

**PASCO COUNTY
TRANSPORTATION DISADVANTAGED
SERVICE PLAN**



**PREPARED BY THE
PASCO COUNTY
COMMUNITY TRANSPORTATION COORDINATOR**

**APPROVED BY
THE PASCO COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD**

Effective October 2008

MISSION STATEMENT

Pasco County Public Transportation (PCPT) is committed to the effective and efficient management and delivery of public, specialized, and coordinated transportation services in Pasco County. It is the continuing pursuit of PCPT to ensure that these services meet the mobility needs of Pasco County residents and visitors in terms of:

- Accessibility
- Cost Effectiveness
- Professionalism
- Quality of Service
- Reliability
- Safety & Security

**PASCO COUNTY
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TABLE OF CONTENTS**

**Page
Number**

I.	DEVELOPMENT PLAN	
A.	Introduction to the Service Area	1
1.	Background of the Transportation Disadvantaged Program	1
2.	Designation Date/History	2
3.	Organization Charts	3
4.	Consistency Review of Other Plans	7
a.	Local Government Comprehensive Plan	7
b.	Regional Policy Plan	7
c.	Transit Development Plan (2009-2018)	7
d.	Metropolitan Planning Organization (MPO) Long Range Transportation Plans	8
e.	Transportation Improvement Program	8
5.	Public Participation	8
6.	Local Coordinating Board (LCB) Certification	8
B.	Service Area Profile/Demographics	12
1.	Service Area Description	12
2.	Demographics	12
a.	Land Use of Service Area	12
b.	Population/Composition	13
c.	Employment	15
d.	Major Trip Generators/Attractors	16
e.	Inventory of Available Transportation Services	17
C.	Service Analysis	18
1.	Forecasts of Transportation Disadvantaged (TD) Population	18
2.	Needs Assessment	20
3.	Barriers to Coordination	21
D.	Goals, Objectives, and Strategies	22
E.	Implementation Schedule	27

II. SERVICE PLAN

A. Operations Element	28
1. Types, Hours, and Days of Service	28
2. Accessing Services	30
3. Transportation Operators and Coordination Contractors	34
4. Public Transit Utilization	41
5. School Bus Utilization.....	41
6. Vehicle Inventory	41
7. System Safety Program Plan (SSPP) Certification	41
8. Intercounty Services	47
9. Emergency Preparedness and Response	48
10. Educational Efforts/Marketing.....	48
11. Acceptable Alternatives	48
12. Service Standards.....	49
13. Local Complaint and Grievance Procedures/Process.....	53
B. Cost/Revenue Allocation and Rate Structure Justification	58.
1. Cost/Revenue Allocation.....	58
2. Current Rate Structure.....	58

III. QUALITY ASSURANCE

A. Audits of Funding Agencies	61
B. Evaluation Processes	62
1. Community Transportation Coordinator (CTC) Evaluation Process	62
2. CTC Monitoring Procedures of Operators and Coordination Contractors.....	62
3. Coordination Contract Evaluation Criteria	66
4. Planning Agency Evaluation Process.....	66

IV. ATTACHMENTS67

- 1. West Pasco County Bus Route Service Area System Map
- 2. East Pasco County Bus Route Service Area System Map
- 3. Eligibility for Application for Paratransit Services
- 4. Vehicle Inventory
- 5. System Safety Certification
- 6. Marketing Initiatives
- 7. Worksheets
- 8. Monitor Inspection Forms

I. DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged (TD) Program

In 1972, a group of Pasco County's residents formed the Pasco Citizens Council on Aging, a nonprofit volunteer organization whose purpose was to focus on the unmet needs of the elderly. One of the major concerns identified was a need for specialized transportation in Pasco County. The group's efforts led to the establishment of transportation services, known as Specialized Transportation for Area Residents (STAR). Due to its immediate acceptance and the continuous increase in demand for transportation services in Pasco County, STAR became a division of Pasco County Government in 1977.

In 1982, STAR was designated by the Pasco County Board of County Commissioners (BOCC) as the lead agency to fulfill the requirements under Chapter 427, Florida Statutes (FS). STAR provided advance reservation, door-to-door, sponsored transportation service Countywide while accommodating the public on a space available basis. During that period of operation, STAR provided sponsored services based on a Memorandum of Agreement for the Title III-B, Older American's Act (OAA) programs; the Department of Health and Rehabilitative Services, now known as the Department of Children and Families; the Division of Blind Services; Medicaid; Community Care for the Elderly; and Federal Transit Administration, Section 18, for rural public transportation.

In 1988, the Pasco County BOCC decided to improve transit service with the implementation of limited fixed-route/fixed-schedule service. Pasco County initiated operation of the West Pasco area public transit project known as the Pasco Shuttle in December 1988. The system was operated by a private firm under contract with the County. This service consisted basically of two routes, each served by two buses, operating on weekdays along the main West Pasco roadway corridors (U.S. 19 and Little Road). Despite numerous marketing efforts and increased funding, the system experienced low ridership, contract issues, and maintenance problems.

In early 1990, the Pasco County BOCC decided not to renew the contract for the Pasco Shuttle. Their decision was based on projected increasing costs for contract operations, varying levels of service, and the overall lack of acceptability. The Board decided that public transportation efforts and funding should be refocused on a more accessible, demand-response system. The Pasco Shuttle was discontinued on June 30, 1990.

In December 1990, the Pasco Area Transportation Service (PATS) was established to provide demand-response service to accommodate the needs of the general population in the western urbanized area of Pasco County. In October 1993, transportation operations were reorganized into a single-name transportation system. Public transportation and specialized transportation services continued to be provided with no significant change, except that the acronyms PATS and STAR were dropped in favor of Pasco County Public Transportation (PCPT).

2. Designation Date/History

As a result of the 1989 Legislation, Chapter 427, FS; and Rule 41-2, Florida Administrative Code (FAC), the Pasco County Metropolitan Planning Organization (MPO) became the Designated Official Planning Agency and thus assumed responsibility for carrying out the TD Legislation. In October 1990, PCPT was designated as the Community Transportation Coordinator (CTC) by the Pasco County MPO. PCPT is currently coordinating the TD services with all participating local for-profit and not-for-profit transportation providers operating in Pasco County.

Since October 10, 1993, PCPT has contracted with several private-for-profit companies to augment transportation service. Trips provided by these companies are funded through the TD Trust Fund, Community Development Block Grant (CDBG), and OAA, Title III-B. This program has allowed PCPT to expand TD service to twenty-four hours per day, seven days a week.

The TD Local Coordinating Board (LCB) was also established as mandated by Chapter 427, FS, and Rule 41-2, FAC. The purpose of the LCB is to determine local transportation service needs and to provide information, advice, and direction on the coordination of services to be provided in Pasco County.

The members of the LCB, all of whom are appointed, hold positions of responsibility within their respective agencies. This allows them to adequately represent their agency during LCB discussions, including policy development, and when votes are taken. The composition of the LCB consists of representatives of the following agencies or special interest groups:

- a. Elected official (acts as Chairman of LCB).
- b. Florida Department of Transportation (FDOT).
- c. Florida Department of Children and Families.
- d. Florida Division of Vocational Rehabilitation representing the Department of Education.
- e. Veteran's representative (recognized by the local Veterans Service Office).
- f. Representative of the economically disadvantaged in Pasco County (recognized by the Florida Association for Community Action).
- g. Local representative of the Florida Department of Elder Affairs.
- h. A disabled person representing persons with disabilities.
- i. Two citizen advocates in Pasco County; one must be a transit user.
- j. Representative of the Agency for Health Care Administration.

- k. Representative of persons over 60 years of age.
- l. Experienced representative of the local private-for-profit transportation industry.
- m. Public education community representative.
- n. Representative for children at risk.
- o. Representative of the Regional Workforce Development Board.
- p. Representative of the local medical community.

Additional agency and nonagency individuals may be appointed by MPO as nonagency members. Except for the Chairperson and State agency representatives, nonagency members of the LCB are appointed for staggered three year terms.

3. Organization Charts

The following charts are being provided for informational purposes:

- a. Figure 1: Organizational Chart of the Pasco County TD Program.
- b. Figure 2: Organizational Chart of the Pasco County CTC/MPO.
- c. Figure 3: Organizational Chart of PCPT.

Insert TD Org. Chart.

FIGURE 2: CTC/MPO chart



Figure 3 PCPT organ. chart

4. Consistency Review of Other Plans

a. Local Government Comprehensive Plan:

The Pasco County Comprehensive Plan is in compliance with the State's Growth Management Act and includes a Mass Transit Element. The goals of this element are as follows:

Goal 1. "Provide a safe, efficient, effective countywide multimodal transportation system that offers transportation alternatives to the TD residents and is sensitive to the special needs of Pasco County's citizens."

Goal 2. "Provide a safe, efficient, and effective multimodal system that offers an alternative to the private automobile."

b. Regional Policy Plan:

"The Future of the Region, A Strategic Regional Policy Plan" was adopted by the Tampa Bay Regional Planning Council, on December 11, 1995. This document is a long-range guide for the physical, economic, and social development of the region. This service plan is consistent with "The Future of the Region, A Strategic Regional Policy Plan." Other plans for cities in Pasco County have developed policy statements encouraging the utilization of a multimodal transportation system. In addition, representatives from several cities in Pasco County are members of the MPO Citizens' Advisory Committee.

c. Transit Development Plan (2009-2018):

The ten-year Transit Development Plan (TDP) is the strategic guide for public transportation in Pasco County over the next 10 years. Some of its objectives include:

Objective 1.3: Develop an on-going performance monitoring program.

Objective 2.2: Develop an on-going public involvement process through surveys, discussion groups, interviews with passengers and drivers, and public workshops.

Objective 3.1: Ensure coordination and consistency with local, regional, and state plans for the future provision of public transit service in Pasco County.

Objective 4.1: Strive to ensure the availability of service to meet the public transit needs of the citizens and visitors in Pasco County.

Objective 4.2: Identify and address transportation needs of transit oriented populations in the County.

Objective 5.1: Support Land Development Regulations that encourage transit-friendly development.

d. MPO Long Range Transportation Plans:

The MPO long-range plans call for continued assessment and refinement of public transportation and public transit efforts with particular focus on the feasibility of commuter bus express service as well as a regional approach to mobility access and linkage.

e. Transportation Improvement Program (TIP):

The TIP projects the Federal, State, and local transportation funding requirements necessary to support levels of service as prescribed in relevant planning documents.

5. Public Participation

The LCB holds a public hearing annually at its April/May meeting. The public is invited to share ideas and opinions of transportation services in Pasco County. Also, all of the other quarterly LCB meetings have public comment periods.

Through the PCPT website, the public is invited to review the proposed TDSP prior to LCB adoption. The contract operators and coordination contractors receive electronic copies prior to Board approval so they may be able to comment or suggest changes to the Plan.

In June 2007, the Hillsborough, Pasco and Pinellas MPOs in partnership with FDOT developed a Locally Coordinated Human Services Transportation Plan to meet the criteria of the federal Safe Accountable Flexible Efficient Transportation Equity Act. There were numerous workshops held throughout Pasco County and the public and various agencies were invited to attend and express their transportation needs. From the public input in the three counties, the Hillsborough, Pasco, and Pinellas Tri-County Access Plan (TCAP) was developed.

Based upon the tri-county area's demographic makeup and primary employment markets, expanding existing transportation services through Job Access and Reverse Commute and New Freedom funding will provide greater access to employment and other services for the elderly, disabled, and unemployed populations. TCAP is reviewed and updated annually.

6. LCB Certification

The LCB hereby certifies that an annual evaluation of this CTC was conducted consistent with the policies of the CTC and all recommendations of that evaluation have been incorporated in this Service Plan.

