

Pasco County Public Transportation Ten-Year Transit Development Plan

Final Report
September 2018



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Prepared for



Prepared by

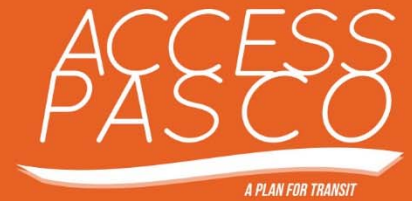


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Section 1: Introduction

The Pasco County Board of County Commissioners (BCC) currently provides a county transportation system program through Pasco County Public Transportation (PCPT) consisting of fixed-route bus and demand-response (paratransit) services. PCPT provides fixed-route service to the urbanized areas of Pasco County with routes serving the West Pasco and Zephyrhills–Dade City area. PCPT paratransit services cover all areas of Pasco County. In addition, PCPT’s Route 54 connects East and West Pasco operating along SR-54/56 from US-19 to Zephyrhills. Route 41 in the Land O’Lakes area operates along US-41.

PCPT initiated this study in coordination with the Pasco County Metropolitan Planning Organization (MPO) to update PCPT’s Transit Development Plan (TDP), according to Florida Administrative Code (F.A.C.) Rule 14-73.001 – Public Transportation, “The TDP shall be the applicant’s planning, development and operational guidance document to be used in developing the Transportation Improvement Program and the Department’s Five Year Work Program.” Therefore, the TDP serves as the strategic guide for public transportation in the community during the next 10 years and represents the transit agency’s vision for public transportation in its service area during this period.

The first TDP was developed in 1992 to address transit services in West Pasco. A subsequent three-year update, completed in June 1996, was adopted by the Pasco County BCC and established a limited fixed-route transit service. The Plan also addressed public transportation needs in the Land O’Lakes area and non-urbanized areas throughout Pasco County. Subsequent major updates were completed in 1999, 2002, 2005, 2008, and 2013, all of which led to significant enhancement and expansion of the public transit system.

Objectives of this Plan

The main objective of this study is to update the TDP for PCPT services in Pasco County, as currently required by State law. Upon completion, this TDP, referred to as *Access Pasco: A Plan for Transit*, will result in a 10-year plan for transit and mobility needs, cost and revenue projections, and community transit goals, objectives, and policies.

TDP Requirements

The Florida Department of Transportation (FDOT) formally adopted the current requirements for TDPs on February 20, 2007. Major requirements of the regulation include the following:

- Major updates must be completed every 5 years, covering a 10-year planning horizon.
- A Public Involvement Plan (PIP) must be developed and approved by FDOT or consistent with the approved Metropolitan Planning Organization (MPO) public participation plan.
- FDOT, the Regional Workforce Development Board, and the MPO must be advised of all public meetings at which the TDP is presented and discussed, and these entities must be given the

opportunity to review and comment on the TDP during the development of the mission, goals, objectives, alternatives, and 10-year implementation program.

- Estimation of the community's demand for transit service (10-year annual projections) using the planning tools provided by FDOT or a demand estimation technique approved by FDOT.

The Florida Legislature added an additional requirement for the TDP in 2007 with the adoption of House Bill 985. This legislation amended Florida Statutes (F.S.) 341.071, requiring transit agencies to "...specifically address potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio." FDOT subsequently issued guidance requiring the TDP and each annual update to include a one- to two-page summary report as an appendix to the full major or annual TDP report on the farebox recovery ratio and strategies implemented and planned to improve it.

Table 1-1: TDP Checklist

Public Involvement Process		TDP Section
✓	Public Involvement Plan (PIP) drafted	Section 4, Appendix D
✓	PIP approved by FDOT	
✓	TDP includes description of Public Involvement Process	
✓	Provide notification to FDOT	
✓	Provide notification to Regional Workforce Board	
Situation Appraisal		
✓	Land use	Section 5
✓	State and local transportation plans	Section 5
✓	Other governmental actions and policies	Section 5
✓	Socioeconomic trends	Section 5
✓	Organizational issues	Section 5
✓	Technology	Section 5
✓	10-year annual projections of transit ridership using approved model TBEST	Section 7
✓	Assessment of whether land uses and urban design patterns support/hinder transit service provision	Section 5
✓	Calculate farebox recovery	Section 3, Appendix A
Mission and Goals		
✓	Provider's vision	Section 6
✓	Provider's mission	Section 6
✓	Provider's goals	Section 6
✓	Provider's objectives	Section 6
Alternative Courses of Action		
✓	Develop and evaluate alternative strategies and actions	Section 8
✓	Benefits and costs of each alternative	Section 8
✓	Financial alternatives examined	Section 8, Section 9
Implementation Program		
✓	10-year implementation program	Section 9
✓	Maps indicating areas to be served	Section 8
✓	Maps indicating types and levels of service	Section 8
✓	Monitoring program to track performance measures	Appendix F
✓	10-year financial plan listing operating and capital expenses	Section 9
✓	Capital acquisition or construction schedule	Section 9
✓	Anticipated revenues by source	Section 9
Relationship to Other Plans		
✓	Consistent with Florida Transportation Plan	Section 5
✓	Consistent with local government comprehensive plan	Section 5
✓	Consistent with Pasco County MPO long-range transportation plan	Section 5
✓	Consistent with regional transportation goals and objectives	Section 5
Submission		
✓	Adopted by Pasco County Board of County Commissioners	n/a
✓	Submitted to FDOT	n/a

Organization of This Report

Section 2 reviews and summarizes the **baseline conditions** for Pasco County, including:

- Physical description of the study area
- Population profile
- Demographic and socioeconomic profiles (including the transportation disadvantaged (TD) population)
- Auto ownership
- Workforce characteristics
- Journey-to-work characteristics
- New developments
- Tourism

The information compiled and presented in this section provides the basis for a detailed analysis in subsequent tasks of *Access Pasco*. Additional areas explored include land use trends, major transit trip generators and attractors, and existing roadway conditions.

Section 3 provides **existing services evaluation** for Pasco County. This includes a review of PCPT's fixed-route and paratransit services and facilities used by riders, including transfer stations and administrative, maintenance, and other buildings. Next, the existing service analysis documents fixed-route services using National Transit Database (NTD) information and related sources to create a profile of transit services through a Trend Analysis and a Peer Review. The Trend Analysis presents a detailed examination of operating performance for fixed-route services, and the Peer Review compares PCPT system-wide effectiveness and efficiency indicators with peer transit systems to determine how well transit service in Pasco County is performing related to its peers.

Section 4 summarizes the **public involvement** activities undertaken for the TDP. This includes a review of all outreach efforts completed and summaries of key themes and needs that were discussed as part of each outreach event. The preferences of the community to current and future mobility needs, as served through transit, are reviewed and combined into an assessment of how to improve PCPT services during the planning period.

Section 5 presents the **Situation Appraisal**, which reviews the current overall planning and policy environment within the county to better understand transit needs. First, a review of local plans and documents is presented. Assessment of these plans helps to identify and evaluate applicable federal and State policies as well as local community goals and objectives relating to transit and mobility. Then, the appraisal examines the strengths and weaknesses of the system and any existing threats to the provision of service in the county along with key opportunities for addressing those threats and/or enhancing the transit-friendliness of the operating environment. Included in this section are reviews of the following:

- Previously-conducted existing land use assessment
- Applicable urban design guidelines
- Relevant transportation plans
- Governmental actions and policies
- Socioeconomic trends
- Organizational issues
- Technology
- Regional operating environment
- Major roadway conditions

Section 6 presents the results of a **transit demand assessment**, summarizing the various demand and mobility needs assessments conducted as part of the TDP. The market assessment includes an examination of potential service gaps and latent demand using the GIS-based Transit Orientation Index (TOI) and Density Threshold Assessment (DTA) analyses. Next, the assessment technique for forecasting ridership demand using a FDOT-approved ridership estimation tool is summarized, followed by ridership estimates.

Section 7 identifies **goals and objectives** to serve as a policy guide for implementation of the TDP. A review and update of the goals and objectives for the public transit services outlined in the 2013 TDP major update was completed to match the current goals of the local community with respect to transportation and land use.

Section 8 discusses the **development of transit alternatives**, followed by an alternatives evaluation process used to assess the identified alternatives, or potential improvements, for the TDP. The identified improvements for PCPT services provide a blueprint of transit needs for the next 10 years and developed without consideration of funding constraints. The identified service improvements were prioritized using an evaluation process developed to rank and prioritize the transit service alternatives. The resulting ranking of alternatives is used to develop the 10-year implementation plan presented in Section 9.

Section 9 summarizes the *Access Pasco's 10-year transit plan*, developed for PCPT's fixed-route and paratransit transit service. The plan identifies funded service recommendations and capital improvements, and includes a discussion of revenue assumptions and capital and operating costs used. The 10-year TDP implementation plan is presented, including a schedule for which service, capital/technology, and policy improvements are programmed.

Section 2: Baseline Conditions

This section reviews the study area in the context of the *Access Pasco* TDP and documents existing baseline data to gain an understanding of the environment in which the transit system is operating. This information provides the foundation upon which to review trends and forecasting and helps identify areas of opportunity for development of future transit services. The following components were reviewed for consideration:

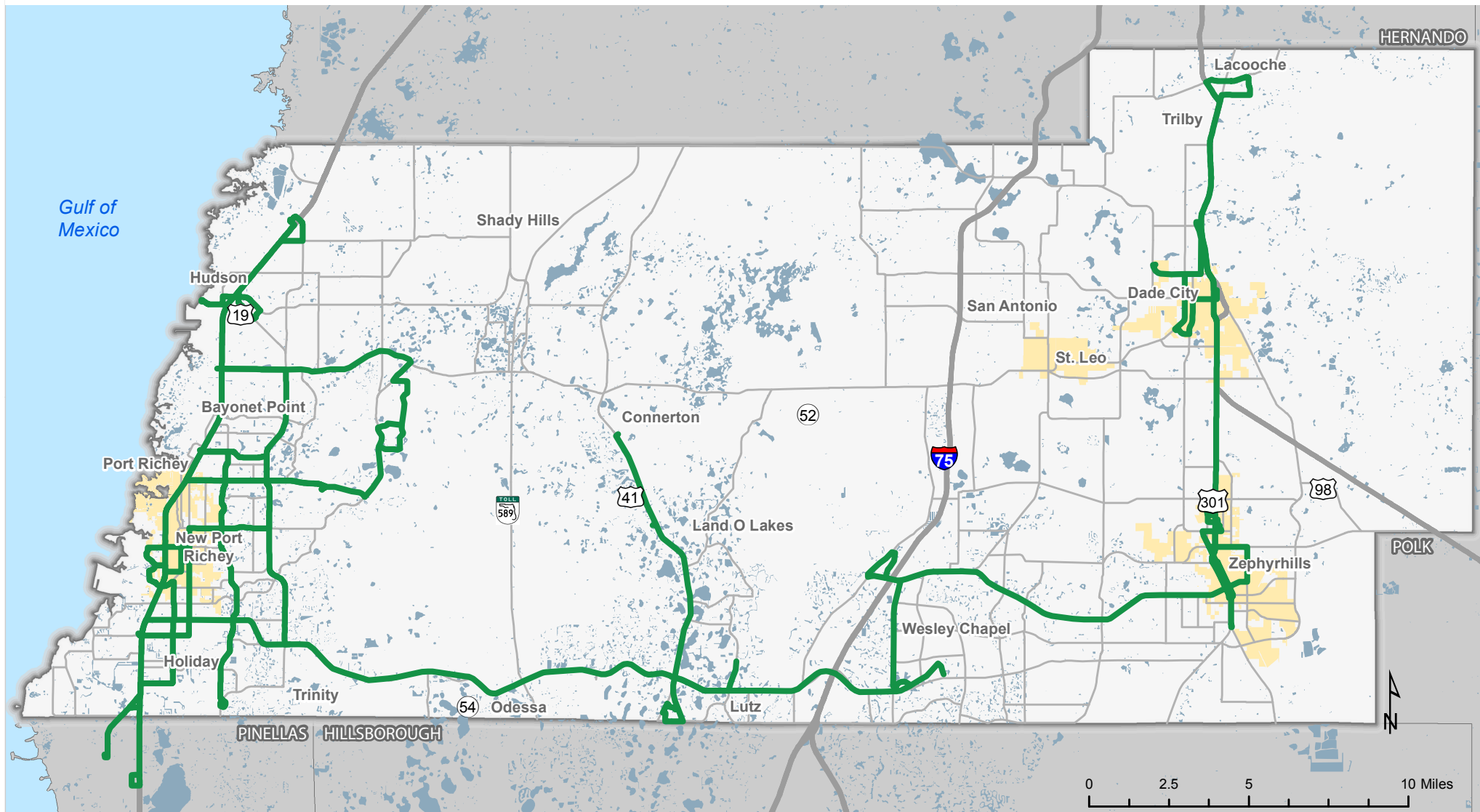
- Physical description of study area
- Population profile
 - Population trends
 - Age distribution
 - Income distribution
 - Minority populations
 - Limited English Proficiency (LEP)
- Socioeconomic densities
 - Population
 - Housing
 - Employment
- Journey-to-work characteristics
 - Commuting inflows/outflows
- Auto ownership
- Labor force
- Major trip generators
- Tourist and visitor levels
- Transportation Disadvantaged (TD) population
- Other demographic characteristics
 - Educational attainment
 - Poverty level
- Land uses and densities
 - Pasco County
 - New Port Richey
 - Zephyrhills
 - Dade City
- Roadway conditions

