

RESOLUTION R-14-121

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS, MANATEE COUNTY, FLORIDA, APPROVING THE 2014 MANATEE COUNTY AREA TRANSIT (MCAT) TRANSIT DEVELOPMENT PLAN (TDP) PROGRESS REPORT

WHEREAS, the Manatee County Board of County Commissioners adopted the MCAT Transit Development Plan Major (TDP) Update in September 2013, which serves as the County's service and policy guide for public transportation services;

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 prepare a Major TDP every five years and submit annual progress reports in the interim periods;

WHEREAS, the Manatee County Board of County Commissioners has the authority to approve the 2014 TDP Progress Report and authorize submittal to the Florida Department of Transportation;

NOW THEREFORE, BE IT RESOLVED, that the Board of County Commissioners of Manatee County, Florida, does hereby approve the 2014 TDP Progress Report and authorize submittal to the Florida Department of Transportation, District One.

PASSED AND DULY ADOPTED with a quorum present and voting this the 07th day of September, 2014.



BOARD OF COUNTY COMMISSIONERS
MANATEE COUNTY, FLORIDA

By: Larry Bustle
Larry Bustle, Chairman

ATTEST: R.B. SHORE
Clerk of the Circuit Court

By: R. B. Shore, Jr.



MANATEE COUNTY AREA TRANSIT

2014 Transit Development Plan

Progress Report



September 2014



Manatee County Area Transit

2014 Progress Report
for the
2013 Transit Development Plan Major Update

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



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 2013. This document consists of MCAT’s TDP annual progress report for the 10-year period from 2015 through 2024. This plan meets the requirement for a TDP annual progress report in accordance with Rule Chapter 14-73, Florida Administrative Code (FAC). Table 1-1 lists the TDP requirements from Rule 12-73.001 for annual progress reports and indicates whether or not 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: Transit Development Plan Review Guidance For FDOT Districts, August 2009.



Identification of the Submitting Entity:

Agency: Manatee County Area Transit (MCAT)

Telephone Number: (941) 747-8621

Mailing Address: 1108 26th Avenue East, Bradenton, FL 34208

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

For more information about this plan, please contact Mr. Ryan Suarez, Planning Manager, Manatee County Area Transit, at the phone number or address above.

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

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

Section 2: Progress Report – This section includes the progress report on past year’s accomplishments and milestones achieved including the status of plan goals and objectives.

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



Section 2: Progress Report

Over the last year, MCAT has achieved a number of milestones consistent with the program outlined in *Manatee Connect*. The progress report included in this section is organized into two major categories, transit capital and infrastructure and service planning and operations. Each operations and capital activity is briefly described and the milestone or accomplishment achieved is summarized. Discrepancies between the *Manatee Connect* implementation plan and the activity 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 MCAT goals and objectives identified in *Manatee Connect*.

PROGRESS REPORT ON MILESTONES

MCAT has made significant progress on a number of ongoing efforts since the most recent TDP major update. These efforts were undertaken to help MCAT accomplish priority goals and objectives.

Transit Capital and Infrastructure

Replacement Vehicles

MCAT continues to maintain an effective replacement program for its buses. The average age of the MCAT fleet in 2012 was 4.07 years. In June 2014, the Manatee County Board of County Commissioners (BCC) approved the purchase of six new 35-foot Gillig vehicles which will be used to replace existing fixed-route vehicles in the fleet that have exceeded their useful life. The new vehicles will further contribute to the attractiveness of the service, will ensure service reliability, and will support efforts to reduce maintenance costs.

New MCAT Branding

A new color scheme and logo for MCAT was approved by the BCC in January 2013. A total of 200 new county owned benches and 100 shelters were purchased with the new MCAT “brand.” The new benches and shelters are being installed initially along three main route corridors, Manatee Avenue/SR 64, Cortez Rd, and US 41. The goal is to eventually have the new MCAT brand visible at every stop in the system. Existing passenger shelter stop infrastructure is also being rebranded with the new color scheme and logo. Together with the new benches and shelters, the rebranding of existing infrastructure will ensure that MCAT has an inventory of stop infrastructure available for improving passenger comfort, increasing service attractiveness, and enhancing the visibility of the fixed-route service.



In addition to stop infrastructure, fixed-route vehicles are also being rebranded with the new Manatee County/MCAT “brand.” The rebrand is underway and most of the fixed-route fleet is now operating with the new design.



MCAT bus and shelter with new branding, 2014

Signage at Stops and Stations/Wayfinding

Signage, schedules, and wayfinding information at bus stops and at major stations are being upgraded to improve the ability of customers to use the fixed-route bus service. Bus stop signs will now include a unique stop identification number and the bus route numbers for all bus routes serving each particular stop. Information presented will comply with Americans with Disabilities Act (ADA) regulations. Posted schedule information will be available in a much larger print size and customers will have the ability to use a Quick Response (QR) code to access schedule information using a cell phone.

To further improve signage and wayfinding at major transit centers, MCAT is assigning specific bus bays at DeSoto Station and at the Downtown Station to individual MCAT routes. Signage using the new MCAT color scheme and design will be used to indicate to customers which bus routes use each particular bay. In addition, bus boarding charts will be developed and posted at each station.

ADA Bus Stop Improvements

MCAT is improving bus stop accessibility for all users with an innovative project funded in part, by an American Recovery and Reinvestment Act of 2009 (ARRA) grant. The innovative project utilizes a “typical” design concept to address potential field conditions. The project has been underway for several months and bus stop accessibility improvements have started along three main transit corridors (US 41, Cortez Road, and SR 64/Manatee Avenue). Once these corridors have been completed, bus stops on remaining route corridors will be improved.



New Maintenance and Operational Facility

Manatee County was awarded \$15.9 million in funding for a new Transit/Fleet operations and maintenance facility through a Federal Transit Administration (FTA) State of Good Repair grant. This grant was awarded to Manatee County based on the condition of the current transit administration and operations facility, which is more than 50 years old and cannot accommodate transit service growth and enhancement. A parcel of land near the border of Manatee and Sarasota counties and the Sarasota/Bradenton International Airport (SRQ) was purchased in December 2012 and the facility design process is underway.