LOCAL COORDINATING BOARD CERTIFICATION

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

Date

Coordinating Board Chairman

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

**Local Coordinating Board
Member List**

<u>Voting Member</u>	<u>Agency</u>	2008 Certification <u>Vote</u>
1. The Honorable Pat Mulieri, Ed. D. County Commissioner Pasco County Courthouse	MPO (Acts as Chairman of Local Coordinating Board)	
2. Ms. Nicole Mathis Public Transportation Coordinator	Representative of FDOT	
3. Ms. Patricia Wisman Operations Program Administrator	Representative of Florida Department of Children and Families	
4. Mr. Gary Sawyer Director of Transportation District School Board of Pasco County	Representative of the Public Education Community	
5. Ms. Betty Sarvis Vocational Rehabilitative Supervisor	Representative of the Florida Department of Education	
6. Mr. William Klinger Veterans Service Officer Pasco County Veterans Services	Representative of Veterans in Pasco County; Recognized by the Florida Department of Veterans Affairs	
7. Mr. Richard Cook Transportation Director Mid-Florida Community Services	Representative of the Economically Disadvantaged in Pasco County; Recognized by the Florida Association for Community Action	
8. Mr. Alfred Roeder	Representative of Persons 60 Years of Age	
9. Ms. Lee Ann Graf	Person Representing the Disabled in Pasco County	

**Local Coordinating Board
Member List (continued)**

<u>Voting Member</u>	<u>Agency</u>	2008 Certification <u>Vote</u>
10. Vanessa M. Dazio, OTD Safe Aging, Inc.	Citizen Advocate Representative	
11. Ms. Betsy Kier Early Learning Coalition of Pasco-Hernando Counties, Inc.	Local Representative for Children at Risk.	
12. Ms. Muriel Stone	Citizen Advocate – Transit User	
13. Ms. Sally Gronda Executive Director Area Agency on Aging of Pasco-Pinellas, Inc.	Local Representative of the Florida Department of Elder Affairs	
14. Mr. Dennis Smith Vice-President Stretch Limo, Inc.	Experienced Representative of the Local for Profit Transportation Industry	
15. Ms. Laurel Stees Program Specialist Medicaid Program Office District V	Representing the Florida Agency for Health Care Administration	
16. Mr. Brenda Gause Pasco Hernando Jobs and Education Partnership Regional Board, Inc.	Representing the Workforce Development Board	
17. David Johnson, MD Director Pasco County Health Department	Representing the Medical Community	

Additional agency and nonagency individuals may be appointed by MPO as nonagency members.

B. Service Area Profile/Demographics

1. Service Area Description

Pasco County is bordered by Hernando County to the north, Sumter County to the northeast, Polk County to the east, and Hillsborough County and Pinellas County to the south.

Paratransit service is provided throughout Pasco County; however, service demand is primarily concentrated south of Ridge Road and west of Little Road in West Pasco County. This urbanized area has the greatest demand since the area is concentrated with a high number of elderly and low-income residents. Service is also provided to the small urbanized areas of Zephyrhills and Dade City.

Under the advance reservation service structure, vehicle type and provider assignments are determined by PCPT dispatchers, based on the demand for service. Generally, the dispatchers try to group as many pickups as possible within a general area. Destinations also play a role in the vehicle and passenger assignment. The drivers pick up the passengers in a predetermined pattern and continue to the destinations. The general service area pattern for originating trips varies according to daily service demand.

2. Demographics

a. Land Use of Service Area:

Development in Pasco County is affected by a combination of several factors, one of these being transportation. Four (4) major north-south routes and two (2) major east-west routes serve the County. The most heavily populated areas are located along U.S. 19 in West Pasco, while the area east of U.S. 41 in Land O' Lakes to State Road 581, east of I-75 is experiencing some of the most rapid growth in the County. This growth in Central Pasco can be partly attributed to the suburbanization of northwestern Hillsborough County, the availability of affordable vacant land and proximity to existing infrastructures. Another factor in the development pattern is physical characteristics. Pasco County has four (4) major rivers and hundreds of lakes. Lowlands, wetlands, floodways, and poorly drained soils have historically acted as natural inhibitors to urban development. Roughly one-quarter of the acreage in Pasco County is publicly owned land and designated as conservation, coastal land, recreation/open space, or public/semipublic. This acreage includes: 1) coastal and conservation areas along the west coast of Pasco; 2) wellfields in West and Central Pasco; and 3) parkland that is owned by the County or the State.

The land use patterns show a concentration of residential density and nonresidential intensity in the areas along the U.S. 19 corridor (which includes the municipalities of Port Richey and New Port Richey); Land O' Lakes from Bell Lake Road and U.S. 41 to the Hillsborough County line; and the activity centers at the intersections of I-75 and State Roads 54/56, I-75 and State Road 52, and U.S. 301 from Zephyrhills to Dade City. Presently, there are approximately 332,817 acres remaining as agricultural land, which are concentrated in North Central and East Pasco County. Mining operations

comprise a small amount of the acreage in Central Pasco County, while land currently planned for industrial development is located in areas adjacent to the municipalities or constitutes a land use component in a Development of Regional Impact. Retail and office development are planned along the collector and arterial roadways in proximity to residential developments within urbanized areas or as a component of a unified Plan of Development. A mixed use future land use designation allows a mix of land uses along I-75 and the interchanges of State Road 52, State Roads 54/56, and County Road 41.

The recent/planned construction of several major road projects within the County, i.e., the Suncoast Parkway, Ridge Road extension, and State Road 56, has resulted in new areas being considered for development. In addition, a perceived demand for increased multifamily housing within the urbanized areas could result in an increased demand for public transportation. The employment base within the County has been limited to a few manufacturers, the public school system, local government, medical facilities, professional services, and retail establishments. Increasing the employment base in the County is significant to the growth of the County. In conclusion, the County is continuing to grow at a moderate growth rate; infrastructure construction and expansion are planned through the Year 2025; residential and commercial construction is continuing within planned developments and along major roadway corridors; and there are incentives for attracting new industry to the County.

b. Population/Composition:

According to the Tampa Bay Partnership Profile Report: Claritas 2007 Demographics, Pasco County's population as of April 5, 2008 was estimated at 439,510 and is approximately 90.3 percent white, with 48 percent of the population male and 52 percent of the population female. Approximately 9.0 percent of the County's population indicates they are of Hispanic origin. There are 3.4 percent Black or African American persons residing in Pasco. Residents that are 65 years and older account for 22.0 percent of the County's population. The age breakdown for Year 2007 is as follows:

Table 1		
<u>2007 Population Estimates by Age Group</u>		
Age Categories	Estimates	Percentage
0-20	105,024	23.9
21-24	19,651	4.4
25-44	109,811	25.0
45-64	108,528	24.7
65+	96,496	22.0

Source: Tampa Bay Partnership Profile Report: Claritas 2007 Demographics

Population projections for Year 2010 are 499,600; Year 2025 is 742,100 and Year 2030 is 825,000.

For planning purposes, the Growth Management/Zoning Department has subdivided the County into three planning areas:

West, Central, and East; and these subdivisions correspond to natural and manmade features. Growth within the unincorporated area of Pasco County is occurring at a much higher rate than in the municipalities. The County is experiencing moderate growth, and population projections indicate that the Central area of the County will continue to grow at a substantially higher rate than the rest of the County, with this area seeing an influx of younger families. West and East Pasco County will grow at roughly the same rates through the Year 2030. The 2007 Florida Statistical Abstract estimated Pasco County's population density to be 570 persons per square mile, which is ranked twelfth (12th) in the State, the eleventh (11th) ranking is Volusia County, while the thirteenth (13th) ranking is Seminole County.

The civilian labor force in 2007 totaled 183,179, and the unemployment rate was 3.4 percent. Employment by industry for 2006 (average monthly) was:

Agricultural, Fishing, Mining	1,673
Wholesale and Retail Trade	26,952
Transportation, Warehousing, Utilities.....	4,193
Manufacturing, Construction	20,675
Finance and Insurance, Management of Companies.....	4,126
Real Estate, Rental, and Leasing.....	2,294
Administration and Support.....	6,590
Professional, Scientific, Technical, Educational, Health/Social.....	28,172
Arts, Entertainment, Recreation, Other.....	2,157
Accommodation and Food Service.....	13,778
State/Federal/Local Government.....	22,205
Information and Other Services.....	7,108
TOTAL	139,923

According to the 2005-2007 Pasco Profile, Pasco County had a per capita personal income of \$26,026 in 2005, compared to \$35,607 in Pinellas County, and \$31,671 in Hillsborough County. In 2007, there was an estimated 181,819 households in Pasco County. The 2007 Florida Statistical Abstract indicated that 12.8 percent of the total population was below poverty level.

c. Employment:

According to the 2005-2007 Pasco County Profile produced by the Growth Management/Zoning Department, the major employers in the County are as follows:

- (1) District School Board of Pasco County - 9,002 employees.
- (2) County Government - 2,245 employees.
- (3) State of Florida Government - 1,281 employees.
- (4) Pasco County Sheriff -1,149 employees.
- (5) Regional Medical Center at Bayonet Point - 1,000 employees.

- (6) HCA Health Services of Florida - 1000 employees
- (7) Community Hospital of New Port Richey - 1,000 employees.
- (8) Saddlebrook Golf & Tennis Resort - 720 employees.
- (9) Florida Hospital Zephyrhills - 708 employees.
- (10) Pasco Hernando Community Hospital - 609 employees.

There are several manufacturers in the County who have between 101-603 employees. These industries include:

- (1) Pall Aeropower, New Port Richey (Filters) 603 employees.
- (2) Zephyrhills Spring Water, Zephyrhills (Bottled Water) 300 employees.
- (3) VLOC, New Port Richey (Laser Optical Components) 250 employees.
- (4) Zephyr Egg Company, Zephyrhills (Eggs) 175 employees.
- (5) APAC Florida, Inc., Wesley Chapel (Asphalt/Paving) 150 employees..
- (6) Keys Concrete Industries, Inc., New Port Richey (Concrete) 125 employees.
- (7) Florida Custom Mold, Inc. 120 employees
- (8) B.E.T.E.R. Mix, Odessa (Concrete) 119 employees
- (9) Eastern Ribbon and Roll Corporation (Manufacturing) 103 employees.
- (10) Stack Building Supplies (construction) 101 employees

The employment sites are located within urbanized areas along major collector and arterial roadways. Currently, the work trips do not constitute a significant portion of the current advance reservation ridership, given the population characteristics of the County. It is possible the demand has not been significant because: 1) access to vehicles is relatively high; 2) employees originate from outside the County; and 3) increased use of fixed-route service.

d. Major Trip Generators/Attractors:

The identification of major trip generators and attractors within an area is largely dependent upon the demographic composition of an area. Total estimated population for Pasco County in Year 2007 totaled 439,510 with 22.0 percent of the population age 65 or older.

Approximately 63 percent of the County's work force is engaged in the service industry, which includes transportation, information, utilities, finance and insurance, professional, management, administration, real estate, recreation,

health, education, government, accommodation and food services, and selected personal services. Roughly 21 percent of the work force is employed in commercial activities, i.e., arts, entertainment and recreation, management of companies and enterprises, retail trade and wholesale trade. The remainder of the work force, 16 percent, is engaged in the industrial/agriculture trade, which includes agriculture, forestry, fisheries, mining, construction, and manufacturing.

Since Pasco County is predominated by a large number of retirees (both permanent and seasonal residents), there is a large demand for access to service-related businesses, medical facilities, and social service agencies. According to the FY07/08 Annual Operations Report (AOR), the breakdown of nonsponsored trips totaled as follows: 54 percent medical; 15 percent life-sustaining/recreation/other; 22 percent educational/training/daycare; 4 percent nutritional; and 5 percent employment.