A series of maps and tables illustrates selected population, demographic, and socioeconomic characteristics. Data from the U.S. Census, American Community Survey (ACS), Bureau of Economics and Business Research (BEBR) of the University of Florida, Pasco County MPO, and PCPT were used as primary data sources. The data were supplemented by data from local and regional agencies and other sources, as available.



Physical Description of Study Area

Pasco County is located in western central Florida and is bordered on the north by Hernando County, on the east by Sumter and Polk counties, on the west by the Gulf of Mexico, and on the south by Hillsborough and Pinellas counties. According to the 2010 Census, the county is 869 square miles in total size, with 747 square miles of land and 122 square miles of water. The county is divided into three areas: western, central, and eastern Pasco County. Map 2-1 provides an illustration of the study area for *Access Pasco*.

Map 2-1: Study Area



Legend

-  Bus Routes
-  City Limits

The urbanized areas of west Pasco County include the municipalities of New Port Richey and Port Richey and the urbanized, unincorporated areas of Bayonet Point, Holiday, Shady Hills, Jasmine Estates, Elfers, Hudson, and Trinity. These communities represent the county's largest concentration of urban development and population and are located along the US-19 coastal corridor. The eastern portion of Pasco County is not as densely populated as the western portion; it includes the incorporated areas of Dade City, Zephyrhills, St. Leo, and San Antonio and the urbanized, unincorporated areas of Lacoochee, Crystal Springs, and Trilby.

Central Pasco does not include any incorporated areas, but major population/employment hubs include Wesley Chapel, Land O'Lakes, Pasadena Hills, Odessa, Connerton, and Quail Ridge. The southern portion of West and Central Pasco has become a bedroom community for workers commuting to Hillsborough and Pinellas counties and other areas in Pasco County. Wesley Chapel has transformed within the last decade from a sparsely-populated rural area into an area with significant residential, commercial, medical, and education activity.

Population Profile

Population information from the 2000 and 2010 Census, supplemented with information from the 2016 ACS, was used to develop a population profile for the study area. As shown in Table 2-1, the population of Pasco County increased nearly 35 percent from 2000 to 2010, from 344,765 to 464,697. From 2010 to 2016, Pasco County continued to grow, but at a slower rate, approximately 5 percent.

Table 2-1: Population Characteristics, Pasco County, 2000–2016

Characteristic	2000	2010	2016	% Change 2000–2010	% Change 2010–2016
Population	344,765	464,697	488,310	34.79	5.08
Households	147,566	189,612	189,292	28.49	-0.17
Number of workers	140,895	208,639	211,419	48.08	1.33
Land area (sq. mi.)	745	747	747 ¹	0.27	0.00
Person per household	2.30	2.42	2.58	5.22	6.60
Workers per household	0.95	1.10	1.12	15.24	1.54
Persons per square mile of land area	462.77	622.08	653.69	34.43	5.08
Workers per square mile of land area	189.12	279.30	283.02	47.68	1.33

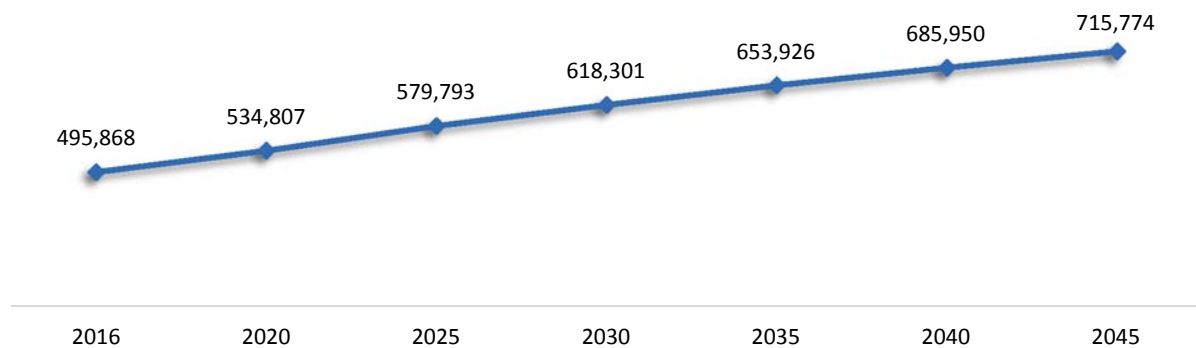
¹Uses 2010 Census.

Sources: 2000 and 2010 Census, 2016 ACS

Population Trends

The 2017 *Florida Statistical Abstract*, prepared by BEBR, indicates a projected county population growth to 579,800 by 2025, an increase of 17 percent, and to 653,900 by 2035, an increase of 32 percent. Figure 2-1 shows the population projections for Pasco County from 2016 through 2045.

Figure 2-1: Population Estimates and Projections, Pasco County, 2016–2045



Source: BEBR, 2017 *Florida Statistical Abstract*

A review of population trends also was conducted for the six municipalities in Pasco County using the 2017 *Florida Statistical Abstract*. The trend analysis included New Port Richey, Zephyrhills, Dade City, Port Richey, San Antonio, and St. Leo. Table 2-2 provides population trends for those municipalities and Pasco County for 2000, 2010, and 2016.

Table 2-2: Population and Trends for Cities and Towns, Pasco County, 2000–2016

Municipality	2000	2010	2016	2010–2016		2000–2016	
				% Change	Recent Trend	% Change	Full Trend
Dade City	6,188	6,437	6,953	8.02	▲	12.36	▲
New Port Richey	16,117	14,911	15,619	4.75	▲	-3.09	▼
Port Richey	3,021	2,671	2,663	-0.30	▼	-11.85	▼
St. Leo	590	1,340	1,370	2.24	▲	132.20	▲
San Antonio	684	1,138	1,236	8.61	▲	80.70	▲
Zephyrhills	10,833	13,288	15,170	14.16	▲	40.04	▲
Unincorporated	307,335	424,912	452,857	6.58	▲	47.35	▲
Total County	344,765	464,697	495,868	6.71	▲	43.83	▲

Source: BEBR, 2017 *Florida Statistical Abstract*

New Port Richey has the highest incorporated population, with Zephyrhills second. However, the unincorporated areas of Pasco County continue to have the vast majority of the county's population, at 452,857 in 2016.

In terms of population growth since 2000, the fastest-growing municipalities in Pasco County are St. Leo and San Antonio, which also are the smallest in terms of total population. Zephyrhills is the next-fastest growing, at more than 40 percent from 2000 to 2016. The population in unincorporated areas has also grown significantly, at greater than 47 percent, attributed primarily to the housing boom in the central Pasco areas, primarily in Wesley Chapel and Land O'Lakes.

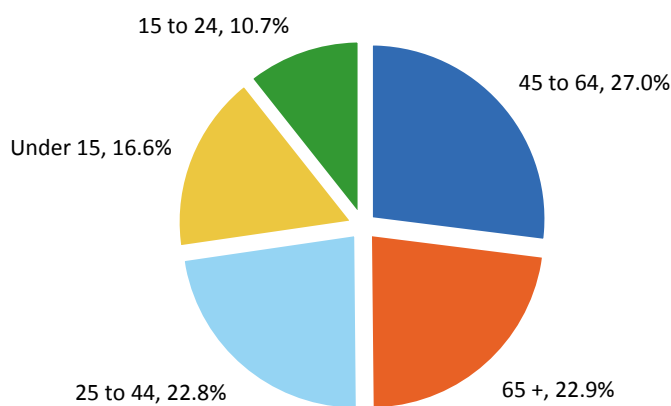
Population Factors Affecting Transit Ridership

A number of key demographic and socioeconomic factors affect transit ridership beyond basic population changes, including age distribution, commuting habits, income distribution, and size of minority and LEP populations. How these key demographic and socioeconomic distributions, habits, and populations trend can impact relative demand for transit service in an area.

Age

Age is an important factor affecting transit demand. As shown in Figure 2-2, almost 40 percent of Pasco County population is below age 15 or above age 65, two groups that have a higher propensity for using public transportation or carpooling.

Figure 2-2: Age Distribution, Pasco County, 2016



Source: 2016 ACS

Table 2-3 shows projections of Pasco County population distribution by age group from 2016 to 2045. Figure 2-3 shows the projected older adult population for Pasco County compared to Florida based on data from BEBR's Florida Population Studies Population Projections. Pasco County has a slightly larger

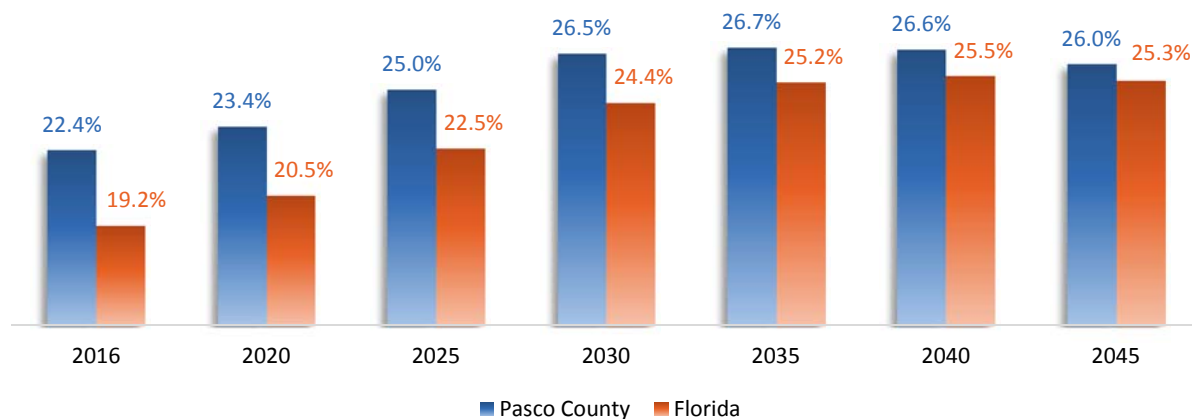
proportion of older adults compared to the statewide average; however, that gap is projected to narrow in the coming years. By 2025, the older adult population is projected to increase from 22.4 percent to 25.0 percent in 2025 and to 26.0 percent by 2045. Those ages 45–64—the next wave of retirees—currently represents approximately 27 percent of the total population in the county.