Transit ITS Project

MCAT is working on an Intelligent Transportation Initiative (ITS) initiative that will allow the agency to integrate state-of-the-art technology into bus service operations. A need was initially identified to track bus locations and schedule adherence to improve on-time performance for MCAT routes. That need has been expanded to include a host of new technologies that will facilitate the tracking of bus service performance, efficiency, productivity, as well as enhance the customer experience and further increasing the attractiveness of the service. The planning for the Transit ITS system will include a host of ITS technologies, including Automatic Vehicle Location (AVL) and Automatic Passenger Counter (APC) equipment, Wi-Fi, Real-Time bus information, and Interactive Voice Response (IVR) capability is ongoing and is in the early procurement development stage. The first step in that process, development of an ITS Business Plan, is complete and was presented to County administration and the Technology Advisory Group (TAG) in summer 2014. Specifications for the Transit ITS Project are now under development.

Capital Asset Management Plan

The FTA has recognized that asset management is the cornerstone for effective performance management. 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 costs over time. Such a strategy ensures safe, cost-effective, and reliable service now and in the future. To that end, MCAT has begun preparation of a comprehensive capital asset management plan, components of which have been integrated into the revised financial plan of this TDP progress report. MCAT is currently working with the County Fleet Division to fine tune bus replacement and engine overhaul programs and finalize the asset management plan template. Future TDP updates will integrate and be consistent with that plan.

Security Improvements

Over the course of the last several years, MCAT has improved security at its main transfer points and on-board its buses. A planned improvement includes security fencing around the entire Public Works/MCAT compound with secure electronic access gates. Design for the security improvements is complete and a procurement was issued in summer 2014 for construction of those improvements. The project is



anticipated to be complete at the end of 2014. Additionally, cameras were added to the MCAT fleet area that improve security and monitoring of vehicles. Installation of fiber optic communications infrastructure to connect surveillance cameras and security gates to the public works compound is also in progress.

Threat and Vulnerability Assessment

To ensure the resiliency of bus services in the event of a major security event, MCAT recently completed a Threat and Vulnerability Assessment of its bus operations consistent with FTA's eight-step process. The assessment includes an agency plan that deals with security events from routine to severe. Security events could include criminal activity such as hostage situations, cyber-attacks, or even terrorist attacks. The assessment identifies specific threats, organizational and personnel roles and responsibilities, and countermeasure and strategy activities. A functional table top exercise was conducted with staff in spring 2014 and a second, more detailed table top exercise conducted in Summer 2014. These table top exercises will continue and a functional drill will be developed in 2015.

Wi-Fi and Switches Upgrade to Public Works Compound

An upgrade to Wi-Fi connections and network switches throughout the entire Public Works compound, which includes MCAT's operational facilities is complete. The new connections facilitate data transfer and will provide an operational benefit to the County and for transit operations.

Trapeze Software Upgrade

The Transit Division scheduling software was upgraded to Trapeze version 12 in September 2013 to improve workflow and prepare for a planned AVL/Real-Time Bus Information system in the future. A move to version 13 is anticipated by the end of 2014. In addition, an upgrade to the Map module of Trapeze was recently performed to better integrate address-matching tools and other software mapping functionality, which is particularly beneficial for paratransit operations.

Palmetto Station Fiber Optics

Installation of fiber optic communications infrastructure is complete at the Palmetto Station. This improved communication system now provides a higher level and more stable connection to County networks and supports the functionality of station security cameras and future RTBI programming.

Service Planning and Operations

Adopted FY 2015 Service and Fare Modifications

On Tuesday, June 17, 2014, the Manatee County Board of County Commissioners (BCC) approved a new fare structure and Route 16 realignment. These changes will go into effect on October 6, 2014. Highlights of the



new fare structure include an increase in the full cash fare, elimination of the transfer fare, bulk sale discounts, and the extension of discounted fares to active and retired military personnel. The fare changes are consistent with recommendations identified in the most recent TDP major update completed in September 2013.

Route 16 will be realigned to create a north/south route corridor along 15th Street East between DeSoto Station and Sarasota/Bradenton International Airport (SRQ). The current Route 16 consists of a large one-way loop from and to DeSoto station. The realignment facilitates corridor ridership growth and development. Streamlining the route will also create a more passenger-friendly inbound/outbound, two-way directional route structure.

Prior to gaining BCC approval for the changes, MCAT conducted an extensive public outreach program consisting of five public workshops; four informal, open house workshops and one formal workshop. In addition to the public workshops, feedback was solicited from the public via a number of outlets including an online survey, comment cards posted on buses, and also through the use of social media (i.e., Facebook and Twitter). A full summary of the public workshops performed for the FY 2015 service modifications is included in the Appendix.

Manatee Connect Phase I Service Improvements

Consistent with Phase 1 of the *Manatee Connect* implementation program, the Manatee County BCC will be considering a service extension of the Route 6 along SR 70 to Lakewood Ranch Boulevard and new “Flex” service in the North County connecting North Palmetto and Rubonia. Over the Spring and Summer, MCAT staff laid the groundwork for these service improvements by conducting an extensive public outreach process including informational workshops in the areas that would benefit most from the service expansions. Those areas include Rubonia, Manatee Technical Institute (MTI), and Holy Cross Manor. Public feedback received was resoundingly positive. Implementation of the new services is contingent on Board approval of the proposed FY 2014/15 operating budget which is anticipated to be completed in mid-September 2014.

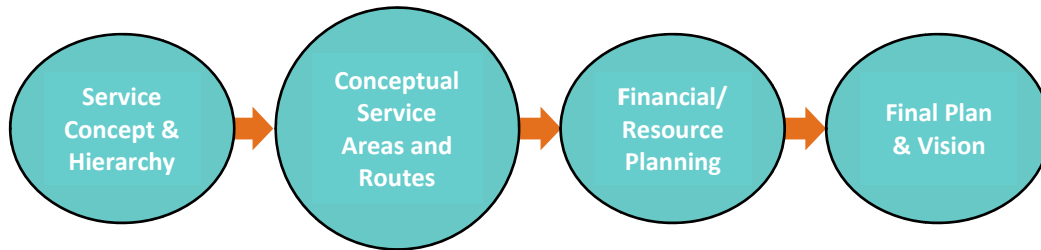
Comprehensive Operations and Efficiency Analysis

At the direction of county administration, MCAT staff has begun an internal and comprehensive analysis of the efficiency of the existing fixed route service. The genesis of the analysis stems from a desire amongst staff to take a fresh look at the existing fixed-route service and envision a new and more efficient design using the same set of resources (i.e., drivers, buses, revenue hours of service, and operating budget). The efficiency analysis is being coined as a “start over” plan which would be integrated into the County’s effort to implement “How Will We Grow?” An approach to the development of the new service plan is illustrated



in Figure 2-1. A service concept would be developed in Fall 2014 with conceptual service areas and services to those areas to be identified towards the end of 2014.