Attachments 1 and 2 (located at the end of this document) are PCPT Area System Maps (East and West Pasco), which identifies trip generators and attractors including major shopping centers/attractions, post-secondary schools, medical facilities, and County libraries.

e. Inventory of Available Transportation Services:

Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted in the System	Number of Trips	% of All Trips
Private Non-Profit	18	13	127,820	58%
Private For-Profit	10	4	49,130	22%
Disabled Veterans	1	1	1,612	1%
Public Transit Agency*	1	1	24,800	11%
Government (SB)	1	1	17,994	8%
Total	30	20	221,356	100%

*These are paratransit trips only and do not include sponsored bus pass trips.

C. Service Analysis

1. Forecasts of Transportation Disadvantaged (TD) Population

A forecast of the TD population for Pasco County from 2007 through 2011 has been estimated based upon: 1) Methodology Guidelines from the Center for Urban Transportation Research; 2) U.S. Department of Commerce, Bureau of the Census 2000; 3) population estimates from the Bureau of Economic and Business Research, University of Florida; 4) definitions of elderly and nonelderly population from the Pasco County Comprehensive Plan; and 5) District School Board of Pasco County's data concerning the disability status of children zero (0) to fifteen (15). Table 1 provides a projection of the population of the County from 2007-2011 by age group.

The elderly population is defined as "persons 65 years or older," and the nonelderly population is defined as "persons zero to 64 years old." The disability status for children from zero to fifteen was estimated using information obtained from the District School Board of Pasco County on the number of children enrolled in the District's Special Education programs. It was assumed that "high-risk" or "at-risk" children are accounted for in either the estimate for disabled persons or low-income persons. The percentages of below poverty income of the population are based upon a subset of the population. The percentages of disability status for the population are based on a subset of the population and includes persons 16 years and older.

The total number of persons estimated to be TD in Pasco County in 2007 was 206,862, which constitutes 48 percent of the County's estimated total population for that time period. The TD total includes all the disabled, elderly, and low-income population and the children deemed to be "high-risk" or "at risk." Table 2 depicts the TD population from 2007-2011 by age category. Table 3 depicts the combined TD population from 2007-2011, without access to a vehicle.

TABLE 1			
Population Projections 2007-2011			
By Age Group			
Year	Age Group 0-64	Age Group 65+	Total
2007	343,014	96,496	439,510
2008	352,241	99,092	451,333
2009	361,716	101,758	463,474
2010	371,446	104,495	475,941
2011	381,438	107,306	488,744

Source: Tampa Bay Partnership Profile Report: Claritas 2007 Demographics

TABLE 2			
Pasco County TD Population Estimates			
2007-2011			
		Age Categories	
Year	Total TD Population	Elderly	Non-Elderly
2007	206,862	43,648	163,214
2008	212,025	44,737	167,288
2009	217,334	45,857	171,477
2010	222,797	47,010	175,787
2011	228,418	50,252	178,166

Source: The Center for Urban Transportation Research

TABLE 3				
Pasco County TD Population Estimates from 2007-2011 for				
Those Persons with No Access to a Vehicle				
Year	Elderly		Nonelderly	
	Disabled/Low Income	Low Income/ No Car	Disabled/Low Income	Low Income/ No Car
2007	4,291	2,385	2,281	1,260
2008	4,420	2,457	2,295	1,269
2009	4,553	2,531	2,310	1,277
2010	4,690	2,607	2,325	1,285
2011	4,831	2,685	2,340	1,293

Source: The Center for Urban Transportation Research

Approximately 105,847 persons live within one-quarter mile of the fixed-route transit system and 206,395 persons live within three-quarters mile of the fixed-route transit system. These figures also include the segment of population in Pinellas County along the two PCPT bus routes to Tarpon Springs. Based upon the number of TD residents in the County (206,862), the provision of the Countywide advance reservation service, and the establishment of the fixed-route transit system, it can be assumed that public transportation services are accessible to all Pasco County residents. Coordination efforts are continuing to ensure the transportation needs of Pasco County's residents are met; and safe, efficient, and reliable service is provided.

2. Needs Assessment

The largest group of residents in need of transportation-related assistance is the elderly. Several factors can be attributed to their need for public transportation, i.e., physical or medical limitations, lack of a driver's license, financial constraints, fear of driving or a reluctance to share rides. In addition to the elderly, there are a large number of physically and mentally challenged residents in Pasco County who require assistance. The next largest segment of the TD population is the low-income population, primarily because they cannot reasonably afford their own transportation. Included within this low-income group are "high-risk" and "at-risk" children.

PCPT provides all residents with equal access to transportation service, and this service is supplemented with support from the coordination contractors. Nonprofit and commercial contractors perform trips, which have a destination outside the service area, and they also accomplish trips after the operating hours of PCPT. For any person to access the coordinated transportation services, that person must register by filling out an application. Data for FY07/08 indicates a total of 8,712 unduplicated persons that were registered in the coordinated system. Of their total trips, 27 percent were disabled and 20 percent were elderly. Their primary destinations were for general medical office visits, shopping and special programs.

Future transportation demands will be affected by demographic changes in employment and population, location of urbanized areas, trip destinations, major new roadway construction, which opens new areas to development, and funding availability. The demand for transportation from the TD population within the service area will increase for the groups identified above as the County's population continues to grow. The Welfare Transition Program is currently working with 281 households in Pasco County. Of these 281 households, all 281 have a work requirement as a condition of eligibility. There are 121 transitional cases that also have to comply with a work requirement. All are potential users of PCPT. Suggested transportation alternatives could include van pools, ride sharing, assistance in maintaining privately owned vehicles, the purchase of gasoline and the use of public transportation, both fixed-route service and advance reservation service. As the employment base within the County expands, the demand for commuter service may also increase. The completion of the Suncoast Parkway and subsequent growth in Central Pasco County may soon create a demand for a feeder commuter service into Hillsborough County or Hernando County. The factors identified above will be considered in the future assessment and enhancement of the public transportation system.

There are several areas in Pasco County where transit service is not provided. This includes the central portion of the County including the fast growing populations of Land O'Lakes and Wesley Chapel. However, the newly adopted TDP plans a cross-county connector in 2011, a Land O'Lakes circulator in 2015, and a Zephyrhills to Wesley Chapel route in 2018. These and other planned enhancements are subject to funding availability.

3. Barriers to Coordination

A "Bus Pass Program" is one initiative that reduces the Medicaid transportation cost, while increasing the use of the County's public transit service to the Medicaid recipients. The program's goal is to continually move customers from the paratransit to the fixed-route transit system when feasible. The development of this program was considered a reasonable solution to one of the concerns held by PCPT regarding coordination with the local Agency for Health Care Administration. PCPT implemented a Bus Pass Program in January 2001, which initiated with specific agency clients who use Medicaid transportation up to five days per week. New potential clients who enter the system and live within $\frac{3}{4}$ miles of the fixed route are automatically assigned to this mode of transportation (barring any physical/mental incapacity that would prevent its use). Current paratransit clients are also being gradually transferred to the fixed route, if applicable. Training can be given to teach individual riders how to use the fixed route system. Training will be expanded upon as resources, staff, and time allows. PCPT will provide complimentary bus passes to agencies for use in travel training programs.

According to the 2007/2008 AOR, 46 percent of riders were elderly or children, of which many are not able to use the fixed route system due to physical or other limitations. Of the other 54 percent, many of these riders, if eligible, will be the ones who transfer from paratransit to the fixed route system.

Pasco County still has a very large population of senior citizens and disabled residents in need of paratransit service. Current resources may not remain adequate with a growing population and ever increasing demand. PCPT will continue to seek additional long term funding sources. Efforts are continually underway by the LCB Chairman to increase awareness of the TD Voluntary Dollar Program throughout the County.

D. Goals, Objectives, and Strategies

The goals, objectives, and strategies have been developed through the adaptation of legislative and administrative requirements as they relate to TD in the service area, and with the utilization of the adopted Mass Transit subsection of the Transportation Element in the Pasco County Comprehensive Plan. The mission for PCPT is to provide a cost-effective and efficient transportation system that offers public, specialized, and coordinated transportation services to Pasco County's citizens while remaining sensitive to the special needs of Pasco County's citizens. The broad goals, measurable objectives, and implementation strategies are intended to serve as a guide for planning and quality assurance monitoring for the five year period of the current MOA.

PUBLIC TRANSPORTATION

Goal I. Ensure Availability of Transportation Services to TD Population

Objective 1.1. Provide ongoing transportation service to meet the demand for TD trips, to the maximum extent feasible.

Strategy 1.1.1. Continually contract with operators to provide necessary and appropriate TD services (responsible party: CTC).

Strategy 1.1.2. Remain responsive to the needs of the TD population and the community through customer feedback surveys and the LCB annual public forums (responsible parties: PCPT, CTC, and MPO).

Strategy 1.1.3. Continually assess and adjust fixed-schedule routes to and from major trip generators/attractors and to meet demand for transportation (responsible parties: PCPT and CTC).

Strategy 1.1.4. Continually ensure the availability of reservationists, accessible vehicles, and drivers to serve ambulatory and wheelchair trips (responsible party: CTC).

Objective 1.2. Maximize the cooperation between entities involved in the provision of TD services.

Strategy 1.2.1. Continue to invite agencies within the coordinated system to make presentations to the LCB (responsible parties: CTC and MPO).

Strategy 1.2.2. Conduct annual agency surveys to monitor and give feedback to the TD system's performance and improve the coordination of the program

(responsible parties: CTC and MPO).

Objective 1.3. Improve public awareness of the TD Program.

Strategy 1.3.1. Continually update and distribute information and brochures to the TD population (responsible party: CTC).

Strategy 1.3.2. Continually distribute information on major policy issues that affect the users of the TD system (such as system policies, times of operation, availability of service, etc.), by utilizing news releases to television stations; print media; radio public service announcements; mailings; Internet web page, etc. (responsible party: CTC).

Goal II. Ensure Cost-Effective and Efficient Transportation Services

Objective 2.1. Deliver a cost-affordable, cost-feasible transportation service.

Strategy 2.1.1. Review the operating data of all agencies within the coordinated system quarterly to monitor cost-per-passenger trip and other efficiency measures (responsible party: CTC).

Strategy 2.1.2. Continually increase the load factor through ongoing monitoring of dispatch operation and not-for-profit providers (responsible party: CTC).

Strategy 2.1.3. Continually implement the Trip No-Show/ Cancellation Policy and Procedures within all provider agencies, and monitor passenger no-shows to increase driver productivity and client accessibility (responsible party: CTC).

Objective 2.2. Maximize the utilization of services available.

Strategy 2.2.1. Continually offer services to the general public for medical trips, shopping trips, etc. (responsible party: CTC).

Strategy 2.2.2. Maintain the monthly monitoring report of trip destinations for marketing purposes (responsible party: CTC).

Strategy 2.2.3. Continually coordinate within the coordinated system for supplemental service provision (responsible party: CTC).

Strategy 2.2.4. Conduct ongoing monitoring of dispatch operations (responsible party: CTC).

Strategy 2.2.5. Provide biannual employee training programs, such as passenger assistance techniques to PCPT and other agencies (responsible party: CTC).

Goal III. Provide Quality of Service to TD Population

Objective 3.1. Demonstrate professionalism and courtesy in customer relations.

Strategy 3.1.1. Maintain annual training opportunities and programs in customer service (responsible party: CTC).

Strategy 3.1.2. Conduct annual dissemination of TD policies and procedures to Pasco County residents (responsible party: CTC).

Strategy 3.1.3. Use surveys to receive feedback from riders and agencies (responsible parties: CTC and MPO).

Objective 3.2. Maximize customer comfort and safety.

Strategy 3.2.1. Maintain and conduct safety training as needed for new employees and/or agencies, and updates for current employees (responsible parties: CTC and PCPT).

Strategy 3.2.2. Annually conduct rider and agency surveys to receive feedback on users' perception of comfort and safety (responsible party: CTC).