Table 2-3: Population Distribution Projections by Age Group, Pasco County, 2016–2045

Age	Projection Year							Trend
	2016	2020	2025	2030	2035	2040	2045	
Under 9	11.0%	10.8%	10.8%	10.9%	10.9%	10.7%	10.5%	▼
10–14	5.9%	5.9%	5.5%	5.5%	5.6%	5.7%	5.7%	▼
15–19	5.7%	5.5%	5.5%	5.2%	5.1%	5.3%	5.3%	▼
15 –17	3.5%	3.4%	3.4%	3.2%	3.2%	3.3%	3.3%	▼
18–19	2.1%	2.1%	2.1%	2.0%	1.9%	2.0%	2.0%	▼
20–44	28.5%	28.6%	29.1%	29.6%	29.8%	29.2%	28.9%	▲
45–64	26.6%	25.9%	24.1%	22.3%	21.8%	22.5%	23.5%	▼
65 +	22.4%	23.4%	25.0%	26.5%	26.7%	26.6%	26.0%	▲

Source: BEBR, 2017 Florida Statistical Abstract

Figure 2-3: Population Distribution Projections for Older Adults (Age 65+), Pasco County, 2016–2045



Source: BEBR, 2017 Florida Statistical Abstract

Employment

Table 2-4 shows the primary means of transportation for employed individuals in Pasco County, and Figure 2-4 shows the distribution of these individuals by age group. The 2012–2016 ACS revealed that the majority of Pasco County transit riders were adults ages 25–44, totaling (47.7% of riders); the second largest group was older adults ages 45–64 (36.9%).

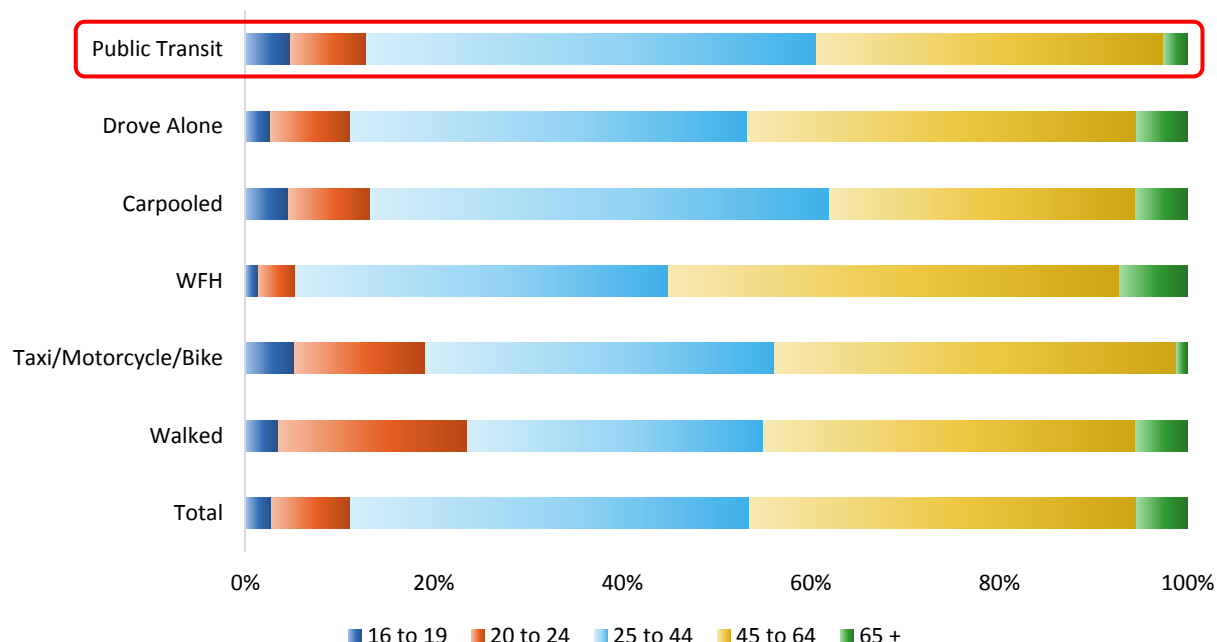
Table 2-4: Commuting Choices for Employed Persons, Pasco County, 2016

	Total	Drove Alone	Carpool	Public Transit	Walk	Taxi/Motor-cycle/Bike	Worked at Home
Workers age 16 and over	191,024	154,211	16,353	773	1,913	3,755	14,019

Source: 2016 ACS

As summarized in Table 2-4, most employed persons drove alone to work in 2016, with carpooling second and public transit last. However, an examination of the breakdown of employed person commutes by age group indicates more transit commuters ages 16–19 and 25–44 than the total sample.

Figure 2-4: Commuting Choices for Employed Persons by Age Group, Pasco County, 2016

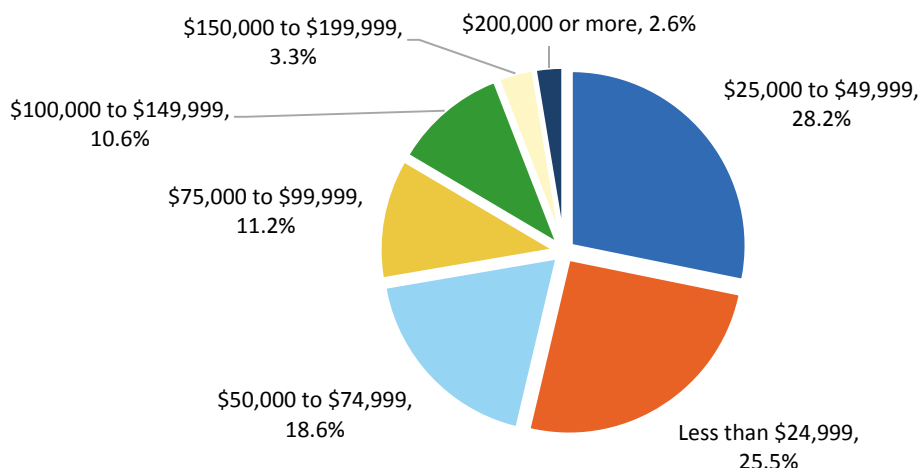


Source: 2016 ACS

Income

Income is an important factor in determining public transit needs. According to 2016 ACS 5-Year estimate, nearly 26 percent of Pasco County residents had an annual income of less than \$25,000 (the federal poverty threshold for a family of 4 was \$30,000 in 2017); the median and average household incomes in Pasco County were \$46,010 and \$61,812, respectively. Figure 2-5 shows the distribution of annual household income for residents in Pasco County.

Figure 2-5: Annual Household Income, Pasco County, 2016



Source: 2016 ACS

Minority Populations

A relatively small number of minority populations live in Pasco County; however, the county is slowly becoming more ethnically diverse. As shown in Table 2-5, from 2000 to 2016, the percent of the population categorized as White fell by approximately 7 percent. By 2016, African Americans accounted for 5.1 percent, Native Americans 0.4, Asians 2.4, and other races 3.6 percent. The percent of African Americans more than doubled from 2000 to 2016, from 2.0 to 5.1, and the percent of Asians also more than doubled during that period, from 0.9 to 2.4. Growth in all other ethnic minorities either grew slightly or remained the same compared to 2000 levels.

Table 2-5: Demographic Characteristics, Pasco County, 2000–2016

Characteristic	2000	2010	2016	Trend
Gender				
Male	48.0%	48.6%	48.7%	▲
Female	52.0%	51.4%	51.3%	▼
Ethnic Origin				
White	95.2%	91.7%	88.5%	▼
Black or African American	2.0%	4.1%	5.1%	▲
American Indian and Alaska Native	0.3%	0.3%	0.4%	▲
Asian	0.9%	2.2%	2.4%	▲
Native Hawaiian and Other Pacific Islander	0.0%	0.0%	0.1%	▲
Other	1.5%	1.7%	3.5%	▲
Hispanic Origin				
Not of Hispanic/Latino origin	94.3%	89.2%	86.6%	▼
Hispanic/Latino origin	5.7%	10.8%	13.4%	▲

Sources: 2000 & 2010 Census, 2012–2016 ACS 5-Year Estimates

Limited English Proficiency

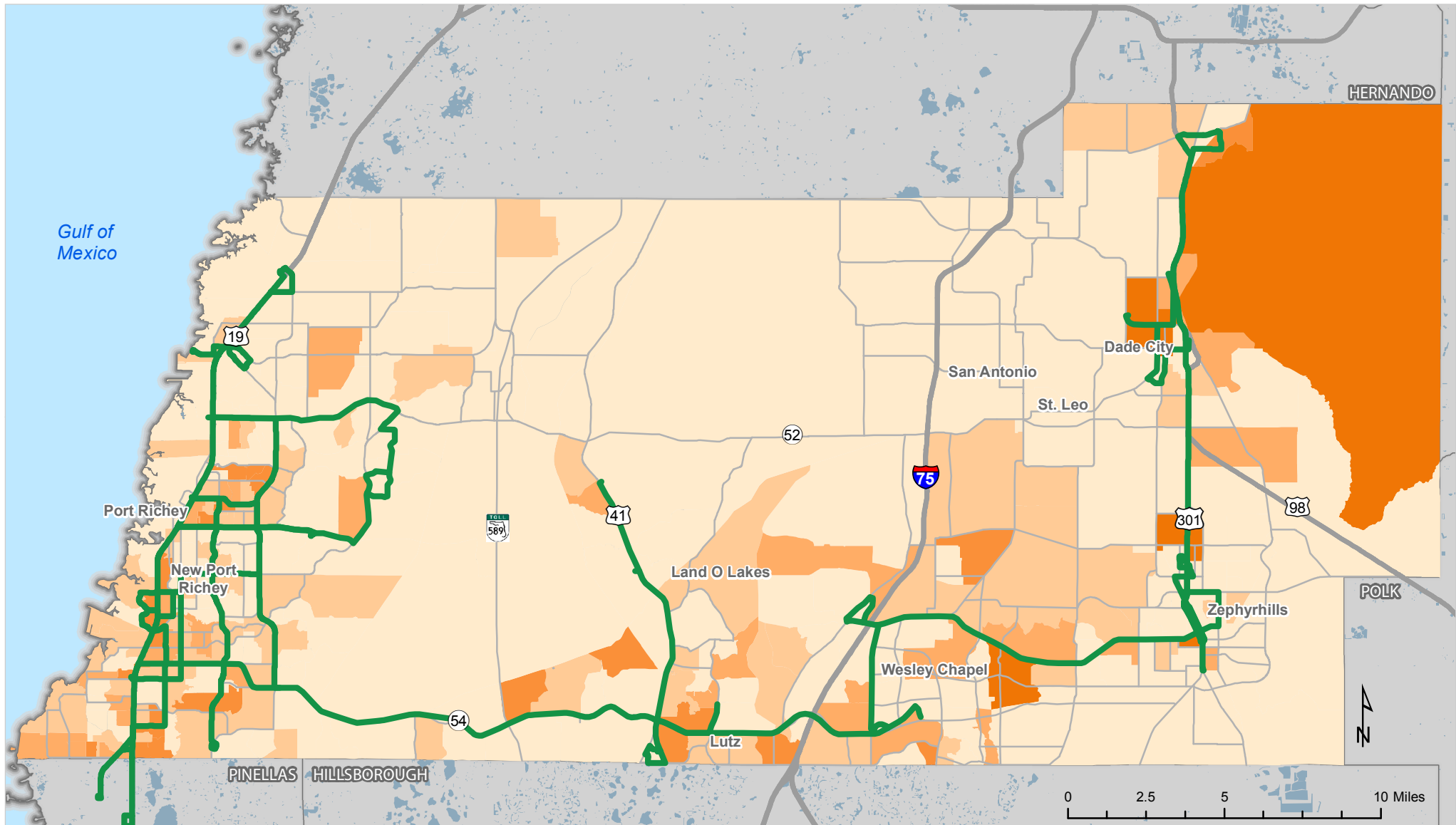
The number of persons of Limited English Proficiency (LEP) (those above age 5 who speak English less than “very well”) within the PCPT service area was assessed using 2011–2015 ACS 5-Year Estimates for Pasco County as a whole and for each Census block group. As shown in Table 2-6, approximately 4 percent of the population is considered to be LEP, with 64 percent speaking Spanish and 5.7 percent speaking Vietnamese, the second-highest number. Map 2-2 shows the distribution of the LEP population within the county. Closer examination of the geographic dispersion and/or concentration of LEP persons in Pasco County revealed similar compositions of LEP languages across block groups with high LEP populations.