Figure 2-1: Efficiency Analysis Approach



How Will We Grow? A Conversation with the Community

How Will We Grow? is the guide for future growth decisions and policies in Manatee County. In June 2013, the BCC approved Manatee County staff recommendations to move forward with various changes in land use and infrastructure planning consistent with Alternatives 2 and 3 from How Will We Grow? Those scenarios each have an impact on public transportation in the County and MCAT staff continue to work with County administration and planning staff in the implementation of recommendations and strategies from How Will We Grow?

Regional Fare Collection Workgroup

The Regional Fare Collection Workgroup consists of transit agencies from Hillsborough, Pinellas, Pasco, Citrus, Hernando, Polk, Sarasota, and Manatee counties. The group is working toward providing a fare collection system that supports regional connectivity in the Tampa Bay area. Hillsborough Area Regional Transit Authority (HART) is leading this effort and is the Designated Recipient for Florida Department of Transportation (FDOT) service development funding to provide needed upgrades in hardware and software for aging fare boxes and back-office software systems. Upgrades to existing systems were also identified to allow for Smart Card technology. The workgroup has developed a Memorandum of Understanding and a matrix of the current fare collections of each agency and explored potential state-of-the-art equipment from various fare collection hardware/software vendors. In addition, MCAT may be eligible to receive additional funding to upgrade farebox technology on its entire fixed-route fleet in 2015.

Lakewood Ranch Service Development

Manatee County recognizes the need for transit service in the Lakewood Ranch area, as there are substantial numbers of students, residents, and jobs in this emerging activity center. In response to that need, the Lakewood Ranch Transit Service Plan was completed in February 2014 by the Sarasota/Manatee Metropolitan Planning Organization (MPO). That plan identified a preferred North/South bus service



alignment and service plan for Lakewood Ranch from among three alternative scenarios. MCAT worked closely with MPO staff to develop the plan and programmed Lakewood Ranch Service Development for Fiscal Year 2016/17 consistent with the findings of the MPO plan. A service development grant for implementation of the Lakewood Ranch route corridor was awarded by FDOT and local match funds must be approved by the BCC in the next biennial budget cycle in order to implement the project.

Interlining of Routes 99 and Longboat Key Trolley

MCAT continues to coordinate with SCAT to interline bus routes along US 41 and along the barrier islands. Route 99 provides a direct link between Palmetto, downtown Bradenton, and downtown Sarasota via US 41, and is the backbone of MCAT fixed-route service. Continued coordination with this service provides a mutual benefit for both SCAT and MCAT ridership along this key corridor for both counties. As of June 1, 2014, MCAT began honoring SCAT bus passes on both routes.

MPO Regional Park-and-Ride Strategic Implementation Plan

The MPO completed a regional park-and-ride study in December 2013. The objectives for the study were to update the data, analysis, and findings from a park-and-ride report completed in 2000. The action plan in the most recent report provides the MPO and its local government and state agency partners with a regional park-and-ride plan and priorities for developing park-and-ride facilities and complementary transit services that will be integrated into the MPO 2040 Long Range Transportation Plan (LRTP).

ADA Refresher Training

MCAT is conducting mandatory Americans with Disabilities Act (ADA) refresher training for its entire operations staff. Specifically, separate ADA refresher training sessions were completed with MCAT operator supervisors and MCAT operators. The ADA refresher course is intended to emphasize the importance of ADA implementing regulations for transit agencies including defining customer awareness needs, who is covered under the ADA, and ADA required compliance activities in every day bus operations and customer service interactions. The first refresher training session, with operator supervisors only, was held on Wednesday, June 25th and subsequent training sessions with operators were held on Sundays throughout the summer of 2014 to facilitate participation by all operator staff.

New Bus Operator Training Program

Over the last several months, MCAT management has implemented a number of new standard operating procedures (SOP) in order to improve safety and accountability among operator and supervisor ranks. To ensure new operators and supervisors are properly educated on agency protocols and procedures, a new and more robust operator training program is currently being utilized by MCAT operations staff. The new training program will build upon the existing training program, will be four weeks in total length, and will



consist of classroom and on-the-road training modules. By providing operators with a more in-depth training program, MCAT will realize improvements in daily operations, reporting, customer service, and public relations.

Bus Operations Manual and Standard Operating Procedures Manual

Consistent with the new operator training program, MCAT staff is developing revised Bus Operations and Standard Operating Procedures manuals. The manuals will institute standard protocols for drivers, supervisors, and management in regard to day-to-day operations, revenue accounting, on-time performance, incident/accident reviews, and state and federal regulatory compliance. The manual includes the MCAT organizational structure, a description of MCAT services, relevant personnel information, guidelines for customer service, incident/accident reporting, and also requirements for operating vehicles safely. Special emphasis is placed on procedures for incident/accident reviews in the manual in order to ensure consistency throughout the Division for all modes of operation (transit, trolley, and paratransit).

Goodwill Bus Pass Sales Outlet

A new bus pass sales outlet was approved at a new Goodwill store located at 2715 51st Street East in Bradenton. The new bus pass sales outlet will improve customer service by increasing the number of bus pass purchase locations. Prior to adding the Goodwill store, customers could only purchase bus passes at major MCAT transfer stations, Downtown Bradenton, DeSoto Station, and Palmetto Station.

Passenger Revenue Accounting Processes

A new stationary vault was purchased that will improve MCAT revenue accounting processes. The new vault will free up manpower as all passenger money collected using the vault and a new supporting passenger fare process will be centrally located in one secure asset, without sorting by individual bus cash box.

Paratransit Pre-Paid Pass Program

A paratransit pre-paid pass program is being developed that will allow paratransit (Handy Bus) service customers to open an account with MCAT from which to draw funds for paratransit trips. A deduction would be applied from a customer account for each paratransit trip completed on their behalf. MCAT staff is working on developing internal accounting and operational procedures to implement the new program that will ensure proper accounting records are kept and that only eligible paratransit customers are able to open an account. In addition, MCAT is exploring opportunities for facilitating on-line purchase of paratransit pre-paid passes and fixed-route bus passes using a credit or debit card. A pilot of the program is anticipated to be conducted in Spring 2015.