Strategy 3.2.3. Continue the ongoing implementation of the System Safety Program Plan (SSPP) and monitoring of the agencies' SSPP (responsible parties: CTC and PCPT).

Strategy 3.2.4. Maintain accident records for presentation to the Drivers' Safety Review Board on an as needed basis (responsible party: PCPT).

Objective 3.3. Minimize customer travel and wait time.

Strategy 3.3.1. Continually contract with operators in the provision of the demand response service (responsible parties: CTC and MPO).

Strategy 3.3.2. Continue the ongoing operation of the coordinated service on a twenty-four (24) hour basis, seven (7) days a week (responsible parties: CTC and MPO).

Strategy 3.3.3. Continually monitor and improve routing procedures (responsible party: CTC).

Strategy 3.3.4. Maintain on-time performance of 90 percent or better (responsible party: CTC).

Goal IV. Ensure Necessary Funding to Support the Program

Objective 4.1. Increase funding for TD trips to meet demand.

Strategy 4.1.1. Continually pursue local government funding to provide the match for the nonsponsored trip/equipment grant annually through the County budget process (responsible parties: CTC and MPO).

Strategy 4.1.2. Continually identify, evaluate, and pursue possible alternative TD funding available through local, State, and Federal sources (responsible parties: CTC and MPO).

Objective 4.2. Encourage public and private agencies to identify and allocate

sufficient funding to meet the transportation needs of their clients.

Strategy 4.2.1. Maintain a monitoring program of the annual transportation budgets of coordinated agencies to ascertain that their own available funding for transportation is not being supplanted by the nonsponsored program funds (responsible parties: MPO and CTC).

Strategy 4.2.2. Encourage and aid not-for-profit agencies to apply for additional funding such as 5310, 5316 and 5317 (responsible party: CTC).

Objective 4.3. Ensure funding continues for Intercounty Services

Strategy 4.3.1. Continue to pursue FDOT Urban Corridor Program Funds to provide the necessary financial support to maintain the established Intercounty services (responsible parties: CTC and MPO).

Goal V. Ensure Program Accountability

Objective 5.1. Adhere to and disseminate ongoing TD providers, rules, regulations, and procedures established by the Legislature and CTD.

Strategy 5.1.1. Continually produce an accurate AOR, including data from all Purchase of Service and Coordination Contracts (responsible party: CTC).

Strategy 5.1.2. Coordinate quarterly with TD providers to review and/or establish coordination system activities (responsible party: CTC).

Strategy 5.1.3. Maintain the standards and performance measures adopted by the Legislature and CTD (responsible parties: CTC and MPO).

Strategy 5.1.4. Recommend sanctions against TD providers for noncompliance with rules/regulations (responsible party: CTC).

Objective 5.2. Evaluate the TD Program.

Strategy 5.2.1. Collect, compile, and maintain data necessary for the evaluation of the TD Program on an ongoing basis (responsible party: CTC).

Strategy 5.2.2. Develop necessary tools for collection of data (responsible party: CTC).

Strategy 5.2.3. Comply with the CTD's contract requirements (responsible party: CTC).

Strategy 5.2.4. Evaluate the TD Program at least annually and make recommendations on how the system can be more effective and efficient (responsible party: MPO).

Strategy 5.2.5. Conduct annual rider surveys to ascertain the TD system's performance and improve the program's efficiency (responsible party: CTC).

Goal VI. Develop and Promote Alternative Transportation

Objective 6.1. Continue development refinement and expansion of transit service.

Strategy 6.1.1. Expand transit service in the areas of Pasco County where no fixed route service exists. The Ten-Year TDP proposes the following enhancements, providing funding is available (responsible party: CTC):

- Add Moon Lake area route (2010)
- Add cross-county connector (2011)
- Add Land O'Lakes circulator (2015)
- Add Hudson area route (2018)
- Add Zephyrhills to Wesley Chapel route (2018)

Strategy 6.1.2. Enhance existing transit service based on demographics, growth, population density, ridership statistics and passenger surveys (responsible party: CTC).

Strategy 6.1.3. Transfer eligible and qualified riders from paratransit service to the fixed route system to improve cost effectiveness and resource efficiency (responsible party: CTC).

Objective 6.2. Continue expanding the Agency-Sponsored Bus Pass Program to allow for substantial cost-savings.

Strategy 6.2.1. Continue increasing the number of clients in the monthly bus pass program that allows for unlimited use of the transit system for a given month by qualified Medicaid and agency-sponsored clients (responsible party: CTC).

Strategy 6.2.2. Assign new and current paratransit clients to the Bus Pass Program if within established guidelines (responsible party: CTC).

Strategy 6.2.3. Continue to promote the Bus Pass Program whenever possible (responsible party: CTC).

E. Implementation Schedule

Three (3) Year Transportation Disadvantaged (TD) Improvement Program and Implementation Schedule:

The TD Improvement Plan and Implementation Schedule have been developed using the Capital Replacement Plan and Five (5) Year Revenue and Expenditure Plan. The Pasco County Coordinated System's major improvements and anticipated completion schedule for these improvements span a three (3) year period. The improvements identified are a mechanism by which the goals, objectives, and strategies in Section D can be accomplished. As changes in the Coordinated System occur, this section of the Service Plan will be updated annually.

The improvements are arranged in three (3) categories: Coordination Improvements (Table 1), Capital Purchases (Table 2), and System Improvements (Table 3). The Coordination Improvements Table provides refinements and additions to CTC's existing coordination procedures. The Capital Purchases Category includes all scheduled major equipment purchases over the next three (3) years by PCPT. Finally, the System Improvements Table includes operational strategies and programs developed to increase efficiency and reduce overall system cost.

The installation of the hardware and software necessary to implement a technologically advanced scheduling and dispatching system commenced in 1998. The new system significantly enhanced the planning, scheduling, routing, dispatching, administration, and management of paratransit/transit within PCPT.

TABLE 1			
Pasco County Transportation Disadvantaged			
Three (3) Year Coordination Improvements			
Coordination Improvements			
Improvements	Improvement Description	Estimated Cost	Timetable
Provide service to meet the demand for TD trips to the maximum extent feasible.	Continue to contract with operators to provide necessary and appropriate TD services.	N/A	Ongoing
Improve public awareness of the TD Program.	Ensure continued distribution of information and brochures.	N/A	Ongoing

TABLE 2			
Pasco County Transportation Disadvantaged			
Three (3) Year Capital Purchases			
Purchases	Purchase Description	Estimated Cost	Timetable
Replacement Vehicles.	7 replacement vehicles.	\$1,320,000	2008
Replacement Vehicles	4 replacement vehicles.	\$1,150,000	2009
Electronic Fareboxes and Associated Equipment	For East Pasco Operations	\$ 180,000	2008
Refueling Station and Wash Rack	Construction	\$1,700,000	2009

TABLE 3			
Pasco County Transportation Disadvantaged			
Three (3) Year System Improvements			
Improvements	Improvement Description	Estimated Cost	Timetable
Deliver a cost-affordable service.	Increase the load factor by continuing to coordinate trips.	N/A	2008
Maximize the utilization of services available.	Continue to improve on Medicaid transportation in the coordinated system.	N/A	2008
Maximize the cooperation between entities involved in the provision of TD services.	Conduct periodic agency surveys to monitor the TD system's performance; improve the coordination of the program.	N/A	2008
Utilize Automatic Vehicle Location System on buses.	Improved functional efficiency.	\$18,000	2008
Prepare A&E Plan for Transfer Center.	Improved functional efficiency.	\$100,000	2009
Plan/Purchase Bus Shelters.	Passenger security and safety.	\$130,000	2009

II. SERVICE PLAN

A. Operations Element

1. Types, Hours, and Days of Service

PCPT, in conjunction with the contracted operators, provides advance reservation service. Dispatchers receive reservations, assign routes, and schedule buses and taxis on a daily basis. PCPT operates this service Monday through Friday from 8:00 a.m.

to 4:00 p.m. The contractors allow the coordinated system to operate on a 24 hour basis, 7 days per week in conjunction with PCPT.

Specific services such as wheelchair and stretcher service are provided through two (2) of the transportation operators, Stretcher Limo, Inc. and MedFleet Systems, Inc. They augment transportation service through the provision of wheelchair, stretcher service, nonemergency and nonambulatory service.

Trips to the two (2) Veterans Administration hospitals located in Hillsborough and Pinellas Counties are coordinated and provided under contract with the Disabled American Veterans, New Port Richey Chapter 78. Other out-of-service area trips are coordinated through the advance reservation system for requirements that are deemed medically necessary, when funding is available. The contracted operators can provide these trips.

Individuals and facilities are able to contract for ongoing, regularly scheduled trips or for a trip that will occur only once. Current subscription service exists for adult day-care and nutritional programs in both East and West Pasco County; mental health out patient treatment; dialysis, infusion and cancer treatment; and limited employment.

On June 11, 1996, a fixed-schedule circulator transit system was initiated based on the recommendation of the Pasco County TDP. This program serves Dade City, Lacoochee, Trilby, and Zephyrhills in East Pasco, and the U.S. 19 corridor and connecting streets in West Pasco. West Pasco implemented an expansion and realignment of its routes on January 24, 2000. In March 2007, Saturday service was implemented. After several adjustments, an expansion of hours and days, these six routes run Monday through Saturday, from approximately 5:00 a.m. to 8:00 p.m.

On November 22, 1999, a new intercounty service along U.S. 19 was implemented. This fixed-route service connects Pasco County from U.S. 19 and S.R. 52 (Bayonet Point Plaza) to Pinellas County at U.S. 19 in Tarpon Springs (Tarpon Mall). It runs Monday through Saturday, from 5:00 a.m. to 8:25 p.m. In March 2005, service on this route increased to every 30 minutes. The other routes maintain 60 minute headways.

East Pasco implemented an expansion and realignment of its routes on December 18, 2000 and again on March 2, 2007. On March 1, 2004, two circulator routes were added in Dade City and Zephyrhills and the current routes were realigned as a connector route along U.S. 301 between Lacoochee and Zephyrhills. These three routes run Monday through Saturday, from approximately 6:30 a.m. to 7:30 p.m.

On May 1, 2002, PCPT initiated its Bikes on Buses (BOB) Program. This Program offers increased mobility options to the general public by allowing a permitted bicycle rider to load their bike into specialty racks affixed to transit buses, ride the bus to their interim destination and then continue to their final destination on their

bike. The permit, which was required to utilize this program, costs \$2.00 and allowed people to rack their bike on buses in Pasco, Hillsborough and Pinellas Counties. PCPT discontinued the BOB permitting process in June 2006 to coincide with the same program changes in Pinellas and Hillsborough Counties. This change greatly increased the use of bikes on buses as many potential users viewed the permitting process as an impediment to participation.

2. Accessing Services

a. Eligibility:

In order to determine whether a trip is sponsored or nonsponsored, eligibility must be determined. At the time of registration, a client must answer a series of eligibility questions including: 1) name, 2) social security number, 3) address, 4) birth date, 5) race, 6) income, 7) source of income, 8) marital status, 9) gender, 10) vehicle in household/access to automobile, 11) number in household, 12) telephone numbers, 13) disability, 14) transport location, 15) nutrition location (if applicable), 16) emergency contact and 17) mobility aid. In addition to the above information, a series of transportation-related questions are asked to aid in selecting the appropriate mode of transportation based on specific disabilities/health conditions that would require specialized transportation. Upon obtaining this information, a determination of client eligibility is made in accordance with the data collected. If a client's trips are eligible for sponsored service, that information is entered into the reservation system for future reference. The most cost effective mode of transportation is also decided at this time.

Social service agencies may request application forms from PCPT to accomplish group registration for their clients. These forms include the same information requested for an individual registering (see Attachment 3 for the Eligibility Application for Paratransit Services). However, PCPT staff will determine eligibility based upon client information supplied by the agency, a physician's recommendation and an assessment, if needed, with the applicant.

b. Prioritization:

- 1) The LCB has established a priority list of trip purposes for the nonsponsored TD Trust Grant.