Table 2-6: LEP Persons by Language Spoken, Pasco County

Language	Speak English Less Than “Very Well”	% of Pasco County Population	% of LEP Population
Spanish	12,914	2.84%	64.03%
Vietnamese	1,150	0.25%	5.70%
Greek	699	0.15%	3.47%
Chinese	461	0.10%	2.29%
Arabic	374	0.08%	1.85%
Other Languages	4,572	0.98%	22.66%
Total	20,170	4.44%	100.00%

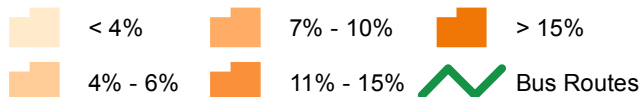
Source: 2011–2015 ACS 5-Year Estimate (2016 data not yet available)

Map 2-2: Limited English Speaking Population



Legend

Percent LEP Population



Source: Pasco County GIS, PCPT, 2015 ACS 5-Year Estimates

Socioeconomic Densities

The greater the density of an area, as measured by population, dwelling units, or employment, the greater the likelihood that transit service can offer an attractive alternative to single-occupant vehicle travel and vehicle travel in general due to the proportional increase in congestion that typically occurs with greater levels of density. Furthermore, as the number of potential transit users rises in a given geographic area, the economic attractiveness of supplying transit service also increases.

Population

Map 2-3 shows population densities by Traffic Analysis Zone (TAZ) for 2019, developed based on socioeconomic data prepared to support the Pasco County 2040 Long Range Transportation Plan (LRTP). Map 2-4 shows population densities by TAZ for 2028, indicating that the higher densities in the county will continue to be on the western side of the county and in Zephyrhills, whereas most of the rapid growth in population between 2019 and 2028 will be in Wesley Chapel and the south-central portion of the county.

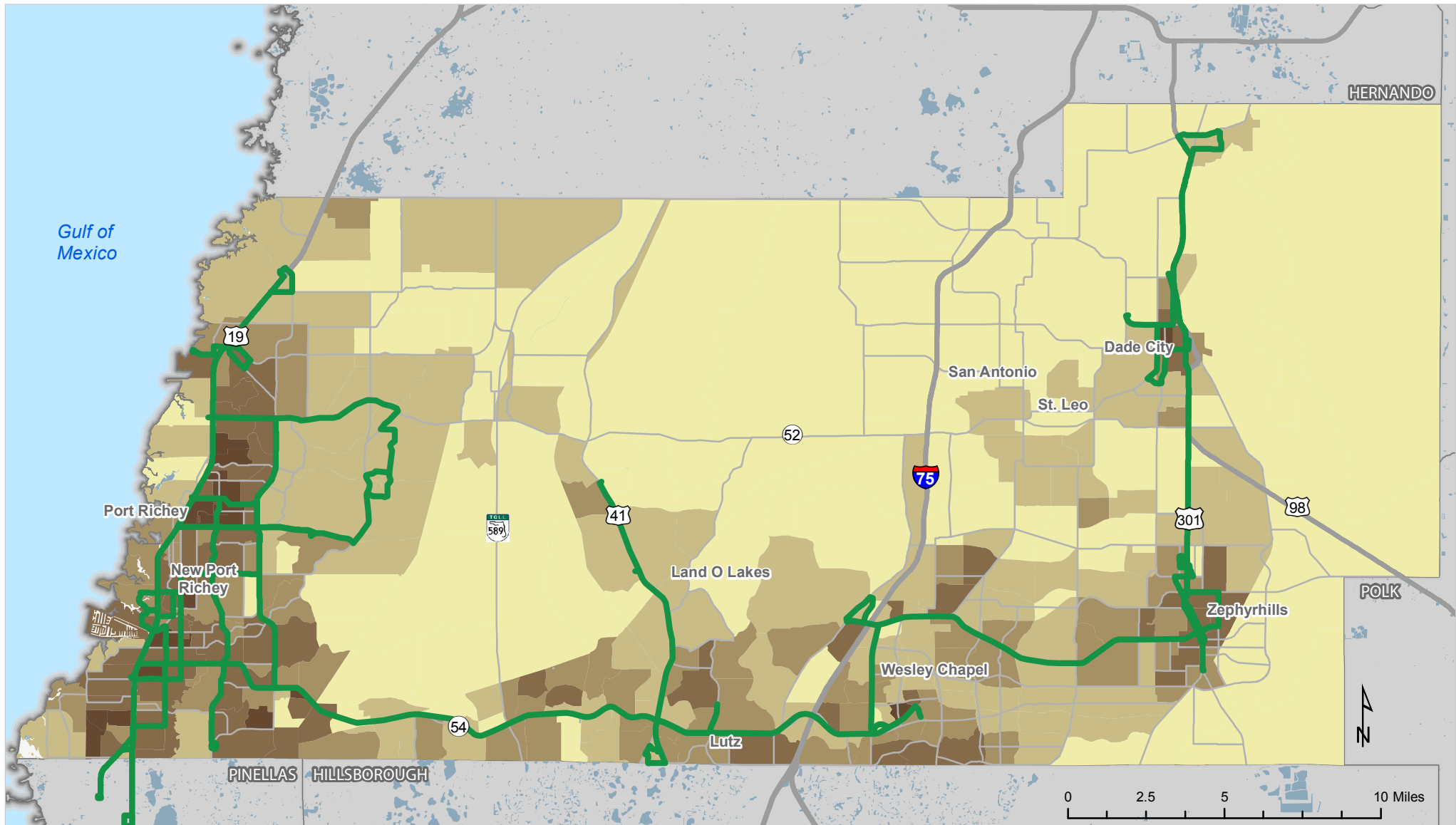
Housing

Maps 2-5 and 2-6 show the dwelling unit density by TAZ for 2019 and 2028, respectively. Dwelling units are based on socioeconomic data prepared to support the Pasco County 2040 LRTP. As with the population density maps, the current density of dwelling units is concentrated primarily along the western shore and Zephyrhills, and the projected growth between 2019 and 2028 will be in Wesley Chapel and the south-central portion of the county.

Employment

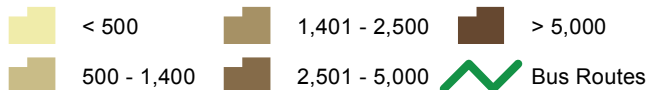
Maps 2-7 and 2-8 show the employment density by TAZ for 2019 and 2028. Employment data are based on socioeconomic data prepared to support the Pasco County 2040 LRTP. Based on the 2019 map, employment in Pasco County is most dense along the western shore and the south-central portion of the county. Key major corridors, including US-19, US-301, SR-54/56 and, to a lesser extent SR-52, show higher employment densities. Map 2-8 reflects projected growth in employment throughout the county. However, similar to population, the highest level of growth will be in the south-central portion of the county.

Map 2-3: Population Density (2019)



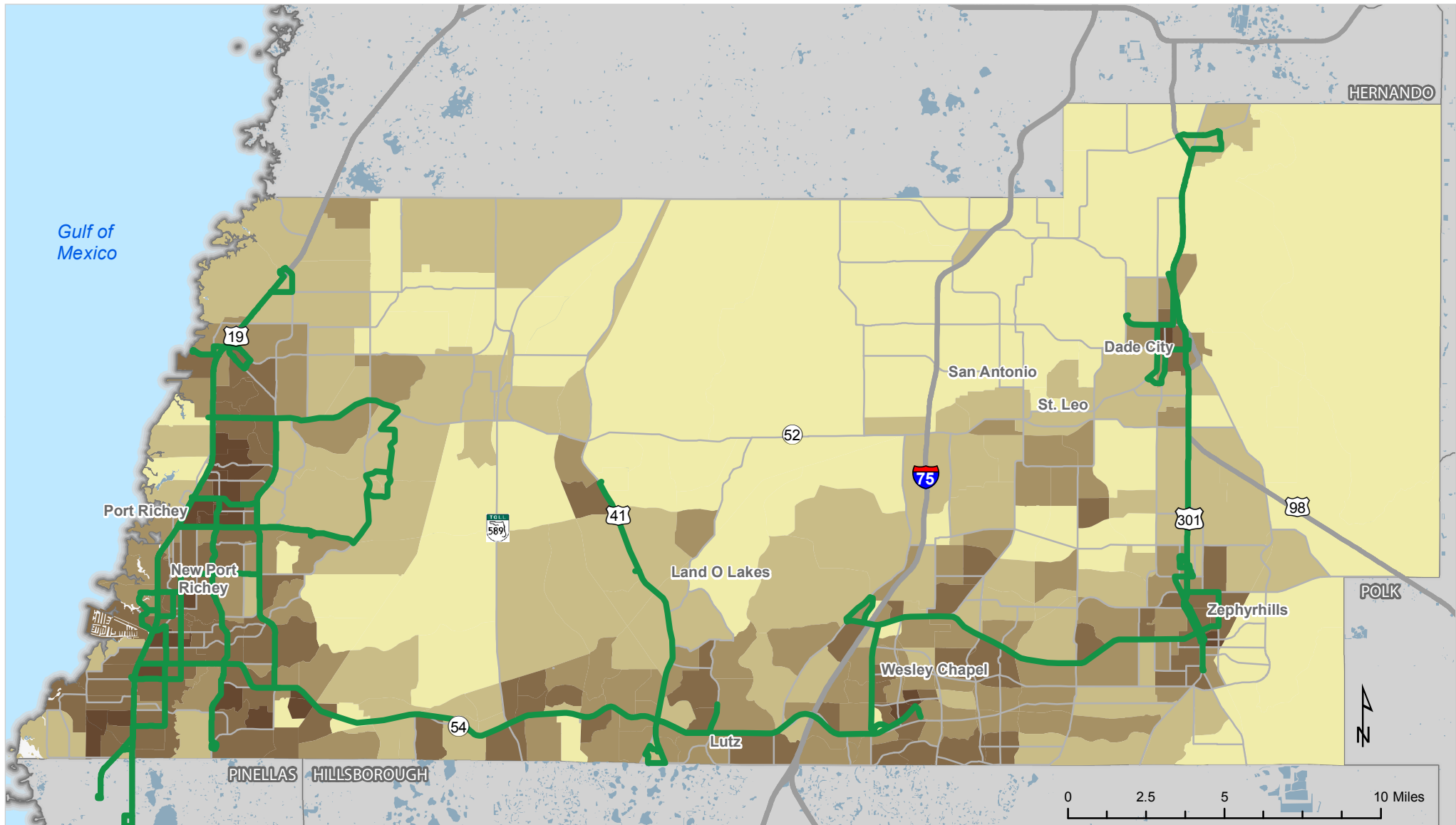
Legend

Persons per Square Mile



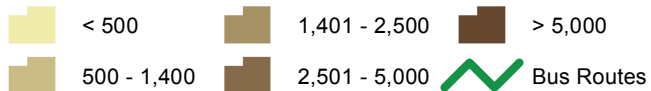
Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Map 2-4: Population Density (2028)