Paratransit Quality Assurance Surveys

MCAT is conducting quality assurance surveys of its paratransit (Handy Bus) clients. Customers are called daily based on the previous day's trip manifests and are asked to answer a brief survey regarding the quality of the paratransit services they received. The questionnaire includes a host of questions regarding the quality of the service and the proficiency and helpfulness of Reservationists and Operators. The effort is being made to assess the quality of the paratransit service, ensure that the needs of paratransit users are being met, and to find ways to further improve the existing service. Because of the number of paratransit trips provided on a daily basis, survey staff attempt to contact as many customers as possible with the goal of contacting as many unique riders as possible. The paratransit surveys are designed to be an ongoing quality assurance check and results will be tabulated annually at a minimum.

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 and policy, 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 being implemented over time.



Table 2-1: Manatee Connect 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 an average of five percent annually, from 1.77 million in FY 2011/12 to 3.18 million in FY 2023/24.	In Progress	Ridership increased by 1%, 1,767,086 to 1,780,670, between FY 2012 and FY 2013. Through July 2014, ridership has increased approximately 2.5% from the same period in FY 2013.
Policies for Objective 1.1			
Policy 1.1	Continue to operate and maintain existing service levels.	Yes	No reduction in service levels occurred in FY 2014.
Policy 1.2	Implement frequency, later service, and Sunday service priorities in the core service area consistent with high priorities identified in Manatee Connect.	In Progress	A proposal for improved frequency on Route 3 will be considered by the BCC for FY 2016.
Policy 1.3	Implement new and expanded services based on level of service standards and operating characteristics outlined in the MCAT vision plan.	In Progress	Proposals for expanded service to Lakewood Ranch along SR 70 will be considered by the BCC for FY 2015 along with the North County “Flex” service in Fall 2014.
Policy 1.4	Maintain/create APC system for tracking ridership and bus stop utilization data.	In Progress	MCAT is working with County administration to develop a procurement for APC units in Fall 2014.
Policy 1.5	Evaluate and modify fixed-bus route service that falls below 75 percent of the system-wide average for passenger trips per revenue hour.	In Progress	MCAT planning staff is conducting an evaluation of routes and service levels
Policy 1.6	Coordinate with Sarasota County Area Transit staff in regard to improving service frequency on US 41.	Ongoing	This effort is ongoing.
Policy 1.7	Establish partnerships with local institutions of higher education and/or major employers for pre-paid transit fares.	In Progress	MCAT is exploring pre-paid fare options, and their application to fixed-route, beginning with a pre-paid paratransit pass program. Bulk sale discounts will be available effective October 6, 2014.
Policy 1.8	Track service levels in identified Title VI communities as they relate to passenger loads, vehicle assignments, service frequency, stop infrastructure, and transit access.	Yes	An updated Title VI report was completed and submitted to FTA in June 2013. The report was approved by FTA in July 2013
Policy 1.9	Conduct Comprehensive Operational Assessment of fixed-route services.	In Progress	Analysis of routes is being conducted internally by MCAT staff.



Table 2-1 (continued): Manatee Connect Goals, Objectives, and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 2 – Wide Urban and Suburban Coverage			
Objective 2.1	Maintain fixed-route service coverage for areas of Manatee County that have a population density of 2,000 people per square mile.	Yes	No reduction in service levels occurred in FY 2014. Service enhancements are programmed for FY 2015.
Policies for Objective 2.1			
Policy 2.1	Continue to operate and maintain existing service levels.	Yes	No reduction in service levels occurred in FY 2014.
Policy 2.2	Implement frequency, later service, and Sunday service priorities in the core service area consistent with high priorities identified in Manatee Connect.	In Progress	A proposal for improved frequency on Route 3 will be considered by the BCC for FY 2016.
Policy 2.3	Implement new and expanded services based on level of service standards and operating characteristics outlined in the MCAT Vision plan.	In Progress	Proposals for expanded service to Lakewood Ranch long SR 70 will be considered by the BCC for FY 2015.
Policy 2.4	Complete feasibility studies for service to areas outside of the urban core such as Port Manatee, Rubonia, and/or Parrish in context with County planning activities.	Yes	A proposal for new “Flex” service in the north county connecting to Rubonia will be considered by the BCC for FY 2015.
Policy 2.5	Continue to monitor and maintain involvement in County land use planning efforts.	Yes	New planning staff are now participating in county land use and economic development efforts.
Policy 2.6	Participate and/or facilitate vanpool service to commuters and areas that do not meet population density standards.	In Progress	MCAT staff has reached out to FDOT District 1 to discuss opportunities for vanpools to areas with longer distance commutes and to areas outside of the MCAT service area.
Policy 2.7	Maintain countywide on-demand service coverage for qualified individuals consistent with the adopted Transportation Disadvantaged Service Plan.	Yes	No reduction in service levels occurred in FY 2014.