The LCB ranked trip purpose, in terms of their priority, in the following order:

- (a) Medical.
- (b) Employment (in County).
- (c) Nutritional (Elderly Nutrition Program/Grocery Shopping).
- (d) Training/Education.
- (e) Life Sustaining/Shopping (Personal Business/Non-Grocery Shopping).
- (f) Other.

In developing and prioritizing TD trips, the LCB adhered to the following criteria:

- (1) Cost effectiveness and efficiency.
- (2) Purpose of the trip.
- (3) Unmet need.
- (4) Available resources.

To further increase efficiency and reduce costs, the LCB approved the following policies on November 29, 2007:

- Strengthen the customer qualification process to ensure those with the greatest need receive the highest priority.
- A car in the household may not disqualify otherwise eligible persons, but should be a factor in determining priority.
- Persons should be required to utilize the closest facility that will satisfactorily meet their needs.
- Health condition permitting and trip destination accessible by mass transit service, persons should be transported to the nearest bus stop and

required to utilize the mass transit bus service to meet their specific needs.

- Maximize the use of PCPT driving staff to increase multi-loading of passengers.
- 2) The Guidelines set forth by the LCB, to be utilized in authorizing nonsponsored trips, are as follows:
- (a) Medical trips shall be given top priority within Pasco County; however, out-of-County trips will be limited to only verifiable life sustaining treatments; i.e., dialysis and chemotherapy treatments.
 - (b) Pasco County Public Transportation (PCPT) will provide transportation to and from places of employment, within Pasco County, for those persons who are eligible and qualified under an applicable funding source. This service is contingent upon the availability of resources and funding limitations. Further, to help ensure budgeted funds remain available for employment on an allocable basis over the entire funding period, it is necessary to place certain restrictions on this particular use. Without these restrictions, funds would be quickly exhausted due to the frequency and repetitive nature of providing this service, even for one client.

Therefore, transportation for employment purposes will be limited, per client, for a period of six weeks to three months. The specific period is dependent on the circumstances of each individual client. Some cases may require exceeding these guidelines. The LCB reserves the right to revise these guidelines as necessary.

Also note that even though employment trips shall be allowed, every consideration will be given first to utilizing the County's public transit services.

- (c) Passenger eligibility is based upon their status as TD. Chapter 427, FS, defines TD as "...those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities..." Therefore, PCPT will register those persons who lack the personal resources or ability to access private transportation as eligible and qualified for TD subsidized trip services.
- (d) For transportation service funded under the OAA, Title III-B, as specified in the contract between the Pasco County BOCC and the Area Agency on

Aging of Pasco Pinellas, Inc., primary consideration of the following referrals, listed in order of importance, will be provided in conjunction with the established trip purpose priorities:

- (1) Community referrals with priority based on greatest social and economic need, with particular attention to low income minority individuals.
 - (2) Clients referred from the Pasco County Elderly Nutrition and the Adult Day Care Programs.
- (e) To remain compliant with the Americans with Disabilities Act (ADA), PCPT shall provide complementary paratransit service to origins and destinations within $\frac{3}{4}$ of a mile on either side of the fixed route. As stated in the Pasco County ADA Paratransit Plan, PCPT shall not impose restrictions or priorities based on trip purpose for ADA complementary fixed route paratransit eligible users.

Thus, the LCB's priority ranking is consistent with Rule 41-2, FAC, regarding prioritization of trips purchased with CTD funds.

c. Advance Reservations:

The applicant is required to register in order to access the advance reservation service as a sponsored client. The trip reservation number is available from 5:30 a.m. to 7:30 p.m., Monday through Saturday to schedule an appointment. A recorded message is available on Sunday for ADA clients needing next day reservations on Monday. Advance reservations are taken at the West Pasco County office, which can be reached from anywhere in the County through local telephone numbers. A customer is required to give the following information: name, address, telephone number, Medicaid number (if applicable), requested date of pickup, requested pickup time, appointment time, and destination. Reservations are made one (1) day in advance for all trips; however, medical trips may be made up to two (2) weeks prior to the appointment. Advance reservation is necessary to allow for efficient scheduling of available resources and to access contract service after regular service hours.

d. Fixed Route Transit:

To access the fixed route service, individuals need only obtain a schedule from one of many outlets; including the PCPT office, any County Library, Chambers of Commerce, Government Centers, area hospitals, the Gulf View Square Mall Information Desk, Pasco-Hernando Community College Bookstores, the New Port Richey and Zephyrhills City libraries or a bus operator. From this schedule,

persons can estimate when the bus will reach their stop area. No reservations are required.

e. Fares:

Passengers must usually pay a fare for service. Half-fare riders are those who are:

- Sixty-five (65) years of age and over;
- Students of any age (with valid ID);
- Physically or mentally disabled in possession of a Mobility Impaired Identification Card;
- Possess a valid Medicare card;

Note: Personal Care Attendants (PCA) on paratransit ride for free; and Children age four and under ride for free.

3. Transportation Operators and Coordination Contractors

Transportation Operators

Currently, contract service consists of four (4) for-profit enterprises under contract with the CTC to augment transportation service to TD. These providers are as follows:

1.	JARR, INC., d/b/a A SILVER STREAK CAR SERVICE 6208 Ridge Road Port Richey, FL 34668 (727) 845-1834	Michelle Doganis, General Manager (Taxi Service, Ambulatory)
2.	STRETCHER LIMO, INC. 6030 Massachusetts Avenue New Port Richey, FL 34653 (727) 845-4454	Charles Stevens, Director (Wheelchair/Stretcher Service Nonemergency/Nonambulatory)
3.	CAM-JO, INC., d/b/a YELLOW CAB 16991 U.S. Highway 19 N. Clearwater, FL 33764 (727) 726-9776	Michael L. Dean, General Manager (Taxi Service, Ambulatory)

4.	MEDFLEET SYSTEMS, INC. 5334 Sunset Road New Port Richey, FL 34652 (727) 376-7240	Andrew Williams, General Manager (Wheelchair/Stretcher Service Nonemergency/Nonambulatory)
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A Request for Proposal (RFP) to provide Transportation Services Support Under Contract was published in local newspapers on February 17, and 18, 2004, and information was made available through the Pasco County Purchasing Department.

The Pasco County BOCC on January 27, 2004 established a Selection Committee. The Selection Committee was charged with the following responsibilities:

- Determine qualified providers based on RFP requirements.
- Negotiate rates for service with qualified providers.
- Submit recommendations to the LCB for endorsement.
- Prepare and submit a contract agreement with recommended providers to the BOCC for approval and execution.

On April 14, 2004, proposals were reviewed by the Selection Committee to validate eligibility based on the following evaluation criteria:

- Organizational structure.
- Employee Training Program.
- Procedures for providing transportation.
- Proposed Vehicle Inventory.
- Vehicle Maintenance Program.
- Procedures for vehicle breakdowns/accidents.
- Additional service.

Following this validation of eligibility, rate negotiations were conducted and approved by the Selection Committee on May 3, and 4, 2004. However, due to requests for rate changes and the lengthy process to effect a rate change, the execution of new contracts for services was delayed. An extension to the current contract was extended.

New contracts were reviewed and executed by the BOCC on October 26, 2004. These contracts will expire September 30, 2009.

The procedures used to select the contracted operators are regulated by Purchasing Ordinance of Pasco County, Florida as amended on July 25, 2000. The purpose of the ordinance is to prescribe the manner in which Pasco County shall control the purchase of materials, supplies, equipment, and certain contractual services of the County; to provide for the fair and equitable treatment of all persons involved in public funds in such procurement; to provide safeguards for maintaining a purchasing system of quality and integrity; and to maintain a high ethical standard for all officers and employees of the County in connection therewith. All using agencies, either by or with the authorization of the head of the department under which the using agency operates, are required to file with the Director of Purchasing, detailed requisitions of their requirements in supplies and contractual services in such manner, at such time, and for such future period as the Director requires.

Submissions to an RFP are not intended to result in a contractual agreement, but rather to provide a basis for determining eligibility of transportation operators and to establish an appropriate rate structure for negotiation. The proposer is required to submit an original and eight (8) copies of the proposal on the date and time specified. It is the responsibility of the proposer to provide clear, complete, and concise submissions.

In accordance with the Purchasing Ordinance, a Notice Inviting Bids is published once in at least one (1) newspaper distributed in the County, at least five (5) working days preceding the last day set for the receipt of bids. The newspaper notice includes a general description of the articles to be purchased or sold, states where bid blanks and specifications may be secured, and the time and place for opening bids. The Purchasing Director also solicits sealed bids from all responsible prospective suppliers who have requested their names be added to a "bidders list" which the Director shall maintain by sending them a copy of such newspaper notice. Invitations are sent to the vendors on the bidder's list and are limited to commodities that are similar in character, and are ordinarily handled by the trade group to which the invitations are sent.

All inquiries regarding an RFP must be in writing and must be properly submitted to the County Purchasing Department prior to the deadline for questions as indicated in the RFP schedule. The schedule establishes the legal notice advertising date, RFP availability date, the deadline for questions, the response/addendum to an RFP, and the proposal due date. The eligibility of proposers to qualify for subsequent entry into a contract agreement is based upon the predetermined evaluation criteria. A designated County Selection Committee determines which proposers are qualified and eligible to provide service using the evaluation criteria specified in an RFP. Rates are established using a negotiation process and recommended to the Board,

subject to verification of qualifications and eligibility, and provided such an agreement would be in the best interest of the transportation clients/users. Finally, a contract agreement is prepared and submitted to the Board for approval and execution, which identifies recommended providers.

Only those transportation operators who meet all the requirements of an RFP and successfully negotiate an acceptable rate are eligible to enter into an agreement with the Pasco County BOCC to provide all or part of the transportation services described in an RFP.

Coordination Contractors/Not-for-Profit Operators

The County conducted a survey of agencies in 1991 to determine which organizations were receiving or had received Federal and/or State funding to support their transportation requirements. Each of the following listed coordination contractors and not-for-profit operators provides specialized transportation for their program participants. Each has also previously obtained vehicles wholly or in part through a public funding source, i.e., 5310 funding, CDBG funding, Department of Children and Families funding, etc.

Following this inventory, PCPT made arrangements to contract with these agencies under the coordination umbrella to eliminate duplication of services and provide consolidation where feasible. The LCB annually reviews each contract submission to determine continued validity and need. Each agency has provided a presentation to the LCB to explain their purpose, requirements, and justification for continuation as a coordinated contractor. All coordination contracts are processed through the LCB and approved by the Board. All discussions and actions related to coordination contract issues are officially documented in the minutes of each LCB meeting.

The following private, nonprofit agencies are currently under a memorandum of agreement with the CTC:

1.	LIFELINK CORPORATION Green Castle of Bayonet Point 11722 LaMadera Boulevard Port Richey, Florida 34668 (727) 861-6617	Ms. Kathleen Casa Grande Administrator
	Provides transportation of clientele between their residential facility and shopping and library visits. Trips are provided Monday-Friday from 9:00 a.m. to 1:00 p.m.	
	Inventory consists of one 12-passenger van.	
2.	GULF COAST JEWISH FAMILY AND MENTAL HEALTH SERVICES, INC. 14041 Icot Boulevard Clearwater, FL 34620 (727) 538-7460 FAX (727) 535-4774	Ms. Diana Robertson Chief Financial Officer
	Provides transportation of specialized-needs clientele between their residential facility and medical, mental health or socialization therapy appointments. Type of service requires specialized training for handling clientele with an immediate response capability on a twenty-four hour, seven day per week basis.	
	Inventory consists of one van.	