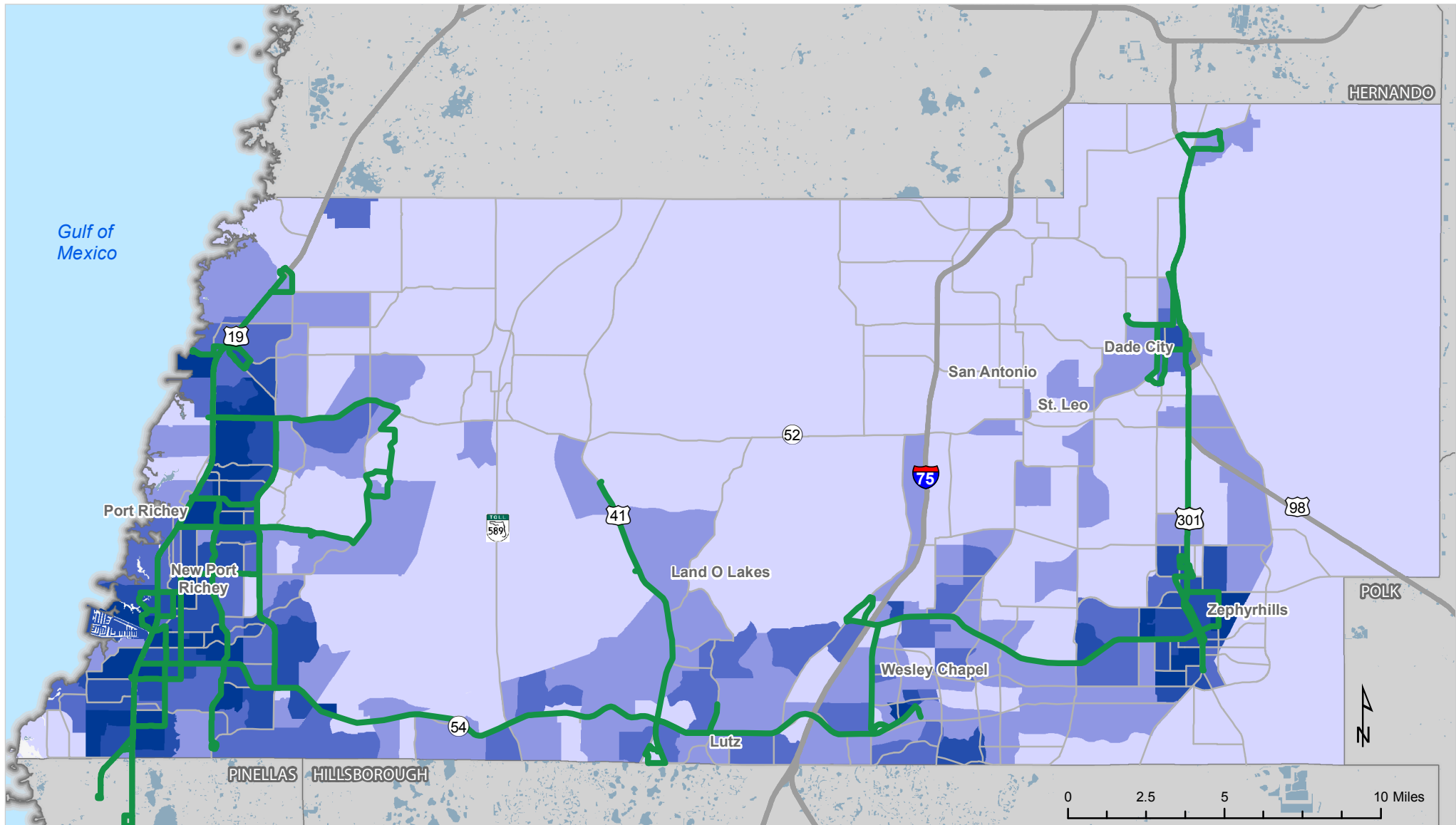
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Persons per Square Mile



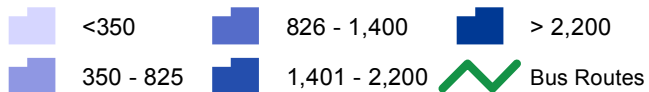
Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Map 2-5: Dwelling Unit Density (2019)



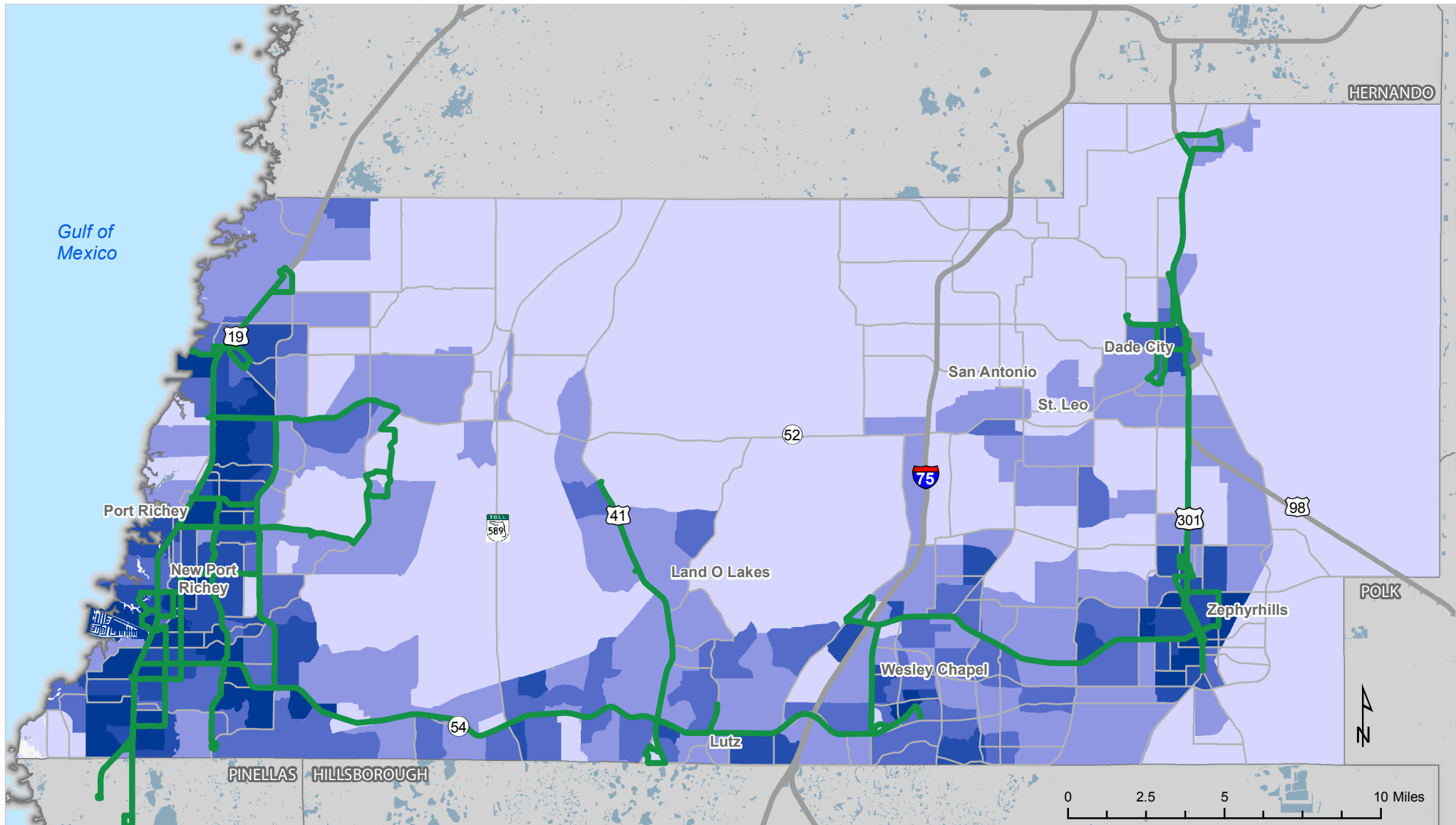
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Dwelling Units per Square Mile



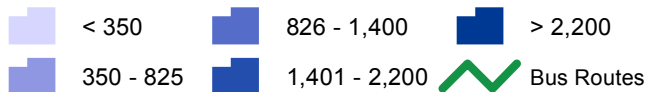
Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Map 2-6: Dwelling Unit Density (2028)



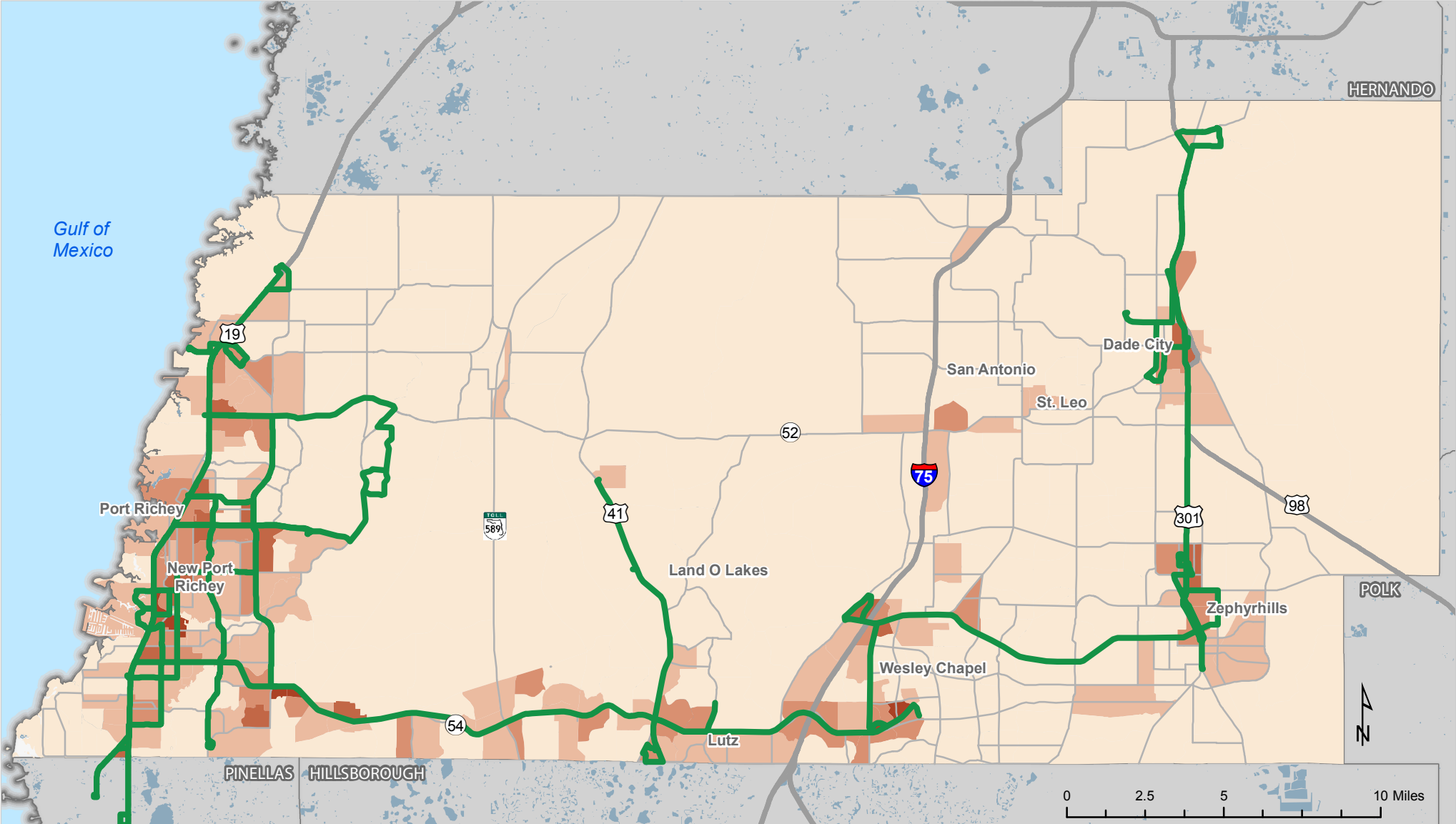
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Dwelling Units per Square Mile



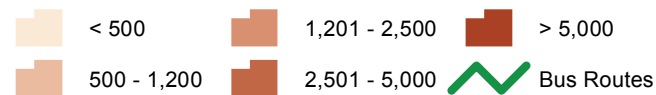
Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Map 2-7: Employment Density (2019)