Table 2-1 (continued): Manatee Connect Goals, Objectives, and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 3 – 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 2024.	In Progress	MCAT recently purchased 100 new shelters that are being installed at key bus stop locations. Another 75 shelters are being rebranded and 25 new shelters are on order.
Objective 3.2	Expend a minimum of \$100,000 on ADA compliant bus shelters and transit infrastructure each year through 2024.	In Progress	MCAT has implemented a comprehensive bus stop improvement program that addresses ADA compliance.
Objective 3.3	Complete construction of the new administration and operations facility.	In Progress	Engineering and design for the new fleet facility will be complete at the end of calendar year 2014.
Objective 3.4	Operate a fleet of vehicles with an average age of between 5 to 7 years each year through 2024.	Yes	The MCAT average vehicle age was 4.07 years in FY 2013; six replacement buses are on order currently.
Objective 3.5	Improve run-time and on-time performance by 25 percent by 2024.	In Progress	MCAT is working on a procurement for AVL equipment that will assist in identifying and mitigating on-time performance issues.
Policies for Objectives 3.1 through 3.5			
Policy 3.1	Maintain and routinely update inventory of transit stops and stop infrastructure.	Ongoing	Consistent with changes made through the bus stop improvement program, MCAT is regularly updating its database of transit stops.
Policy 3.2	Prioritize bus stop and facility improvements, including ADA enhancements, utilizing bus stop inventory.	Ongoing	Bus stop facility amenities and improvements are being made consistent with priorities in the MCAT bus stop improvement program. The most productive route corridors are priority (Manatee Ave, US 41, and Cortez Rd)
Policy 3.3	Continue implementation of stop amenity and rebranding plan.	Ongoing	MCAT has implemented a comprehensive bus stop improvement and rebranding program.
Policy 3.4	Complete ITS plan by 2014 to include assessment of ITS needs, costs, and programming for passenger information systems, AVL, video surveillance, and Wi-Fi technologies.	In Progress	An ITS Business Plan is complete and MCAT is working with County administration to develop a comprehensive IT procurement.
Policy 3.5	Maintain and implement fleet inventory and replacement plan.	Ongoing	MCAT works closely with the County Fleet Management Division to ensure the fleet replacement plan is being closely adhered to.
Policy 3.6	Maintain capital asset inventory to ensure transit infrastructure and facilities are in a state of good repair.	Ongoing	MCAT staff recently began development of a comprehensive capital asset management plan.
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	The Palmetto Park-and-Ride facility was completed in FY 2013.



Table 2-1 (continued): Manatee Connect Goals, Objectives, and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 4 – Excellent Customer Service			
Objective 4.1	Reduce the number of complaints by one percent annually each year through 2024.	In Progress	MCAT is working to develop a complaints database by which to better track and address customer feedback. Quality assurance reviews are underway now for Handy Bus trips/customers.
Policies for Objective 4.1			
Policy 4.1	Establish a procedure for obtaining and tracking customer feedback.	In Progress	MCAT is working to develop a complaints database by which to better track and address customer feedback. Quality assurance reviews are underway now for Handy Bus trips/customers. In addition, MCAT now uses social media to disseminate information and gather public comment.
Policy 4.2	Create a social media presence for MCAT to facilitate public comment and enhance community relations.	Yes	MCAT now has a Facebook and Twitter feed where interested persons can post comments.
Policy 4.3	Provide public meeting notice of meetings and planning efforts through the county’s website, on-board buses, at stations, and through press releases.	Yes	MCAT’s most recent public outreach campaign regarding FY 2015 service and fare changes was successfully conducted using a number of forums for gathering public feedback.
Goal 5 – An Environmentally Sound Transportation Alternative			
Objective 5.1	Reduce carbon footprint and fuel costs.	Ongoing	MCAT is evaluating cost-effective environmental impact mitigation technology, materials, and processes as part of its new facility design.
Policies for Objective 5.1			
Policy 5.1	Conduct financial assessment of fueling options for future bus procurements.	Ongoing	MCAT is evaluating environmental concerns as part of its new facility design and will continue to do so as part of any future vehicle procurements.
Policy 5.2	Continue to monitor and maintain involvement in county land use planning efforts that encourage transit-supportive land uses and redevelopment in core areas.	Yes	New planning staff is now participating in county land use and economic development efforts.



Table 2-1 (continued): Manatee Connect Goals, Objectives, and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
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 2024.	In Progress	MCAT recently purchased and installed 75 new shelters at key bus stop locations. Another 75 shelters are being rebranded and 25 new shelters are on order. A benchmark for identifying the “most active” stops will be determined once APC units are up and running on the fixed-route fleet.
Objective 6.2	Ensure that at least one MCAT representative is in attendance at all local and regional economic development, land use planning, and transportation planning meetings.	Yes	New planning staff is now participating in county land use and economic development efforts.
Objective 6.3	Conduct a minimum of 10 public outreach and community involvement events each year through 2024.	Ongoing	MCAT advanced their public outreach activities and opportunities for feedback as part of the FY 2014/15 service and fare proposals. Events include formal and informal outreach activities.
Policies for Objectives 6.1 through 6.3			
Policy 6.1	Maintain and routinely update inventory of transit stops and stop infrastructure.	Ongoing	Consistent with changes made through the bus stop improvement program, MCAT is regularly updating its database of transit stops.
Policy 6.2	Prioritize bus stop and facility improvements, including ADA enhancements, utilizing bus stop inventory.	Ongoing	Bus stop facility amenities and improvements are being made consistent with priorities in the MCAT bus stop improvement program.
Policy 6.3	Continue implementation of stop amenity and rebranding plan.	Ongoing	MCAT has implemented a comprehensive bus stop improvement program that includes rebranding every stop as part of the improvement process.
Policy 6.4	Continue to coordinate with other transportation planning agencies in the county and region in regard to improving transportation system connectivity including neighboring transit agencies, TBARTA, the Sarasota/Manatee MPO, as well as public and neighborhood organizations within Manatee County.	Ongoing	New planning staff is now participating in MPO, TBARTA, and other regional transportation planning meetings and efforts.



Table 2-1 (continued): Manatee Connect Goals, Objectives, and Policies

Objective/ Policy	Description	Implemented (Yes/No)	Assessment
Goal 7 – A Fiscally-Sound Transportation Alternative			
Objective 7.1	Maintain local support for the fixed-route bus service consistent with the Manatee Connect 10-year financial plan.	Yes	No reduction in service levels occurred in FY 2014. Service enhancements are programmed for FY 2015 and a public outreach template was established in 2014.
Objective 7.2	Improve farebox recovery rate to 20 percent by 2024.	In Progress	The Manatee BCC approved a new enhanced fare structure in June 2014.
Objective 7.3	Maintain increase to operating costs per revenue hour to less than 5 percent of the FY 2012 cost of \$73.67 through 2024.	Ongoing	FY 2014 cost per revenue hour totals will not be available until after the end of the fiscal year.
Policies for Objectives 7.1 through 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	MCAT staff provides monthly ridership and revenue reports to County administration to report on the performance of the fixed-route service.
Policy 7.2	Conduct a fare policy assessment which includes an evaluation of current fares, fare collection policies, and also the opportunity for advanced fare collection technologies.	Yes	A Fare Study was completed in December 2013. Recommendations forthcoming from the study received BCC approval in June 2014.
Policy 7.3	Submit grant applications/requests for capital and operating funding available through federal, state, and local sources.	Ongoing	Two new applications for discretionary grant funding, one to fund expansion of the new fleet facility and one to improve frequency on Route 3, were submitted in FY 2014.
Policy 7.4	Conduct Comprehensive Operational Assessment of fixed-route services.	In Progress	Analysis of routes is being conducted internally by MCAT staff