3.	<p>LIGHTHOUSE FOR THE VISUALLY IMPAIRED AND BLIND, INC. 8610 Galen Wilson Blvd., Suite B Port Richey, FL 34668 (727) 815-0303 FAX (727) 815-0203</p>	<p>Ms. Sylvia Stinson-Perez Executive Director</p>
	<p>Provides transportation of blind and visually impaired citizens of Pasco County to rehabilitative classes, job placement activities and training, Lighthouse-sponsored events, and to transport employees to job-related training and activities. Service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday, to all of Pasco County.</p>	
	<p>Inventory consists of two six-passenger vans and one sedan.</p>	
4.	<p>THE HARBOR BEHAVIORAL HEALTH CARE INSTITUTE, INC. Post Office Box 428 New Port Richey, FL 34656-0428 (727) 841-4200 FAX (727) 943-5558</p>	<p>Ms. Debbie Antioco Grants and Development Manager</p>
	<p>Provides transportation of specialized-needs clientele between their residences and operating center to clients who need mental health and substance abuse dependency support.</p>	
	<p>Inventory consists of seventeen vans and two sedans.</p>	

5.	<p>THE CENTER FOR INDEPENDENCE, INC. 13910 Fivay Road, Suite 8 Hudson, FL 34667 (727) 861-5600</p>	<p>Mr. Emile A. Laurino Executive Director</p>
<p>Provides transportation of specialized-needs clientele between residences and operating center. Type of service provided requires specialized training for handling clientele. Service is provided from 7:00 a.m. to 5:00 p.m. to all of Pasco County.</p>		
<p>Inventory consists of fourteen vans.</p>		
6.	<p>A.F.I.R.E. OF PASCO COUNTY, INC. Post Office Box 933 Elfers, FL 34680-0933 (727) 849-8982</p>	<p>Ms. Lyn Brown Administrator</p>
<p>Provides transportation of developmentally impaired people to and from school five days a week, with occasional field trips as part of the program. Service is provided from 7:00 a.m. to 4:00 p.m., Monday through Friday, in West Pasco County.</p>		
<p>Inventory consists of four vans.</p>		

4. Public Transit Utilization

On June 11, 1996, a limited, fixed-schedule, circulator system was placed in service based on the recommendation of the TDP. This program serves Dade City, Lacoochee, Trilby, and Zephyrhills in East Pasco, and the U.S. 19 corridor and connecting streets in West Pasco. On January 24, 2000, based on recommendations from the June 1999 TDP, existing routes in West Pasco were realigned to better support the new U.S. 19 bus service that began on November 22, 1999. Hours and days of service were expanded and frequency was increased from 85 minutes to 60 minutes. Based on recommendations from the July 2002 TDP, further expansions were implemented in 2004. Increased route frequencies took place on U.S. Highway 19 in 2005. East Pasco hours were extended and Saturday service was implemented in March 2007. The ridership in the fixed route system continues to show steady increases. The annual ridership for FY06/07 was 961,362 compared to 860,645 in FY05/06, an 11.7 percent increase.

Schedules of all existing routes are provided upon request and/or can be viewed on the PCPT Web page (www.ridepcpt.com).

5. School Bus Utilization

PCPT determines eligibility and selection of larger group trips and coordinates the travel with Pasco District Schools. Trips are provided to low-income, disadvantaged groups such as Hospice, East Pasco Social Services-Salvation Army Summer Camp Program, disadvantaged youth from the Pasco County Parks and Recreation Department, and some subsidized child care summer recreation programs. The rate for cost of driver per hour currently is \$16.35. Pasco County District School Board staff verified this by email on June 17, 2008. PCPT adds an additional \$2.00 per hour coordination fee, which brings the total to \$18.35 per hour. The mileage rate of \$1.00 per mile remains the same.

6. Vehicle Inventory

See Attachment 4 for a listing of those vehicles used by the CTC and the local transportation operators for the provision of TD services in Pasco County. The vehicles listed for the local transportation operators and coordinated contractors are as reported in the individual Coordination/Operator Contracts with annual updates furnished upon request.

7. System Safety Program Plan (SSPP) Certification

PCPT, functioning under the auspices of Pasco County Government, operates both specialized and public transportation services. PCPT provides safe, courteous, clean, reliable, and effective on-time transportation service to all Pasco County residents.

PCPT strives to operate as safely as possible. All personnel are charged with the responsibility of ensuring the safety of employees, property, passengers, and those who come in contact with the system.

Further, the County Administrator's Office empowers management of PCPT, in coordination with the Pasco County Safety Office, to devise, implement, and administer a comprehensive and coordinated SSPP with specific requirements and activities to prevent, control, and resolve unsafe conditions, which may occur as a result of service operations. This authority includes the right to suspend operation that may be determined hazardous or unsafe.

It is the duty of each PCPT employee to cooperate with management and provide them with requested information to help in any investigation or inspection they may undertake.

The SSPP describes the functions and responsibilities necessary to achieve and maintain the highest degree of safety possible. It provides a means of improving communication, documentation, and coordination within the entire system and can reduce actual and potential incidents of injuries, property damage, and delays in service. The SSPP applies to areas of the transportation system that include design, procurement, administration, operations, and maintenance.

Goals and Objectives of the SSPP

The overall goal of PCPT is to provide nonemergency transportation services in a safe, reliable manner and reduce costs associated with accidents. The objectives for attaining the safest operating conditions and environments are as follows:

- a. Identify unsafe conditions.
- b. Develop methods to control or eliminate hazards.
- c. Determining the simplest, most effective means in controlling hazards.
- d. Estimate the cost to eliminate/control the hazard.
- e. Estimate losses as a result of the hazard.
- f. Determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazard.

These objectives shall be applied to all aspects of the system in reducing accidents and will be presented to all employees during training.

State law requires PCPT to develop a transit SSPP that complies with the State

Minimum Equipment and Operational Safety Standards established pursuant to Section 341.061, FS, and at a minimum, to annually inspect all equipment operated in accordance with established standards. Minimum State standards are contained in Rule 14-90, FAC. It is PCPT's intent to comply with these standards, and at a minimum, annually certify the following to FDOT:

- a. An SSPP has been developed in accordance with Rule 14-90, FAC.
- b. Compliance by PCPT.
- c. Safety inspections have been performed on all equipment pursuant to Rule 14-90, FAC. PCPT shall suspend system operations, or any portion thereof, that pose an immediate danger to public safety. See Attachment 5 for current certification.

Management/Administration of SSPP Objectives

- a. Revise the SSPP as needed to remain current.
- b. Assure the existence of all safety considerations in the SSPP.
- c. Direct compliance of the operation with the SSPP.
- d. Assure completion of annual safety inspections of all operational vehicles.
- e. Assure annual safety certifications are submitted to FDOT.
- f. Establish guidelines for suspension of any system service not believed safe or which may pose potential danger to public safety.
- g. Establish methods to validate commercial drivers' licenses for Class B with a Passenger and Air Brakes Endorsement or other endorsements as required.
- h. Require the establishment and completion of training and testing programs for all new employees.
- i. Establish written operational and safety procedures to be provided to all employees.
- j. Document each driver's work period, days and hours worked.
- k. Require a medical examination for all new employees and current employees.
- l. Adhere to policies prohibiting the use of alcoholic beverages or controlled substances by any employee.
- m. Establish policies preventing the unsafe operation of any equipment.

- n. Require daily written bus safety inspections by all drivers.
- o. Facilitate the establishment of a maintenance and preventive maintenance program and establish standards to ensure all buses operated are regularly and systematically inspected, maintained, and lubricated, and documentation of all maintenance functions is complete.

MECHANICAL BREAKDOWN

Operations and Maintenance

All drivers are required to perform a vehicle inspection prior to starting their shift using a Pretrip Inspection Report. Any defects noted are reported to their supervisor, who will replace the vehicle and arrange for the needed repairs to be made.

If a driver experiences equipment failure while en route, he/she will report the problem by radio to the Dispatch Center. The supervisor will arrange for another driver and vehicle to complete the route and either notify the maintenance facility of the vehicle's location and problem, or instruct the driver experiencing problems to proceed to the maintenance facility if safety or further mechanical damage is not jeopardized.

Other procedures are included in the Operator's Manual.

All vehicle maintenance is performed by Pasco County Fleet Maintenance. Maintenance is performed as outlined in the PCPT Operations Manual.

SAFETY CAPABILITIES AND PRACTICES

All vehicles are equipped with a two-way radio, and each driver is trained in its proper use. Through the use of an open channel radio, all drivers are apprised of road conditions as reported and have the capability to request assistance and report accidents. In the case of an accident involving one of PCPT's vehicles, Pasco County Central Dispatch is notified and they in turn contact the applicable investigating agency and ambulance service, if needed. A supervisor reports to the scene of the accident and completes a Supervisory Accident Review form. This form, along with the Driver's Accident Report form and the Investigating Officer's Report form are forwarded to the County Risk Management Office. The Drivers' Safety Review Board then completely reviews the accident and makes recommendations regarding corrective action and/or discipline to help prevent future accidents.

ACCIDENTS

Accident (Crash) Avoidance

Accident-free driving is no accident. All accidents are caused by some degree of negligence on the part of one or both drivers. Employing the appropriate defensive driving techniques can prevent an accident/crash. Listed below are defensive driving practices to minimize the chances of an accident/crash.

- a. Always conduct a thorough safety vehicle pretrip inspection prior to operating the vehicle.
- b. Always drive within the speed limit, adjusting for road and weather conditions.
- c. Slow down and use caution in a hazardous area or during inclement weather.
- d. Maintain the correct following distance.
- e. Use due caution when approaching intersections, with extra caution used at unknown or hazardous intersections.
- f. Check all blind spots and utilize appropriate turn signals prior to changing lanes.
- g. Use the appropriate turn signal and visually check for clearance by physically turning ones head and looking before pulling away from a pickup or drop-off point.
- h. Know the height of the vehicle including the highest point, such as the radio antenna or escape hatch, and check for proper clearance before driving under any type of overhang.
- i. Avoid driving through unauthorized locations and ensure dirt roads are passable.
- j. During right turns, avoid allowing too much space between the vehicle and the curb to preclude the possibility of a smaller vehicle attempting to advance on the right. Also avoid swinging too far into the left lane in preparation for a right turn without yielding to oncoming traffic both from the rear and ahead.
- k. Maintain the "big picture" of traffic in and around you, anticipate potential hazards, and be prepared to make appropriate adjustments in response to those hazards.
- l. Remain alert and avoid allowing oneself to succumb to hypnotic or distracting influences such as staring at road markings, taillights, tags of other vehicles, or other distractions.

- m. Before exiting the vehicle, always properly place the transmission in the park or neutral position, as applicable, fully employ the parking brake and ensure the bus is in place with no potential for movement or rolling prior to leaving the driver seat.
- n. Consistently utilize all defensive driving techniques and employ courtesy.
- o. Get proper rest and nourishment before driving.
- p. Avoid driving while under the influence of medication.
- q. Do not smoke, eat, or drink while driving.
- r. Avoid unnecessary conversations and on-board distractions while driving.
- s. Ensure all doors are securely closed before moving the vehicle.
- t. Stop at the safe prescribed distances from the curb for passengers to board and disembark.
- u. Drivers should obtain competent, authorized assistance before backing up. If no assistance is available, employ the proper procedures explained under Section XII. 4. of the SSPP, "Backing the Vehicle."
- v. Immediately report any kind of accident or incident.

DELAY PROCEDURES

Trip schedules

Bus drivers must be aware that the passengers do have scheduled times to arrive at their destination. Not adhering to time schedules reflects upon a driver and PCPT. The following are examples of actions that can cause schedule violations and unnecessary delays:

- a. An unexcused late departure from the parking area or authorized layover.
- b. Unnecessary or unauthorized layovers.
- c. Failure to efficiently plan and run the route.
- d. Failure to advise the Dispatch Center when experiencing a delay.
- e. Failure to check bulletins for detours and other information that may affect the route.
- f. Failure to report vehicle defects before leaving the parking area, which could

result in a vehicle or equipment breakdown while enroute.