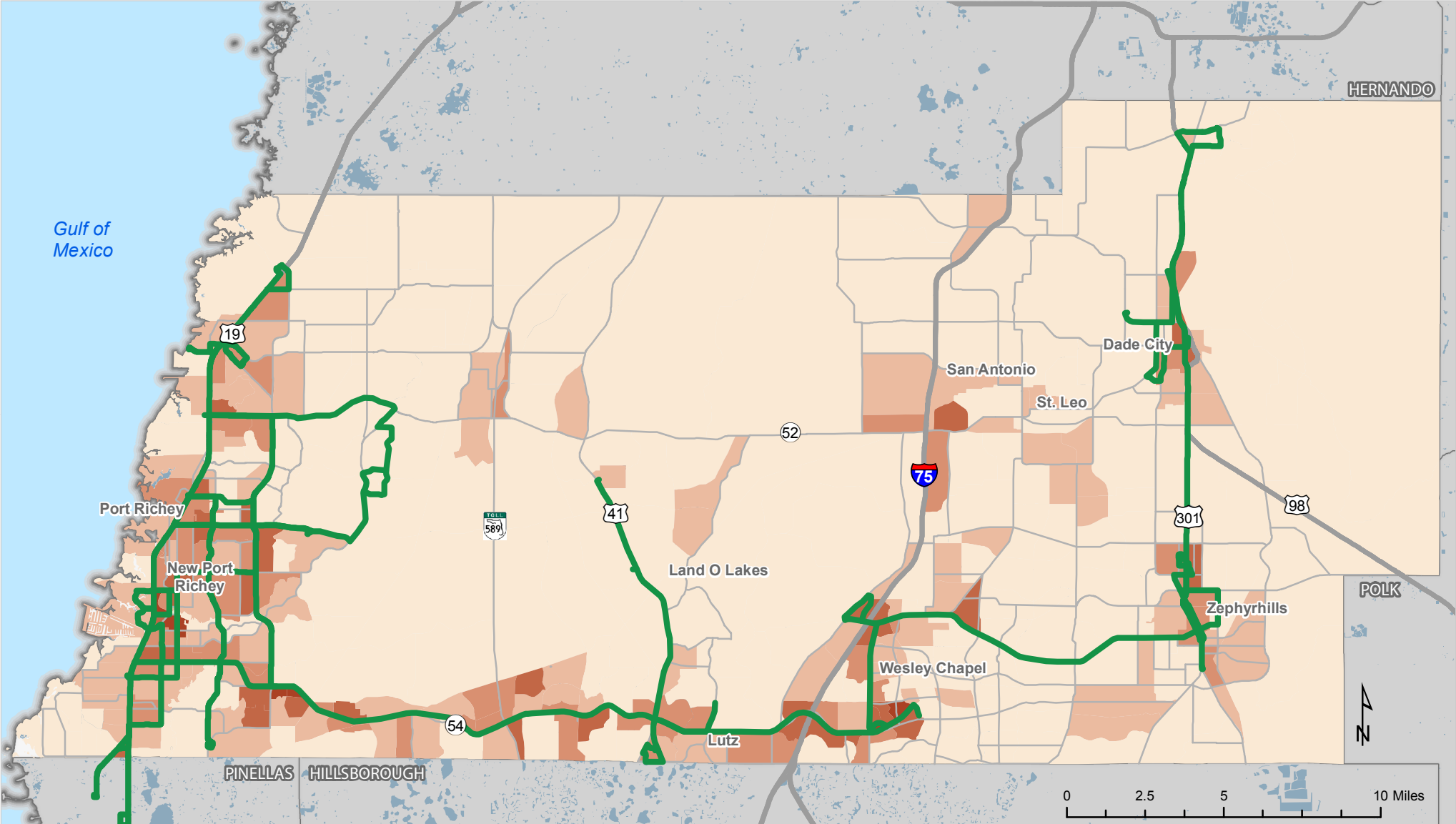
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Employees per Square Mile



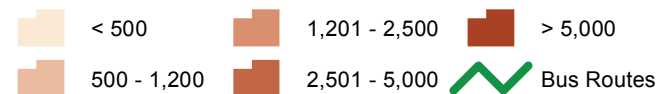
Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Map 2-8: Employment Density (2028)



Legend

Employees per Square Mile



Source: Pasco County GIS, PCPT, 2040 Pasco County L RTP

Journey-to-Work Characteristics

Table 2-7 shows that public transit's mode share, defined as the percentage of travelers using public transportation, increased marginally from 2000 to 2016, as did driving alone; working at home increased from nearly 3 percent to more than 7 percent. Carpooling decreased from nearly 15 percent to nearly 9 percent, and walking decreased marginally. Some travel times increased, with more people traveling for more than 30 minutes in 2016 than 2000.

Table 2-7: Journey-to-Work Characteristics, Pasco County, 2000–2016

Characteristic	2000	2010	2016	Trend
Place of Work				
Worked inside county	54.3%	50.6%	53.9%	▼
Worked outside county	44.9%	48.0%	45.1%	▲
Mode to Work				
Drive alone	80.0%	82.0%	80.7%	▲
Carpool	13.9%	10.3%	8.6%	▼
Public transit	0.3%	0.4%	0.4%	▲
Walk	1.3%	0.8%	1.0%	▼
Work at home	2.9%	4.8%	7.3%	▲
Other	1.5%	1.6%	2.0%	▲
Travel Time to Work				
<10 minutes	11.9%	11.6%	10.6%	▼
10–19 minutes	27.1%	23.7%	22.8%	▼
20–29 minutes	16.1%	17.5%	18.6%	▲
30–44 minutes	20.5%	22.6%	22.2%	▲
45+ minutes	24.4%	24.7%	26.2%	▲
Departure Time to Work				
6:00–9:00 AM	65.8%	62.8%	63.9%	▼
Other times	34.2%	37.1%	36.1%	▲
Private Vehicle Occupancy				
2-person carpool	11.2%	8.3%	6.9%	▼
3-person carpool	1.9%	1.3%	1.0%	▼
4+-person carpool	0.8%	0.7%	0.7%	▼

Sources: 2000 & 2010 Census, 2012–2016 ACS 5-Year Estimates

Commuting Inflows/Outflows

To assess regional trends and patterns of commuters, an analysis using 2015 Longitudinal Employer-Household Dynamics (LEHD) and Longitudinal Origin-Destination Employment Statistics (LODES) data ("OntheMap," U.S. Census Bureau) was completed. This analysis provided geographic commuting patterns of jobs by their employment and residential locations based on composite information of local unemployment insurance earnings data, Quarterly Census of Employment and Wages data concerning where workers live and work, firm characteristics such as industry, and survey data.

Figure 2-6 shows regional commuting patterns by commuter outflow and inflow for Pasco County using 2015 LODES data. Approximately 31 percent of Pasco County residents work in the county, and approximately 69 percent commute outside the county. Commuters leaving the county commute to Hillsborough (30.7%), Pinellas (15.3%), Orange (3.6%), and Hernando (2.9%) counties, as shown in Table 2-8. Most commuters going to these counties drive to Tampa, Clearwater, St. Petersburg, and the Town N' Country or East Lake-Orient Park areas, and some travel as far east as Duval County and as far south as Sarasota County to work.

Figure 2-6: Regional Commuting Flows

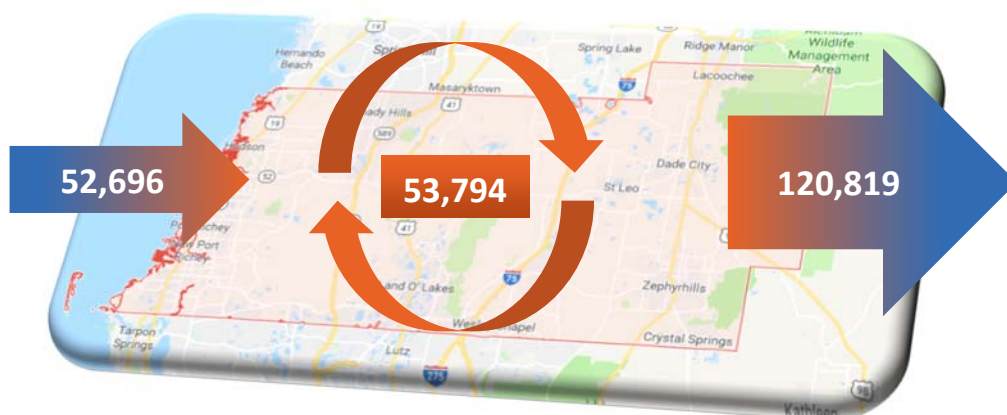


Table 2-8: Commuter Outflows, Pasco County, 2015

County	Number of Workers	Percent1
Hillsborough	53,600	30.7%
Pinellas	26,711	15.3%
Orange	6,323	3.6%
Hernando	5,151	2.9%
Polk	5,142	2.9%
Duval	2,048	1.2%
Seminole	1,504	0.9%
Manatee	1,479	0.8%
Sarasota	1,318	0.8%
All other locations	17,543	10.0%

Source: 2015 LEHD

Hillsborough County had the highest percent of commuter inflow into Pasco County in 2015, at 13.6 percent, followed by Pinellas County at 8.2 percent and Hernando County at 8.1 percent, as shown in Table 2-9. Some commuters traveled from as far south as Sarasota County and as far north as Marion County for work-related purposes.

Table 2-9: Commuter Inflows, Pasco County, 2015

County	Number of Workers	Percent
Hillsborough	14,488	13.6%
Pinellas	8,696	8.2%
Hernando	8,629	8.1%
Polk	2,987	2.8%
Orange	1,894	1.8%
Marion	1,225	1.2%
Citrus	1,138	1.1%
Sarasota	1,125	1.1%
Manatee	1,042	1.0%
All other locations	11,472	10.8%

Source: 2015 LEHD

Auto Ownership

Household vehicle ownership experienced small changes during the 2010–2016 period. Households without a vehicle rose from 1.7 percent in 2010 to 2.3 percent in 2016, and households owning two vehicles fell slightly, to 49.3 percent, as summarized in Table 2-10.

Table 2-10: Vehicle Availability, Pasco County, 2000–2016

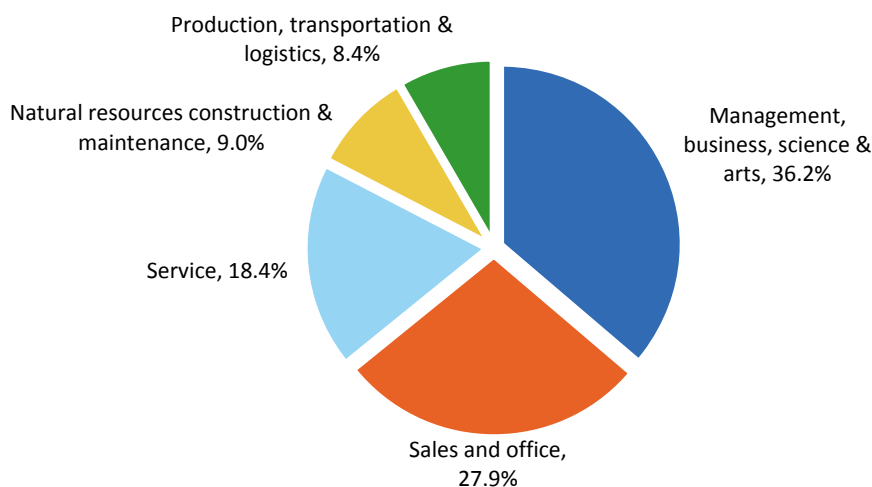
Characteristic	2010	2016	Trend
None	1.7%	2.3%	▲
One	20.3%	21.3%	▲
Two	51.6%	49.3%	▼
Three or more	26.4%	27.2%	▲

Sources: 2010 Census, 2012–2016 ACS 5-Year Estimates

Labor Force

Figure 2-7 displays the percent of population by occupation type in Pasco County. The largest occupation types are Management, Business, and Science & Arts, at approximately 36 percent; second are Sales and Office, at 28 percent.