Section 3: Phased Implementation and Financial Plans

The purpose of *Manatee Connect*, Manatee County's 10-year Transit Development Plan (TDP), is to provide direction for transit service improvements in Manatee County. This direction was developed through extensive public outreach and consideration of the 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 expansions 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 three-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 service improvements can be categorized into two different areas: improvements to existing service and service area expansion. Improvements to existing service include enhancing frequency, adding later service hours, and adding service on Sundays for key routes. Enhancing frequency and expanding the service require increased operational funding and capital funding required for the purchase of new buses. Adding later service hours and Sunday service primarily involves using the existing fleet and adding service hours for enhanced operations. Service alternatives under each category considered local plans and policies, existing land uses, and were vetted through the public outreach process.

As indicated in Section 2 of this report, substantial progress has been made in the implementation of Phase 1 of the 10-year implementation plan. Progress on Phase I service improvements includes:

- A proposal to extend service east on SR 70 to Lakewood Ranch and to extend service to north Palmetto will be considered by the BCC in Fall 2014.
- A new FDOT service development grant application was submitted to FDOT to facilitate all day improvements to service frequency on Route 3, during all service periods (i.e., peak and off-peak).
- A proposal to improve service frequency on Route 3 and implement the Lakewood Ranch Circulator will be considered by the BCC during the FY 2015/16-2016/17 budget cycle.

**Table 7-3
Manatee Connect Implementation Plan**

Proposed Improvement	FY 14/15 Decision Unit	Description	Proposed Year	Days of Service	New Service Operating Cost	Estimated Farebox Recovery	Required Annual Operating Cost ¹	Potential Federal Funding ^{7,8}	Potential State Funding ^{6,8}	Net New Dollars Required
Phase 1⁹										
SR 70 Extension by way of Route 6		New service along SR 70 east corridor	2015	Monday - Saturday	\$668,360	\$133,672	\$534,688	\$534,688	\$ -	\$ -
Manatee Ave on Route 3	21	Improve frequency to 30 minutes/Extend service hours	2016	Monday - Saturday	\$739,970	\$147,994	\$591,976	\$315,312	\$128,597	\$148,067
Lakewood Ranch	16	New service in Lakewood Ranch	2017	Monday - Friday	\$668,360	\$133,672	\$534,688	\$ -	\$267,344	\$267,344
Totals					\$2,076,690	\$415,338	\$1,661,352	\$850,000	\$395,941	\$415,411
Phase 2										
Route 6 ² /Cortez Rd & SR 70	22	Improve frequency to 30 minutes/Extend service hours	2018	Monday - Saturday	\$1,479,940	\$295,988	\$1,183,952	\$ -	\$591,976	\$591,976
Route 99 ³		Improve frequency to 20 minutes/Extend service hours	2019	Monday - Saturday	\$739,970	\$147,994	\$591,976	\$ -	\$295,988	\$295,988
Totals					\$2,219,910	\$443,982	\$1,775,928	\$ -	\$887,964	\$887,964
Phase 3										
Sunday Service ^{3,4}		Add Sunday service on high performing routes with 60 minute frequency	2020	Sunday	\$435,240	\$87,048	\$348,192	\$ -	\$174,096	\$174,096
Evening Service ⁵		Extend service hours on feeder routes	2021	Monday - Friday	\$178,560	\$35,712	\$142,848	\$ -	\$71,424	\$71,424
Totals							\$491,040	\$ -	\$245,520	\$245,520

¹Reflected in base year dollars (2013)/Annual Costs

²Includes SR 70 Extension cost and vehicle requirements

³Reflects only MCAT cost and vehicle requirements

⁴Sunday service includes a 9 hour service span for higher performing routes

⁵Additional service span is 1.5 hours per weekday per route

⁶Does not reflect actual funding received, but rather potential 50/50 funding received through Service Development, etc.

⁷FTA Operating Assistance available FY 2014 for Route 6/SR 70 Extension and other projects, as available

⁸Potential Federal/State funding is not guaranteed and is subject to change

⁹The 6 vehicles required for Phase 1 are included in existing fleet (17% spare ratio)



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 *Manatee Connect*. All key assumptions are documented in the 2013 Major Update report.

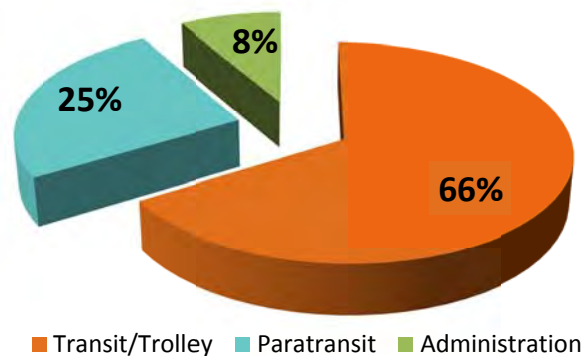
Cost estimates in *Manatee Connect* are based on a wide variety of data, including professional experience, recent MCAT procurements, peer agency costs, NTD data, trend information and analysis, fleet planning, and discussions with MCAT staff. Revenue projections take into account capital and operating revenue from several sources, including state and federal grants, allocated county general fund revenue, passenger fares, and advertising sales.

MCAT operates on a balanced budget to provide a basic level of transit service to Manatee County. The FY 2014 adopted operating budget for MCAT is shown Table 3-1 and Figure 3-1 illustrates the distribution of costs among the three major operating budget categories, transit/trolley operations, paratransit operations, and agency administration.

Table 3-1
MCAT FY 2014 Adopted Operating Budget

Category	Operating Cost
Transit Operations	\$ 4,031,022
AMI Trolley	\$ 992,146
Longboat Key Trolley	\$ 276,797
Transit/Trolley	\$ 5,299,965
Paratransit	\$ 2,034,497
Administration	\$ 674,935
MCAT Total	\$ 8,009,397

Figure 3-1
MCAT Distribution of Operating Budget



The updated *Manatee Connect* 10-year financial plan for this progress report is shown in Table 3-2. Revisions to the FY 2014 Manatee Connect financial plan are based on the County’s adopted operating budget, existing state and federal grant awards, and *Manatee Connect* capital and operating cost and revenue assumptions. A balanced operating budget is reflected in the first year of the plan, FY 2015. MCAT staff is working to reconcile operating shortfalls in future years using a combination of local and state funding. Shortfalls on the capital side are largely due to the expansion of the fleet facility.

