\$535,118	\$545,307	\$555,668	\$566,205	\$576,921	\$587,819	\$598,903	\$610,174	\$621,637	\$5,722,852
FDOT Block Grant Funds	\$969,440	\$985,901	\$1,002,642	\$1,019,667	\$1,036,981	\$1,054,589	\$1,072,496	\$1,090,707	\$1,109,227	\$1,128,062	\$11,439,152
FDOT Service Development Grant for Improved Frequencies	\$22,614	\$336,946	\$685,335	\$696,972	\$354,403	\$0	\$158,253	\$160,942	\$163,674	\$166,454	\$2,767,827
Additional Local for Improved Frequencies	\$22,614	\$576,552	\$1,133,522	\$1,152,769	\$1,526,746	\$1,913,091	\$2,103,828	\$2,139,551	\$2,175,880	\$2,212,827	\$15,166,813
Transportation Disadvantaged Grant	\$767,891	\$767,891	\$780,930	\$794,190	\$807,675	\$821,390	\$835,337	\$849,521	\$863,946	\$878,616	\$8,935,277
Existing Paratransit Fares, Contracted Fares and LBK Fares	\$267,000	\$267,000	\$271,534	\$276,144	\$280,833	\$285,602	\$290,451	\$295,383	\$300,399	\$305,500	\$3,106,846
Existing Local Support and Matching Funds	\$6,492,053	\$6,489,840	\$6,483,660	\$6,593,924	\$6,706,060	\$6,820,101	\$6,891,697	\$7,008,886	\$7,128,068	\$7,249,274	\$74,158,459
Sarasota County Government/Shared FTA Funding	\$0	\$748,769	\$761,483	\$774,413	\$787,562	\$800,935	\$814,535	\$828,366	\$842,431	\$856,736	\$7,215,230
Fare Revenue from New/Improved Services	\$98,578	\$246,575	\$367,311	\$373,548	\$379,890	\$386,341	\$437,282	\$444,707	\$452,258	\$459,937	\$3,671,381
College/University & Private Contributions for Microtransit	\$95,056	\$191,871	\$195,129	\$198,442	\$201,812	\$205,239	\$208,724	\$212,266	\$215,870	\$219,536	\$1,943,945
Fare Revenue from Existing Services	\$950,000	\$950,000	\$966,131	\$982,536	\$999,219	\$1,016,186	\$1,033,441	\$1,050,989	\$1,068,835	\$1,086,983	\$11,054,320
Advertising Revenue	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$825,000
Total Operating Revenue	\$11,598,798	\$13,670,876	\$14,792,855	\$15,044,037	\$15,299,485	\$15,559,270	\$16,139,972	\$16,414,028	\$16,692,739	\$16,976,181	\$163,106,960
Operating Surplus/Shortfall (Cumulative)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Capital											
Capital Costs											
Vehicles	\$6,558,264	\$5,916,437	\$6,533,882	\$5,885,444	\$3,536,340	\$3,265,320	\$6,475,354	\$7,085,268	\$3,660,722	\$5,325,760	\$59,805,851
Vehicle Replacement Costs for Fixed-Route Service	\$1,696,103	\$0	\$1,781,968	\$2,435,356	\$0	\$0	\$2,622,612	\$3,360,222	\$0	\$1,412,133	\$15,514,707
Vehicle Replacement Costs for Handy Bus Service	\$646,134	\$529,830	\$678,845	\$834,979	\$855,854	\$584,833	\$899,181	\$768,051	\$629,802	\$806,933	\$7,990,893
Vehicle Replacement Costs for Non-Revenue Vehicles	\$0	\$60,710	\$124,455	\$63,783	\$65,378	\$0	\$206,062	\$140,809	\$144,330	\$147,938	\$1,242,386
Preventative Maintenance Costs	\$2,369,159	\$2,428,388	\$2,489,098	\$2,551,326	\$2,615,109	\$2,680,486	\$2,747,499	\$2,816,186	\$2,886,591	\$2,958,755	\$28,853,972
New Vehicles for Enhancements to Existing Services	\$1,696,103	\$2,897,509	\$1,459,517	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$6,053,128
New Vehicles for Microtransit Service	\$150,765	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$150,765
Other Capital/Infrastructure	\$643,629	\$879,942	\$2,653,901	\$2,203,691	\$1,380,967	\$682,214	\$1,335,231	\$1,283,744	\$1,309,837	\$1,296,583	\$14,460,554
Infrastructure (bus stop upgrades, ADA compliance)	\$293,629	\$300,970	\$308,494	\$316,206	\$364,112	\$332,214	\$340,520	\$389,033	\$397,759	\$366,703	\$3,736,107
Technology (CIP Projects and TSP/Queue Jumps)	\$150,000	\$278,972	\$2,145,407	\$1,687,484	\$816,856	\$150,000	\$694,711	\$694,711	\$712,079	\$729,881	\$8,324,447
Professional Services	\$200,000	\$300,000	\$200,000	\$200,000	\$200,000	\$200,000	\$300,000	\$200,000	\$200,000	\$200,000	\$2,400,000
Total Costs	\$7,201,893	\$6,796,379	\$9,187,784	\$8,089,135	\$4,917,308	\$3,947,534	\$7,810,585	\$8,369,012	\$4,970,559	\$6,622,343	\$74,266,404
Capital Revenues											
Federal 5339 for Capital	\$460,280	\$467,184	\$474,192	\$481,305	\$488,524	\$495,852	\$503,290	\$510,839	\$518,502	\$526,280	\$5,434,219
Federal 5307 for Capital	\$3,625,739	\$3,680,125	\$3,735,327	\$3,791,357	\$3,848,227	\$3,905,951	\$3,964,540	\$4,024,008	\$4,084,368	\$4,145,634	\$42,488,278
Federal 5339 (b) for Capital (Grant for Bus Rehabilitation)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Federal 5310 for Capital	\$334,625	\$335,117	\$334,871	\$334,994	\$334,933	\$334,964	\$339,988	\$345,088	\$350,264	\$355,518	\$3,735,973
New Federal 5310 for Preventative Maintenance	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$1,650,000
MIMEC Bus Stop Projects	\$0	\$292,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$292,000
MIMEC for Vehicles/Equipment Projects	\$1,780,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,780,000
Total Capital Revenues	\$6,350,644	\$4,924,427	\$4,694,390	\$4,757,656	\$4,821,684	\$4,886,767	\$4,957,818	\$5,029,935	\$5,103,134	\$5,177,431	\$55,380,470
Annual Revenues Minus Costs	(851,249)	(1,871,953)	(4,493,394)	(3,331,479)	(95,623)	939,232	(2,852,767)	(3,339,076)	132,575	(1,444,912)	(18,885,935)
Rollover from Previous Year	1,464,326	613,077	(1,258,876)	(5,752,269)	(9,083,748)	(9,179,371)	(8,240,139)	(11,092,906)	(14,431,982)	(14,431,982)	
Capital Surplus/Shortfall (Cumulative)	\$613,077	(\$1,258,876)	(\$5,752,269)	(\$9,083,748)	(\$9,179,371)	(\$8,240,139)	(\$11,092,906)	(\$14,431,982)		(\$15,876,894)	(\$15,876,894)