Figure 2-7: Labor Force Distribution by Industry, Pasco County, 2016



2012–2016 ACS 5-Year Estimates

Major Trip Generators

Major trip generators in Pasco County include a number of large industries, including education, healthcare, retail, and professional services. Major employers are shown in Table 2-11. The primary medical facilities in the county generating employment-based and patient-based trips include the Regional Medical Center at Bayonet Point, Florida Hospital Zephyrhills, and the Medical Center of Trinity. The primary recreational facilities in the county include the J. Ben Harrill Recreation Complex, the Samuel W. Pasco Recreation Complex, the East Pasco Family YMCA, the New Port Richey Recreation & Aquatic Center, and the Nye Park Recreation Center.

Wiregrass, a major retail, medical, and education center in Wesley Chapel continues to be a major trip generator. A major retail center, The Shops at Wiregrass, is an open-air mall on 67 acres with more than 800,000 square feet of retail, entertainment, and restaurant space. Just north of the mall is a medical center and a major hospital, Florida Hospital Wesley Chapel, and a number of upcoming associated medical-related developments such as doctor's offices and laboratory testing facilities. An education center just east of the mall includes the soon-to-be-completed campus of Pasco-Hernando State College. In addition, Tampa Premium Outlets, located near I-75 and SR-56, has more than 100 retail shops and nearby restaurants that attract large numbers of shoppers and tourists.

Table 2-11: Major Employers, Pasco County

Rank	Employer Name	Employees
1	Pasco County School District	10,728
2	Pasco County Government	3,851
3	HCA Healthcare (5 locations)	2,825
4	Florida Medical Clinic (22 locations)	1,710
5	Medical Center of Trinity	1,400
6	Pasco County Sheriff	1,245
7	State of Florida	1,215
8	Morton Plant North Bay Hospital	1,051
9	Florida Hospital Wesley Chapel	1,050
10	Florida Hospital Zephyrhills	962
11	Saint Leo University	951
12	Federal Government	786
13	Saddlebrook Resort	608
14	Pasco-Hernando State College	517
15	Pall Aeropower Corporation	500
16	Bayfront Health Dade City	343
17	Southeast Personnel Leasing	324
18	Pasco Clerk of the Circuit Court	319
19	Withlacoochee River Electric	309
20	Florida Hospital Connerton Long Term	270

Source: Pasco County Economic Development Council

Tourist and Visitor Levels

Pasco County has a variety of activities for tourists. The Pasco Tourism Development Council (TDC) aspires for the county to become a premier sports and travel destination in Florida by promoting sports tournaments, special events, outdoor recreation, ecotourism, and cultural activities. By promoting its natural attractions and cultural programs and creating new businesses, the County aims to boost the economy through the growth of tourism. Located within reasonable distances from major tourist attractions in Tampa, Orlando, and St. Petersburg, Pasco County has a comparably lower tourist development tax rate, allowing Pasco to leverage its location into a becoming a larger tourist destination. The two primary objectives outlined in the TDC's Tourist Development Plan in pursuit of becoming a larger tourist destination and their supporting strategies include the following:



- Increase tourist visitations and overnight short-term rental accommodation stays while stimulating the overall economic impact in Pasco County.

- Construct a sports complex.
- Create gateway welcome signage.
- Develop a nature center on trails.
- Develop a cycling friendly visitor center.
- Promote and advertise Pasco County as a tourist destination using top industry strategies and campaigns to attract visitors.
 - Extend marketing and promotions.
 - Improve organizational performance.
 - Build partnerships.
 - Develop event-funding programs.



Current TDC Tourism Plan goals include the creation of new tourist destinations and improvement or expansion of existing tourist destinations within the urban and rural natural areas of the county. Tourists expect to be able to get around easily and, based on the County's tourism plan, it can be expected that transit will be needed in many parts of Pasco County.

Some key tourist activities in which Pasco County shows comparative strengths include paddle boarding and cycling, naturist communities, natural areas, outdoor adventure/recreation, waterfront spaces, arts and culture, and sporting and special event facilities. To preserve these advantages by continuing to invest in their quality and expansion, the TDC implemented a two-percent tourist development tax in 1990, with planned increases of one percent per year beginning in FY 2017 and reaching five percent in FY 2019, resulting in tourist tax revenues almost tripling by FY 2020. This growth in revenue may be devoted to aesthetic and infrastructure improvements that increase the attractiveness of active lifestyles for tourists and residents alike and reduce the reliance on non-automotive transportation.

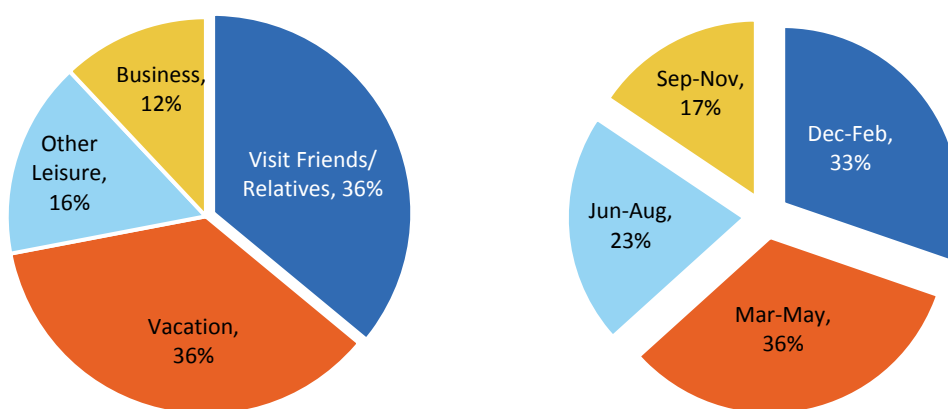
The TDC plans to capitalize on key population trends in the coming years, including a focus on attracting domestic and older visitors, as the majority of visitors to Florida are from the U.S. (international visitors have decreased since 2012), and 42 percent are ages 35–54, with an average age of 48.2. In Florida, the age 55+ group currently comprises the largest segment (46%) of tourists in the Central West Florida Vacation Region (Citrus, Hernando, Pasco, Hillsborough, and Pinellas counties) and had the largest growth rate among tourist age groups, growing by 3 percent in 2014 alone. It was estimated that, by 2017, adults

over age 50 would comprise approximately 50 percent of the national population and control approximately 70 percent of the country's disposable income.

On the other hand, the TDC notes that challenges remain in attracting younger tourists, as those ages 18–34 constitute only 22 percent of Florida's visitors and only 20 percent for the Central West region. To ensure that this population will visit Florida as they age and establish families, Florida will need to improve its relevancy to this growing segment.

Currently, persons ages 35–54 constitute approximately 46 percent of family travel to Florida (34% for the Central West region). In 2015, the proportion of travelers to the Central West region was predominately couples (43%), followed by individuals traveling alone (38%), whereas only 10 percent of travelers were families. These age and traveler profiles are shown in Figure 2-8.

Figure 2-8: Regional Traveler Profile, Central West Florida Vacation Region, 2015



Source: Visit Pasco Tourist Development Plan 2017–2020

Transportation Disadvantaged Population

PCPT provides public transportation to the transportation disadvantaged (TD) population of Pasco County, including persons who are eligible for Commission for the Transportation Disadvantaged (CTD) sponsored trips, namely individuals with disabilities, older adults, low-income persons, children who are high-risk or at-risk, and individuals without their own mode of transportation. The TD population includes all individuals who are eligible to receive agency-sponsored trips through the Florida coordinated system and also eligible to receive trips subsidized by the CTD Trust Fund monies allocated to the local Community Transportation Coordinator (CTC) by CTD. Priority is given to those who do not own or drive their own vehicle and do not have family or friends to assist them in traveling to and from destination points. TD

service is provided based on needs; medical needs and life-sustaining activities are given higher priority than work, business, or recreation.

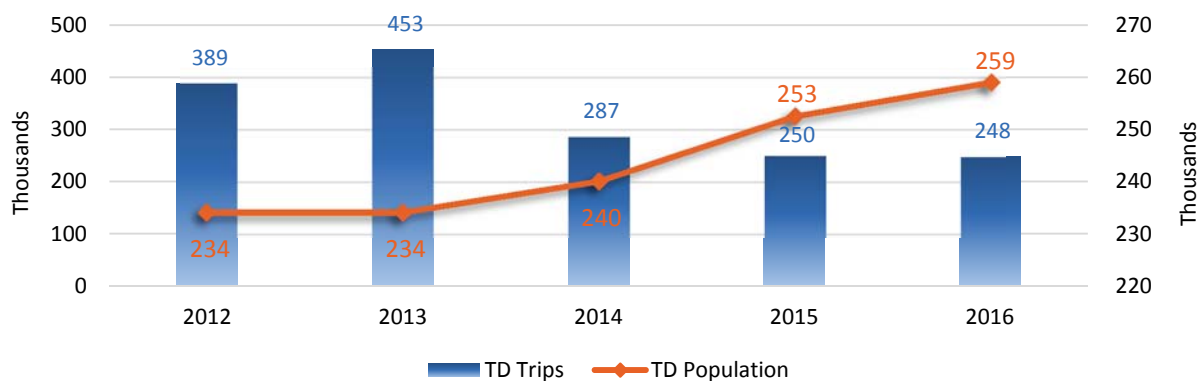
Table 2-12 shows the trend in the TD population and TD passengers between 2013 and 2016 in Pasco County. The TD population rose by more than 10 percent, from 234,199 in 2013 to 259,048 in 2016. The number of TD passengers served decreased in 2015 due to Medicaid funding cuts; however, in 2016, total passengers served and the percent of potential TD population served reversed this trend. As of the end of 2016, roughly half of the number of TD passengers served in 2013 were currently benefiting from PCPT's TD services. Figure 2-9 shows the number of TD passengers served and the total TD population during the five-year period from 2012–2016.

Table 2-12: TD Population and Passenger Trends, Pasco County, 2013–2016

Year	2013	2014	2015	2016	% Change 2013–2016
Potential TD population	234,199	240,148	252,567	259,048	10.6%
TD passengers served	8,652	7,598	3,666	4,297	-50.3%
Percent of potential TD population served	3.7%	3.2%	1.5%	1.7%	-55.1%

Source: Florida CTD Annual Operator Reports

Figure 2-9: TD Passenger Trips and TD Population, Pasco County, 2012–2016



Source: Florida CTD Annual Operator Reports

Other Demographic Characteristics

Table 2-13 shows education and poverty demographic characteristics of Pasco County for 2000, 2010, and 2016. Although gender distribution was virtually unchanged during this period, other key demographic changes related to educational attainment and levels of poverty are worthy of review.

Table 2-13: Educational Attainment and Poverty Incidence, Pasco County, 2000–2016

Characteristic	2000	2010	2016	Trend
Educational Attainment				
< 12 th grade	23.0%	14.7%	12.1%	▼
High school grad	36.6%	35.3%	33.5%	▼
Some college or Associate's degree	28.0%	31.4%	33.3%	▲
Bachelor's degree or higher	12.4%	18.7%	21.0%	▲
Poverty				
Families below poverty level (in last 12 months)	7.6%	9.1%	9.6%	▲
Households with supplemental security income	4.2%	3.8%	6.7%	▲
Households with public assistance income (cash)	2.2%	1.4%	3.2%	▲

Sources: 2000 & 2010 Census, 2012–2016 ACS 5-Year Estimates

Educational Attainment

Educational attainment from 2010–2016 in Pasco County increased, with the percent of those not completing high school declining by approximately 47 percent and the percent completing some college/receiving an associate's or bachelor's degree or higher rising by almost 19 percent and 70 percent, respectively.

Poverty Level

A minor but consequential increase in the proportion of people living below the poverty level and receiving supplemental income assistance indicates growth in transit-dependent riders. The proportion of families living below the poverty level since 2000 grew by approximately 26 percent as of 2016. Similar rates of growth were witnessed among recipients of Supplemental Security Income, which provides stipends to low-income individuals and persons with disabilities who are age 65 and older.