**Table 3-2
Manatee Connect 10-Year Financial Projection**

Cost/Revenue	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	10-Year Total
Operating											
Costs											
Maintain Existing Fixed-Route	\$5,851,000	\$5,968,344	\$6,087,710	\$6,209,465	\$6,333,654	\$6,460,327	\$6,589,534	\$6,721,324	\$6,855,751	\$6,992,866	\$64,069,974
Maintain Paratransit Service	\$2,075,000	\$2,116,691	\$2,159,024	\$2,202,205	\$2,246,249	\$2,291,174	\$2,336,998	\$2,383,737	\$2,431,412	\$2,480,040	\$22,722,531
Service/Frequency Improvements	\$0	\$844,368	\$861,255	\$2,635,441	\$3,505,136	\$4,065,390	\$4,351,807	\$4,438,843	\$4,527,620	\$4,618,173	\$29,848,033
New Fixed-Route Service	\$681,727	\$695,362	\$1,298,791	\$1,324,767	\$1,351,262	\$1,378,288	\$1,405,853	\$1,433,970	\$1,462,650	\$1,491,903	\$12,524,574
New Paratransit Service	\$86,500	\$90,825	\$169,643	\$173,036	\$176,497	\$180,026	\$183,627	\$187,300	\$191,046	\$194,866	\$1,633,366
Total Costs	\$8,694,228	\$9,715,589	\$10,576,424	\$12,544,913	\$13,612,798	\$14,375,205	\$14,867,819	\$15,165,175	\$15,468,479	\$15,777,848	\$130,798,478
Revenues											
Federal 5307 for Operating and Capitalized Maintenance	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$850,000	\$8,500,000
Other State Funds	\$290,000	\$298,700	\$307,661	\$316,891	\$326,398	\$336,190	\$346,276	\$356,664	\$367,364	\$378,385	\$3,324,529
State Operating Funds (Block Grant)	\$750,000	\$772,500	\$795,675	\$819,545	\$844,131	\$869,455	\$895,539	\$922,405	\$950,077	\$978,579	\$8,597,906
Refund Fuel Tax	\$50,000	\$51,500	\$53,045	\$54,636	\$56,275	\$57,963	\$59,702	\$61,493	\$63,338	\$65,238	\$573,190
Transfer from Transportation Trust Fund	\$5,070,000	\$5,222,100	\$5,378,763	\$5,540,126	\$5,706,330	\$5,877,520	\$6,053,846	\$6,235,461	\$6,422,525	\$6,615,201	\$58,121,872
Miscellaneous Revenues (Advertising, Etc.)	\$80,000	\$65,000	\$62,500	\$61,000	\$61,030	\$61,061	\$61,093	\$61,126	\$61,160	\$61,195	\$635,165
Transportation Disadvantaged	\$450,000	\$463,500	\$477,405	\$491,727	\$506,479	\$521,673	\$537,323	\$553,443	\$570,046	\$587,147	\$5,158,743
Fare Revenue from Existing Services	\$1,045,287	\$1,201,292	\$1,319,641	\$1,627,148	\$1,790,408	\$1,904,641	\$1,975,551	\$2,015,062	\$2,055,363	\$2,096,471	\$17,030,864
Fare Revenue from Expanded Services	\$109,076	\$246,357	\$345,607	\$633,633	\$777,024	\$870,988	\$921,226	\$939,650	\$958,443	\$977,612	\$6,779,617
Total Revenues	\$8,694,363	\$9,170,948	\$9,590,298	\$10,394,706	\$10,918,075	\$11,349,491	\$11,700,556	\$11,995,304	\$12,298,317	\$12,609,828	\$108,721,886
Revenues Minus Costs	\$136	(\$544,641)	(\$986,127)	(\$2,150,208)	(\$2,694,723)	(\$3,025,714)	(\$3,167,263)	(\$3,169,871)	(\$3,170,162)	(\$3,168,020)	
Reserve/General Fund Transfer	\$0										
Surplus/Shortfall	\$136	(\$544,641)	(\$986,127)	(\$2,150,208)	(\$2,694,723)	(\$3,025,714)	(\$3,167,263)	(\$3,169,871)	(\$3,170,162)	(\$3,168,020)	
Capital											
Costs											
Vehicle Replacement for Existing Service	\$56,100	\$57,222	\$3,613,413	\$3,507,080	\$3,588,263	\$2,089,031	\$1,866,614	\$0	\$1,272,774	\$4,699,223	\$20,749,721
Capital for Additional Services	\$0	\$936,360	\$477,544	\$2,435,472	\$1,987,345	\$0	\$0	\$0	\$0	\$0	\$5,836,721
New Operations and Maintenance Facility	\$14,529,041	\$0	\$0	\$5,358,039	\$5,465,200	\$5,574,504	\$0	\$0	\$0	\$0	\$30,926,784
Preventative Maintenance	\$969,000	\$988,380	\$1,008,148	\$1,028,311	\$1,048,877	\$1,069,854	\$1,091,251	\$1,113,076	\$1,135,338	\$1,158,045	\$10,610,280
Infrastructure, Technology and Planning	\$3,308,154	\$1,710,374	\$1,492,859	\$1,082,432	\$883,265	\$900,930	\$918,949	\$937,328	\$956,074	\$975,196	\$13,165,559
Total Costs	\$18,862,295	\$3,692,336	\$6,591,963	\$13,411,334	\$12,972,949	\$9,634,319	\$3,876,814	\$2,050,404	\$3,364,186	\$6,832,464	\$81,289,064
Revenues											
Federal 5307 for Capital	\$2,900,000	\$2,987,000	\$3,076,610	\$3,168,908	\$3,263,976	\$3,361,895	\$3,462,752	\$3,566,634	\$3,673,633	\$3,783,842	\$33,245,250
Federal 5307 & 5309 Carryover	\$16,174,973	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$16,174,973
Other Federal	\$408,943	\$421,211	\$433,848	\$446,863	\$460,269	\$474,077	\$488,299	\$502,948	\$518,037	\$533,578	\$4,688,073
Total Revenue	\$19,483,916	\$3,408,211	\$3,510,458	\$3,615,771	\$3,724,244	\$3,835,972	\$3,951,051	\$4,069,583	\$4,191,670	\$4,317,420	\$54,108,296
Revenue Minus Cost	\$621,621	(\$284,125)	(\$3,081,505)	(\$9,795,563)	(\$9,248,705)	(\$5,798,348)	\$74,237	\$2,019,179	\$827,484	(\$2,515,044)	
Rollover from Prev. Year	\$0	\$621,621	\$337,497	(\$2,744,009)	(\$12,539,572)	(\$21,788,277)	(\$27,586,624)	(\$27,512,388)	(\$25,493,209)	(\$24,665,725)	
Surplus/Shortfall	\$621,621	\$337,497	(\$2,744,009)	(\$12,539,572)	(\$21,788,277)	(\$27,586,624)	(\$27,512,388)	(\$25,493,209)	(\$24,665,725)	(\$27,180,768)	