- g. Failure to obtain authorization from the Dispatch Center or a supervisor to change a passenger's pickup or drop off scheduled time.

8. Intercounty Services

U.S. 19 highway is one of the most heavily traveled roads and has some of the highest concentrations of population, shopping, and employment in West Central Florida. As a way to provide a better transportation system and help alleviate congestion, the Pasco County and Pinellas County Metropolitan Planning Organizations (MPOs) jointly funded a study in FY97/98 to assess the feasibility of linking the two Counties' bus services using the U.S. 19 corridor.

The study identified a number of transit alternatives and strategies for linking services between the two counties. The MPO's General Planning Consultant, Tindale-Oliver and Associates, provided a presentation on the study's major findings to MPOs, the Pinellas Suncoast Transit Authority Board, and the Pasco County BOCC. All the agencies endorsed the study.

A service plan was developed by the two transit staffs and FDOT. The intercounty U.S. 19 service plan provided in detail how the proposed transit service would operate, what resources would be used, and the funding scenarios. The Service Plan was approved by the BOCC and service commenced on November 22, 1999. The first six years of service were funded through FDOT Corridor Grants. Future funding will be applied for and considered based on the project meeting service plan goals and objectives.

Enhancement and realignment of the West Pasco routes in January of 2000 provided additional accessibility to the intercounty U.S.19 route. With the more extensive fixed route coverage, more paratransit riders are now living within $\frac{3}{4}$ miles of the transit routes and are able to access this service, thus moving qualified door-to-door passengers to a more cost-effective mode of transportation. Transit ridership on the intercounty U.S. 19 route numbered more than 60,000 trips in the first full year of service. This route continues to increase ridership annually with 357,991 trips completed in FY06/07. This accounts for 37 percent of the system total. Headways were reduced on the U.S. 19 route from 60 minutes to 30 minutes on March 1, 2005.

On March 17, 2003, service was extended via an alternate route into the Tarpon Springs Sponge Docks, a popular tourist area in Pinellas County.

9. Emergency Preparedness and Response

In the event of a natural disaster, the Office of Emergency Management takes command at the Emergency Operations Center (EOC) and PCPT is designated Emergency Support Function (ESF) Number 1. The primary mission of ESF 1 is to coordinate the evacuation efforts with participating/available public and commercial transportation providers to ensure persons that desire or require evacuation are transported in a safe and expeditious manner to the nearest appropriate designated shelter.

The transportation evacuation function will serve both ambulatory and nonambulatory persons in the designated or declared evacuation zones. Support will be provided during voluntary as well as mandatory evacuations. Mandatory evacuation zones will receive priority support in terms of allocation and assignment of transportation resources.

Other functions include:

- Coordination of emergency transportation assistance in support of County departments, as well as other government and nongovernment agencies and organizations as directed by appropriate EOC authority.
- Coordination with other EOC functions to reduce the potential of duplication of efforts, to provide current resource and capability status, and to request information or assistance.
- Coordination with the School Board Transportation office to establish and provide evacuation routes to the general public.
- Coordination with the School Board Transportation office to aid PCPT staff in staging buses, drivers and escorts in pre-established emergency operations areas throughout the County.

10. Educational Efforts/Marketing

Promoting the transportation system is an ongoing activity and a responsibility of transportation providers to inform the community-at-large of the availability of transportation services to the area's TD. During this report period, a variety of outreach activities were accomplished. See Attachment 6 for a sample of Marketing Initiatives.

11. Acceptable Alternatives

Transportation alternatives are approved by the CTD as a service that is not arranged by the CTC but is provided by the purchasing agency. PCPT does not utilize alternative transportation providers at this time.

12. Service Standards

Pursuant to Rule 41-2.006, FAC, the CTC and any Transportation Operator/Agency from whom service is purchased or arranged by the CTC shall adhere to Commission-approved standards. The following standards and performance requirements are included with this Service Plan as required by the CTD and adopted by the LCB. PCPT managers/supervisors continually monitor staff/operators to ensure that these standards and performance requirements are met and/or exceeded. Training of new hires and staff is conducted on a continuous basis. New standards/policies are updated as needed and included in the Operations Manual, which is part of the SSPP. The SSPP is reviewed and approved annually by FDOT.

1. Drug and alcohol testing for safety sensitive job positions within the coordinated system covering pre-employment, randomization, post accident, and reasonable suspicion as required by the Federal Highway Administration and the FTA.
2. An escort of a passenger and dependent children is to be transported as determined appropriate through the registration and reservation process and is able to accompany the passenger for the entire length of the trip at no additional charge.
3. The paratransit service provider vehicle operator is required to provide a child restraint device, which is used in accordance with Federal, State, and local regulations. The customer is asked during the registration process to provide a car seat, but if unavailable, the operator will provide the car seat. A trip is not denied to a customer if they cannot provide a child restraint device.
4. Passenger property that can be carried by the passenger and/or driver in one trip, and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. The individual providers may address additional requirements. (Passenger property can include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices).
5. Vehicle transfer points are given consideration as to shelter, security, and safety of passengers.
6. A local toll-free telephone number for complaints or grievances shall be posted inside all coordinated system paratransit vehicles.
7. Trips requested outside the service area may be provided for those that are medically necessary, life sustaining, and when no local accommodations are available. Trips will be considered upon verification by a medical provider, a review of pertinent information, and will be contingent upon available funding/resources.

8. Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
9. Billing requirements of the CTC to subcontractors is addressed in the applicable contract. County payment terms are net thirty (30) days. However, note: If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the CTC of full or partial payment, the CTC shall pay the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment (F.S. 2000/CH 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.).
10. Paratransit Passenger/Trip database is maintained by the CTC, which contains information regarding an individual's funding source eligibility profile (includes income, disability, and age at time of registration). The contracted operators only receive essential trip information. Coordination contractors are required to maintain the minimum amount of information to complete the AOR.
11. Adequate seating for paratransit services shall be provided to each rider, child, or PCA. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider, child, or PCA; and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
12. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communicating with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
13. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistance devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be

performed safely as determined by the passenger, guardian, and driver.

14. All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible at all times with the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the rule.
15. All vehicles ordered or put into service after the adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two (2) years to be in compliance after the adoption date of this section of the rule.
16. Cardiopulmonary resuscitation training is required for drivers in the coordinated system. First Aid training is highly encouraged.
17. County-employed drivers and operators under contract are required to undergo a criminal background investigation before hire or selection. A Florida Department of Law Enforcement investigation is completed.
18. Service effectiveness is determined by annual evaluations and monitoring of the CTC and its contracted operators. Information is made available to the LCB as part of the CTC evaluation process. In addition, surveys are distributed to determine the customer's input on acceptability of service.
19. Monitoring is conducted in accordance with Section III, C.2, CTC Monitoring Procedures of Operators and Coordination Contractors of the TD Service Plan.
20. To set a measurable standard for Public Transit Ridership, PCPT considered statistics on ridership growth (transit and paratransit); population within ¾ miles of the fixed route; Medicaid bus pass sales; the type of passengers (elderly, disabled, etc.), and the numbers of paratransit riders already transferred to the fixed route. Based on this analysis, PCPT sets an objective of moving 1.5 percent of its current paratransit riders to the fixed route system on an annual basis. In FY07/08, PCPT transferred 212 Medicaid-sponsored riders from paratransit to the fixed route system. This represented 3.17 percent of PCPT's unduplicated paratransit riders.

The following are additional policy/standards:

Accidents

The coordinator has established the standard that requires the maintenance of fewer than 1.2 accidents per 100,000 vehicle miles. Accidents are defined as collisions, derailments, personal casualties, fires, and transit property damage greater than \$1,000.00.

Advance Registration

Registration requirements are addressed in Section II.A.2, Accessing Services in the TD Service Plan. Persons may access paratransit service immediately following registration and eligibility determination as a sponsored client.

Call-Hold Time

The PCPT standard for call-hold time is three (3) minutes or less.

Complaints

Complaints are investigated and resolved within a reasonable time period relative to the complaint. Formal grievances must be submitted in writing. Complaints should be no more than .5 percent of all trips provided.

On-Time Performance

The PCPT standard for on-time performance is 90 percent. Customers should be delivered no earlier than sixty (60) minutes before their scheduled appointment time.

Pickup Window

Transportation carriers are authorized a pick-up window of up to one (1) hour before the appointment in order to facilitate multi-loading. Loading restrictions and/or long distance trips (out-of-county, cross-county) may be up to two hours. The “on-vehicle” ride times may also be up to two hours.

Road Calls

The coordinator has established the standard that requires a minimum of 10,000 vehicle miles between road calls. PCPT defines road calls as those breakdowns that require vehicles to be towed, or requires a mechanic to be dispatched, which causes an interruption in service.

Smoking Policy

PCPT has established the policy of no smoking, no eating, or open drinks on the bus; no playing of radios or tape players; and shirts and shoes must be worn.

Transit Ridership

Clients able to access fixed route transit will be required to use this mode of travel if available in their area. Ridership statistics are logged on a daily basis. These reports are made available to the LCB and the BOCC.

No Show Policy

A no-show is defined as a passenger not present and/or boarded within the wait period at the pick-up point (within two (2) minutes, but no longer than five (5) minutes) or when a cancellation is not made at least two (2) hours prior to the scheduled pick-up time. Drivers leave a door tag advising a customer that they were not present for their scheduled pickup. A letter is subsequently mailed to the customer notifying them of the no-show status. Repeat violators will lose their riding privileges for a period of thirty (30) days when they have accumulated three (3) no-shows within a sixty (60) day timeframe. The no-show standard for PCPT and its contract operators is three percent.

13. Local Complaint and Grievance Procedures/Process

In November 1992, the LCB approved the Transportation Disadvantaged Grievance Policies and Procedures (last revised August 28, 2008). The subcommittee was created to provide an impartial body to hear complaints and settle disputes concerning services rendered under the agreed upon contracts between funding agencies, operators, and users.

Since the Board's adoption of the Policies and Procedures in November 1992, the CTD distributed to all CTCs the approved Local Grievance Guidelines for TD services to be used by the LCB and CTC. According to the CTD, the purpose of these guidelines is to provide information and uniform guidance in regard to local grievance practices and procedures.

The CTC and LCB are responsible for developing and implementing the local grievance procedures. It is the intent of the CTD to encourage the resolution of grievances at the local level and to educate the passengers, funding agencies, and any other interested parties about the grievance process.

There are two distinct differences within the grievance process. One is the formal grievance, pursuant to Chapter 427, FS, and Rule 41-2, FAC, while the other is known as a daily service complaint. Daily service complaints are routine in nature, may occur once or several times in the course of a day's service, and are usually resolved immediately within the control center of the CTC.

The following illustrates the differences between a service complaint and a formal

grievance:

SERVICE COMPLAINT

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant.

Service complaints may include, but are not limited to:

- Late trips (late pickup and/or late drop-off).
- No-show by transportation operator.
- No-show by client.
- Client behavior.
- Driver behavior.
- Passenger discomfort.
- Service denial (refused service to client without an explanation as to why; i.e., may not qualify, lack of funds, etc.).

FORMAL GRIEVANCE

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of services by the Transportation Operator, CTC, DOPA, or LCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Formal grievances may include, but are not limited to:

- Chronic, reoccurring, or unresolved Service Complaints (refer to description of service complaints)
- Violations of specific laws governing the provision of TD services; i.e., Chapter 427, FS; Rule 41-2, FAC; supplemental documents; Sunshine Law; Civil Rights Act of 1964; ADA; etc.
- Contract disputes (Agencies/Operators)
- Coordination disputes

- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

As an additional avenue for consumers to have their questions and answers addressed, as well as resolved, the CTD began an Ombudsman Program in March 1994. The consumer can call the toll-free **TD Helpline number, (800) 983-2435**, from 8:00 a.m. - 5:00 p.m. The staff will hear the concern, give the caller the correct information by referring them to the appropriate office or person, research the issue, and answer the question. Within fourteen (14) days, the Ombudsman staff calls the consumer to assure satisfaction has been attained.