CONCLUSIONS

Over the past year, Manatee County continues to make substantial progress on implementing the priorities with respect to the adopted 10-Year Major TDP Update, *Manatee Connect*, adopted in 2018.

Key accomplishments include:

- Completion of the Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system which now supports automated audio and video stop announcements, real-time passenger information, a video advertising system, fleet monitoring and web-based trip planning.
- Implementation of the Manatee County Beach ConneXion Shuttle which operates weekdays and holidays during the peak season as a park-and-ride option for Anna Maria Island visitors.
- Update of the Manatee County Transit Division website including compliance with ADA accessibility guidelines.
- Continuation of the Bus Stop Upgrade/Passenger Amenity Program including ADA bus stop enhancements and completion of stop improvements along several secondary transit route corridors; and replacement of the concrete bus bays at the Downtown Station.
- Funding necessary for 20-minute peak hour service frequency on the Route 99/US 41 corridor.
- In June 2021, launch of a new Mobility-On-Demand (MOD) Pilot Project, the Port Manatee ConneXion Shuttle, serving northern Manatee County with connections to the overall MCAT fixed route system at the Palmetto Station and the Palmetto Wal-Mart.
- Funding request for implementing Route 2/East Bradenton service frequency improvements.

The 10-year TDP was created to ensure that limited public funds are being allocated in the most efficient way possible and to ensure that investment is still reflective of the values of the people of Manatee County. Continued diligence and service optimization efforts ensure that the Transit Division continues to provide the highest possible value to county taxpayers, residents, and visitors. Execution of the phased TDP implementation plan will assist the agency in achieving those objectives. As transit services continue to expand in a phased, measured, incremental, and cost-effective approach, the full vision for Manatee County's Transit Division can be achieved over the course of time, thereby enhancing economic development and the agency's overall value to the community.