CONCLUSION

Over the past year, MCAT has made substantial progress on implementing the priorities in *Manatee Connect*. Key accomplishments include:

- Approval of a new fare structure
- Approval of realignment of Route 16
- BCC consideration of improvements along SR 70 and to north Palmetto and Rubonia
- An extensive public outreach program for FY 2015 service and fare changes
- Development of an ITS Business Plan
- Implementation of the Bus Stop Upgrade/Passenger Amenity Program including ADA enhancements
- Roll out of the new MCAT brand and color scheme
- Continuing efforts on the design of the new Fleet Transit Facility
- Development of a revised operator manual, operating procedures, and operator training programs

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. Diligence and maintained optimization efforts can ensure that MCAT continues to provide the highest possible value to the county. Execution of the phased implementation plan will assist the agency in achieving those objectives. As MCAT continues to work to expand service in a phased and incremental approach, the full vision for MCAT can be achieved and will thereby further enhance the agency's value to the community.



Appendix:

FY 2015 Fare Changes and Service Modifications Public Workshop Summary

**Public Workshops
2015 Proposed Service and Fare Modifications**

Manatee Technical Institute (MTI)

April 2, 2014

Signatures: 220

Faculty and students were excited about the 2015 Proposed Route Modifications which would include the extension of Route 6 servicing MTI.

Many students currently ride MCAT to the Wal-Mart on Hwy 70 East where other students and sometimes faculty pick them up to continue the journey to MTI. However, among the ones who ride MCAT to the Wal-Mart; several do not have anyone to transport them on to MTI. Therefore, these students must either walk or ride their bikes the 3.1 miles via a six (6) lane highway from Wal-Mart to MTI.

In addition, it was mentioned by several that there are "potential" students that wish to attend MTI but they are unable to do so because of the lack of Public Transportation.

It was suggested by one person that if it is not possible to have a stop on the MTI grounds then the MTI stop should be on the north side of HWY 70 only because it is difficult and potentially unsafe to cross the six (6) lanes of traffic without a pedestrian crosswalk and traffic signal. It may cause the students to ride to the end of the line (to the east) and then come back west on the bus but it would still be safer than crossing such a busy highway.

Previously MTI officials collected signatures in support of having public transit service to this location, but it is uncertain as to what could have happened with this documentation.

One student indicated that service should be more frequently instead of every hour. In addition, he said that students need to arrive before class begins at 7:45am and around the time that classes dismiss at 2:15pm. Having service that has a stop at MTI close to these times would be favorable.

Holy Cross Manor

April 3, 2014

Signatures: 14 (Session One, Holy Cross Manor I)
27 (Session Two, Holy Cross Manor II)

Sunday service is desired by many of those attending the workshop because this would help them attend church on Sundays. But, they understand that this is a goal for the future.

Several voiced safety concerns with buses using the Manors' parking lots. However, some of these concerns were eased when they discovered that the bus would be a "Paratransit" type bus and not one of the larger Fixed Route Buses.

Several voiced that the reduced hours and days of service of the Flex Service was a concern but they were still pleased to have access to Public Transportation which will give them back some of their independence.

Trailer Estates April 3, 2014

Signatures: 3

One person spoke against eliminating the transfer fee because she feels that there could be some low income persons who cannot afford unlimited ride bus passes (daily, weekly or monthly).

Another person suggested that the fixed route fares remain the same, but there should be a fare charge for the AMI Trolley. She believes that the tourists would not be concerned with being charged a reasonable fee such as a \$1.00 to ride the Trolley. Furthermore, this would keep the Fixed Route fares at a reasonable price for most passengers.

A frequent passenger commended MCAT for adding a bus for Route 3 during peak season.

Rubonia April 7, 2014

Signatures: 21

Requests were made to have bike racks on the Flex Route for passengers (Fleet is checking on this issue).

One man voiced his concern for extended hours since some students/adults are walking from the Fixed Route area to Rubonia because of their school and work hours. He said that on several occasions he has given them a ride because it is so unsafe to be walking in such rural areas.

The majority of attendees agreed that there needs to be extended hours than proposed; however, they are pleased that something is being done to address their transportation needs.

Several suggested additional workshops to be held in communities such as Country Lakes on Bayshore Rd and Tree Lakes on 73rd Street East. The reasoning was that this would provide feedback from additional Rubonia area prospective passengers.

Suggestion: Bi-lingual Flyers addressing proposed Route and Fare Modifications would be appreciated.

One woman proposed that all persons eighty (80) years of age or older ride free on both the MCAT and SCAT busses. Chad stated that this would require coordination between SCAT and MCAT; however, it is a good idea and staff would contact SCAT about the suggestion.

Manatee County Administration Building April 24, 2014

Signatures: 6

One woman stated that she did not have a problem with the fare modifications because the rates are more than economical and she understands the need to cover expenses. In addition, she stated that even after the proposed rate increases, the fares will continue to be more economical than driving a personal vehicle or taking a taxi and they will be less than the fares in the surrounding areas.

Several requested Sunday Transit service, at least on the main routes, so they could attend church.

The Fare Modification which includes discounts for Active Military/Veterans was well accepted.

The Attendees stated that the addition of a bus on Route #3 has been a good thing and they hope that it can remain on this route all year long. In addition, providing service to areas not presently covered is a positive move.