A copy of this procedure is available on a general basis to those providers and agencies involved in meeting the needs of the TD population. A copy of the Grievance Form follows.

GRIEVANCE FORM

Return to:

Pasco County Public Transportation
8620 Galen Wilson Boulevard
Port Richey, FL 34668

Name: _____ Date: _____

Address: _____ Telephone: _____

Incident Date and Time: _____

Description of Incident and Steps Taken to Resolve Complaint (may attach extra sheet, if necessary):

Signature: _____

Agency Program Manager's Comments (may attach extra sheets, if necessary): _____

THIS SECTION TO BE COMPLETED BY CTC ONLY:

Date Report Received by CTC: _____

Action Requested of Grievance Subcommittee: _____

Time, Date, and Location of Grievance Subcommittee Meeting: _____

Action Taken by Grievance Subcommittee: _____

Complainant's Report to CTC (within two weeks): _____

B. Cost/Revenue Allocation and Rate Structure Justification

1. Cost/Revenue Allocation

The data provided is intended to be used by the CTD, the LCB, and purchasers of service as an analytical tool to evaluate specific cost elements of the CTC's operations and anticipated changes in addition to total system performance trends. These factors are further defined in terms of fully allocated cost per total system vehicle mile, fully allocated cost per total system passenger trip, and fully allocated cost per total system driver hour.

In state FY07/08, 4,557 agency-sponsored monthly bus passes were sold, which is a 14 percent decrease from the previous year. The decrease was mainly due to the number of Medicaid clients who were no longer eligible for sponsored transportation. In state FY07/08, there were 3,720 daily passes and 97 20-ride passes purchased by sponsoring agencies for their clients. Current non-Medicaid riders registered for paratransit who live within $\frac{3}{4}$ miles of the fixed route and are capable of riding a transit bus are referred to the transit service when they attempt to make a reservation. While there has been some success in this process, many are elderly, long-time paratransit riders and strongly desire the continuing use of door-to-door service. New (non-Medicaid) applicants who live near a fixed route and are able to get to a bus stop are advised that they must use the transit route. These riders are encouraged to buy a low-cost, PCPT monthly bus pass. As evidenced by the 11.7 percent increase in transit ridership in FY06/07, these efforts have helped to move Medicaid clients and other eligible riders from the more costly paratransit to the more cost-efficient transit system. This section consists of two major parts: detailed costs by expense category and trip fare information by transportation operators. See Attachment 7 for Worksheets. These Worksheets were previously provided as elements to the Annual Evaluation.

2. Current Rate Structure

PCPT initiated a new rate structure effective June 1, 1999. This structure was based on a mileage rate and includes a coordination fee. The structure is supported through the Geographical Information System mapping feature, using longitude and latitude coordinates. The feature better correlates direct routing and simplifies the billing process by applying one rate per provider for trip service. It also helps to more equitably distribute the trip cost because the charge is applied to the direct trip length regardless of the travel pattern, rewarding efficient scheduling and routing. This change was prompted through the incorporation of the Medicaid transportation program into the coordinated system. PCPT provided the applicable rate change documentation to the CTD for approval prior to implementation.

On September 28, 2004, PCPT and its contracted operators requested and were

granted a rate increase. This rate increase became effective October 1, 2004. As required by the CTD, effective July 1, 2007, a new rate structure was established. Service rate information is provided on the following pages. This rate information is for PCPT, its contract operators and coordination contractors.

Insert Rate Sheet

III. QUALITY ASSURANCE

A. Audits of Funding Agencies

The following excerpts and information is from the Status Report of the CTC Triennial Review conducted by the Quality Assurance and Program Evaluation (QAPE) team on December 2, 2003.

“The System (PCPT) was evaluated based on compliance with Chapter 427, FS; Commission Standards; Local Standards; Rule 41-2, FAC; and the ADA.”

Based upon the review’s findings, recommendations were made to address specific issues:

- PCPT must list the TD Helpline telephone number in its brochure.
- Strive to achieve the 100% on-time-performance standard, or reduce the standard to a more realistic goal of 95%.
- Post the TD Helpline telephone number in all PCPT sedans.

The review included a series of interviews with the CTC staff and a review of the System’s records. Additionally, a member from the QAPE staff rode on the transportation system, surveyed riders and purchasers of service. All findings were corrected.

The following findings are from the Status Report of the CTC Triennial Medicaid Review conducted on July 7, 2005:

- Medicaid Service Provider did not have a measurable no-show standard.
- The MedFleet vehicle #433 lift was not interlocked with the brakes.
- Monitor contract operator survey comments.

All findings were corrected.

In November 2006, a Substance Abuse Compliance Audit was conducted by the Federal Transit Administration (FTA) consultants. On March 14, 2007, a Bus Transit System Safety and Security Review was conducted through FDOT consultants. Minor findings were corrected. The Pasco-Pinellas Area Agency on Aging conducted their annual audit for Title III-B funding on November 15, 2007. Minor findings were corrected. On August 5-6, 2008, a Triennial Audit was conducted by the FTA consultants. Minor findings will be corrected.

B. Evaluation Processes

1. Community Transportation Coordinator (CTC) Evaluation Process

The Annual Evaluation Report for 2007 was processed and approved through the LCB on November 29, 2007 and the MPO on December 6, 2007. It was subsequently provided to the CTD on December 10, 2007.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

All agencies, public, private nonprofit, and private for-profit, under contract with the Pasco County CTC/PCPT to provide transportation services, will be monitored on a periodic basis to ensure compliance with the contract stipulations.

The monitoring process is a continuing program to assess contract compliance, focusing on five (5) primary areas: Driver Requirements, Vehicle Requirements, Administrative Requirements, Quality of Service, and Client Satisfaction (See Attachment 8):

a. Driver Requirements:

Driver inspections are normally performed in conjunction with vehicle inspections. These inspections are scheduled and performed on an annual basis. Exhibit "A" is utilized to perform and document these checks.

No-notice inspections may be completed as follows:

- Short notice call-in basis, i.e., contractor is notified to have vehicle/driver report to a specific location within a specified period of time.
- Spot inspections basis, where monitoring personnel may observe driver/vehicle unannounced or by announcing their presence and purpose.

These compliance checks are performed on an annual basis but may be performed more often as deemed necessary. Exhibit "B" is utilized to perform and document these checks.

During any type monitoring inspection, scheduled or no-notice, the following are applicable for drivers:

- Must be in compliance with Rule 14-90, FAC.
- Must possess a current, applicable Florida commercial or operator's driving license.
- Must present themselves in a professional manner and in appropriate dress.

The contractor is responsible for providing CTC an updated printout of driver information, to include name, driver number (if applicable), licensing, and training completion dates. This information should be updated as needed and provided frequently enough to ensure it remains current and valid.

Other driver monitoring requirements are addressed under Administrative Requirements.

The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.

- Deficiencies that pose a real or potential safety hazard must be corrected immediately, or service may be suspended until correction is made and verified. No payment of TD funds will be awarded until noted discrepancies are corrected.
- Deficiencies that pose no immediate safety hazard, but constitute a violation to the terms of the contract must be corrected within a specified period of time, which will be determined according to the nature of the violation.

Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

b. Vehicle Requirements:

Vehicle inspections are scheduled and performed on an annual basis. Exhibit "A" is utilized to perform and document these checks.

No-notice inspections may be completed as follows:

- Short notice call-in basis, i.e., contractor is notified to have vehicle/driver report to a specific location within a specified period of time.
- Spot inspection basis, where monitoring personnel may observe driver/vehicle unannounced or by announcing their presence and purpose.
- These compliance checks are performed on a semiannual basis. Exhibit "B" is utilized to perform and document these checks.

During any type monitoring inspection, scheduled or no-notice, the following are applicable for vehicles:

- Must be in compliance with Rule 14-90, FAC.
- Must be listed on the annual Safety Certification provided by the agency or company.

The contractor is responsible for providing the CTC an updated printout of vehicle information to include year, model, type, capacity, special equipment, and identification numbers. This information should be updated and provided frequently enough to ensure validity.

Other vehicle monitoring requirements are addressed under Administrative Requirements.

The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.

- Deficiencies that pose a real or potential safety hazard must be corrected immediately or service must be suspended until correction is made and verified. No payment of TD funds will be awarded until noted discrepancies are corrected.
- Deficiencies that pose no immediate safety hazard but constitute a violation to the terms of the contract must be corrected within a specified period of time, which will be determined according to the nature of the violation.

Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

c. Administrative Requirements:

Administrative requirement inspections may be conducted with one-hour advance telephone notification provided. Exhibit "C" is utilized to perform and document these checks.

No-notice inspections may be conducted with one-hour advance telephone notification provided. Exhibit "C" is utilized to perform and document these checks.

The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.

- Deficiencies that pose a real or potential safety hazard must be corrected immediately or service suspended until correction is made and verified. No payment of TD funds will be awarded until noted discrepancies are corrected.
- Deficiencies that pose no immediate safety hazard, but constitute a violation of the terms of the contract must be corrected within a specified period of time, which will be determined according to the nature of the violation.

Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

d. Quality of Service:

Quality of service is evaluated throughout the contract period utilizing two (2) performance measures. Exhibit "B" is used to record observations of real time service provision on both an announced and unannounced basis, and customer complaints/grievances are assessed to determine if a trend may be developing.

The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.

- Deficiencies that pose a real or potential safety hazard must be corrected immediately or service suspended until correction is made and verified. No payment of TD funds will be awarded until noted discrepancies are corrected.
- Deficiencies that pose no immediate safety hazard but constitute a violation to the terms of the contract must be corrected within a specified period of time, which will be determined according to the nature of the violation.

Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

e. Client satisfaction:

Client satisfaction may be gauged throughout the year on a periodic basis using Exhibit "D." In addition, the number of customer complaints found to be valid is taken into account.

The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

3. Coordination Contract Evaluation Criteria

Contractors in the coordinated system are required to provide service and vehicles in accordance with the conditions specified in their respective contracts. They must submit a year-to-date quarterly operating report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. In addition to the quarterly report, the operator is required to accomplish the following: 1) comply with audit and record keeping requirements, 2) retain all records and documents for a period of five years, 3) comply with safety requirements, 4) comply with the coordinator's insurance requirements, 5) protect civil rights, 6) comply with all standards and performance requirements, and 7) submit to an annual review of all contracts and subcontracts. An annual review of the coordinated contractors is conducted to review the existing contract, financial records, driver information (to include training completion), vehicle inspections, SSPP, system safety certification, mechanic's certification, statistical records, insurance documentation, and complaint resolution procedures.

Upon completion of the annual contract compliance monitoring, a summarization of the review and any deficiencies noted during the review are provided to the operator. If necessary, a second monitoring visit will be accomplished to ensure compliance with standards and administrative requirements previously noted. Subsequently, results of these reports are made available to the LCB. The coordinated effort between the CTC and LCB results in an extensive evaluation of the operator and a determination as to whether the trips are provided in a cost-effective and efficient manner. The LCB has the option of taking action on the individual coordination contracts if deemed necessary.

4. Planning Agency Evaluation Process

PCPT regularly attends and reports to the MPO Citizens' Advisory and the Technical Advisory Committees. With regular participation, the planning staff is well informed on the status of PCPT functions and prepared to formally evaluate the CTC.

IV. ATTACHMENTS

1. West Pasco County Area System Map
2. East Pasco County Area System Map
3. Eligibility for Application for Paratransit Services
4. Vehicle Inventory
5. System Safety Certification
6. Marketing Initiatives
7. Monitor Inspection Forms
8. Worksheets