Land Uses and Densities

A review of current and emerging land uses was conducted for the baseline conditions assessment. The future land use maps from Pasco County New Port Richey, Zephyrhills, and Dade City, shown in Figures 2-10 to 2-13, were reviewed, and the following key trends were observed.

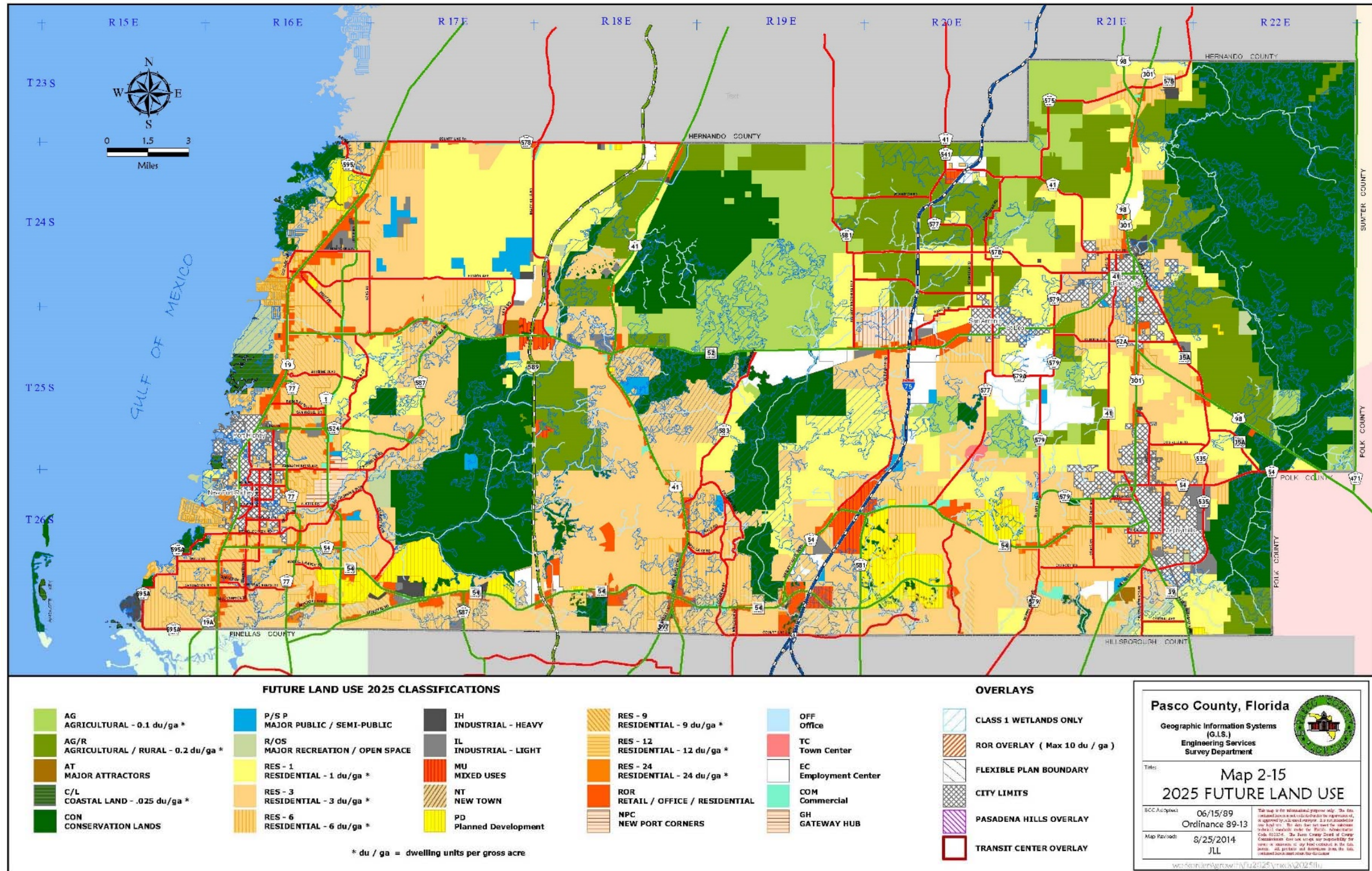
Pasco County

- The areas of Pasco County classified as medium- to higher-density residential uses or for greater intensity of land use typically are located in the areas immediately outside municipal boundaries and along major north-south corridors such as US-19, US-301, and I-75, east-west corridors such as SR-54 and the east and western segments of SR-52.
- The largest residential land use classifications by area are low- to medium-density in nature (shown in Figure 2-10 with yellow, tan, and tan with stripes) can be found throughout Pasco County, although they are predominately in the southern half of the county.
- A significant total area is classified as conservation land, agricultural, or coastal land (various shades of green); these are concentrated in the northern half of the county but also comprise significant portions of the eastern and central regions of Pasco County.
- Areas of mixed-use (orange with vertical stripes) are located in the central portions of the county along major corridors such as at SR-589 and SR-52, SR-54 and I-75, SR-56 and I-75, and SR-52 and I-75.
- A few sizeable areas of planned developments (yellow with vertical stripes) are located along major corridors, such as the Wiregrass development between SR-54 and SR-56, the Avalon Park West development on SR-54, various developments west, north, and east of the West Pasco Industrial Park, and developments west of US-19 near the Aripeka Sandhills Preserve.

New Port Richey

- New Port Richey is centered on Main Street and the Cottee River and the areas adjacent to US-19. Main Street east of US-19 and the surrounding streets are predominately classified as the downtown or CBD land use (pink), which are typically associated with higher employment densities and greater levels of activity as a key trip attractor. However, areas adjacent to these areas are almost entirely classified as low- and medium-density residential (yellow).
- Only one area along Sea Forest Drive west of US-19 (light pink) is classified as high-density residential. The entire US-19 corridor in New Port Richey is classified as highway commercial (red).

Figure 2-10: Pasco County Future Land Use



- Although the majority of residential uses by area are low- and medium-density in nature, a few are classified as high-density (orange). These areas are found at the Sunnybrook Condominiums south of Cecilia Drive, the Wilds Condos south of Main Street and further north along Congress Street, and in the Woodridge North neighborhood west of Regency Park Boulevard.
- A few general commercial land uses (light red) are found throughout the city, but the largest areas include the medical-related areas along Grand Boulevard, undeveloped areas along Trouble Creek Road in the southeastern part of the city, and at the East Richey Square at Massachusetts Avenue and Congress Street.
- A few areas are classified as residential and office mixed-use (brown), the majority of which are located east of US-19 along Gulf Drive and on both sides of the Grand Boulevard corridor. A few areas are designated as mixed-use north of downtown New Port Richey along Massachusetts Avenue.

Zephyrhills

- Zephyrhills is centered on Gall Boulevard/US-301 and the adjacent areas. Almost all land use adjacent to this corridor is mixed-use (red), and a minority is public/semi-public (pink) or residential urban (yellow). These land uses are typically associated with higher employment densities and greater levels of activity.
- There are a number of areas classified as residential suburban (tan) or mobile home/recreational vehicle (orange) on the periphery of these higher activity areas and abut similar land uses in unincorporated parts of Pasco County (i.e., tan areas in Figure 2-10).
- In southeastern Zephyrhills, there is a greater concentration of public/semi-public (pink) and industrial (gray) land uses.

Dade City

- Dade City is centered on its downtown area at Meridian Avenue and 7th Street (west of US-98), which is also categorized as a downtown land use (brown).
- Immediately adjacent to the downtown areas is a combination of residential/office (pink) and retail/office/residential (purple), particularly north and south of the downtown areas.
- Further from the downtown area, low-density residential land uses (light yellow) make up much of the total area of Dade City, followed by public/semi-public (blue) and medium-density residential (yellow).
- Key areas indicated to be general commercial in nature are located along SR-52 in western Dade City, US-301 in southern Dade City, and some areas west of US-98 but east of Downtown Dade City.

Figure 2-11: New Port Richey Future Land Use

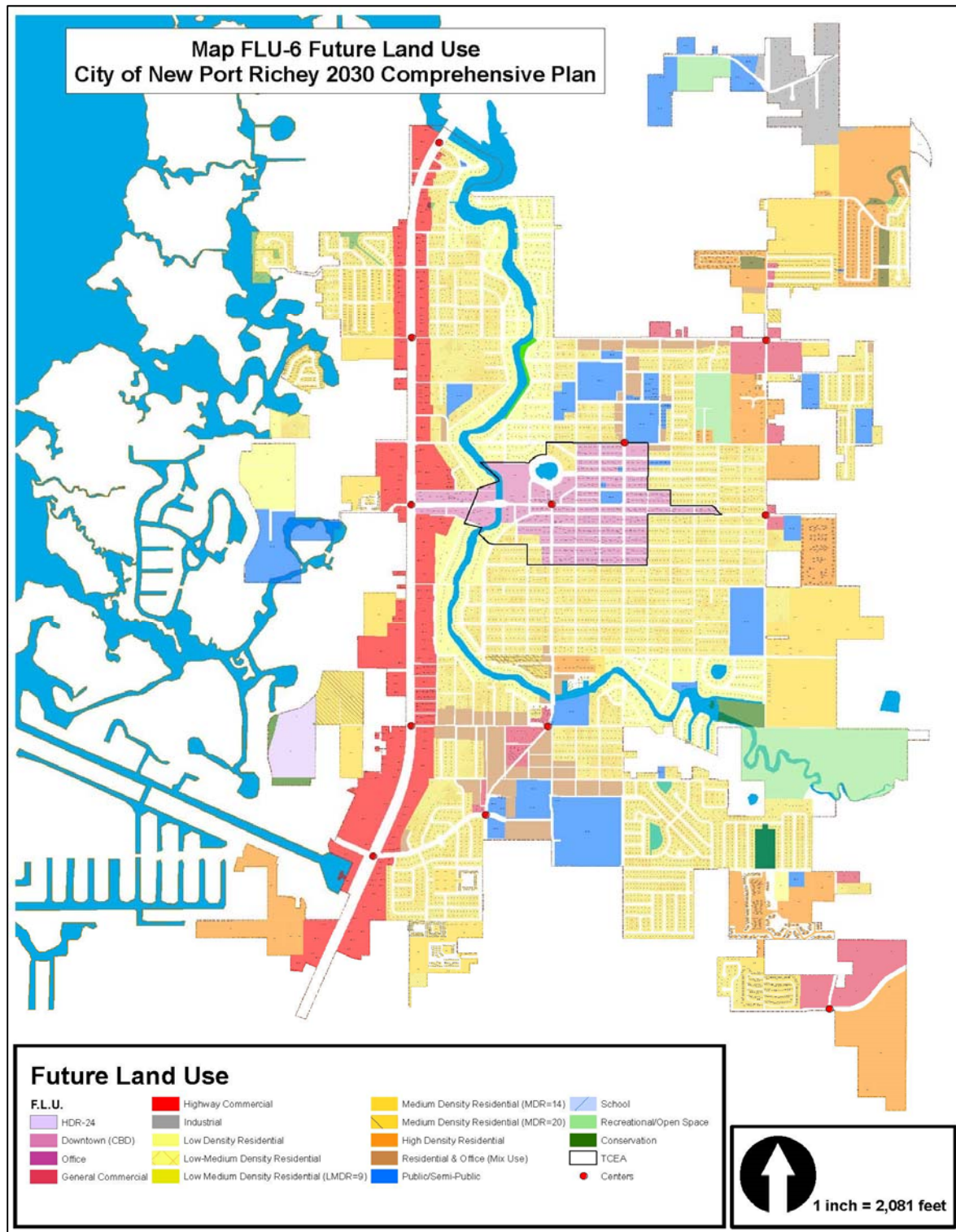


Figure 2-12: Zephyrhills Future Land Use

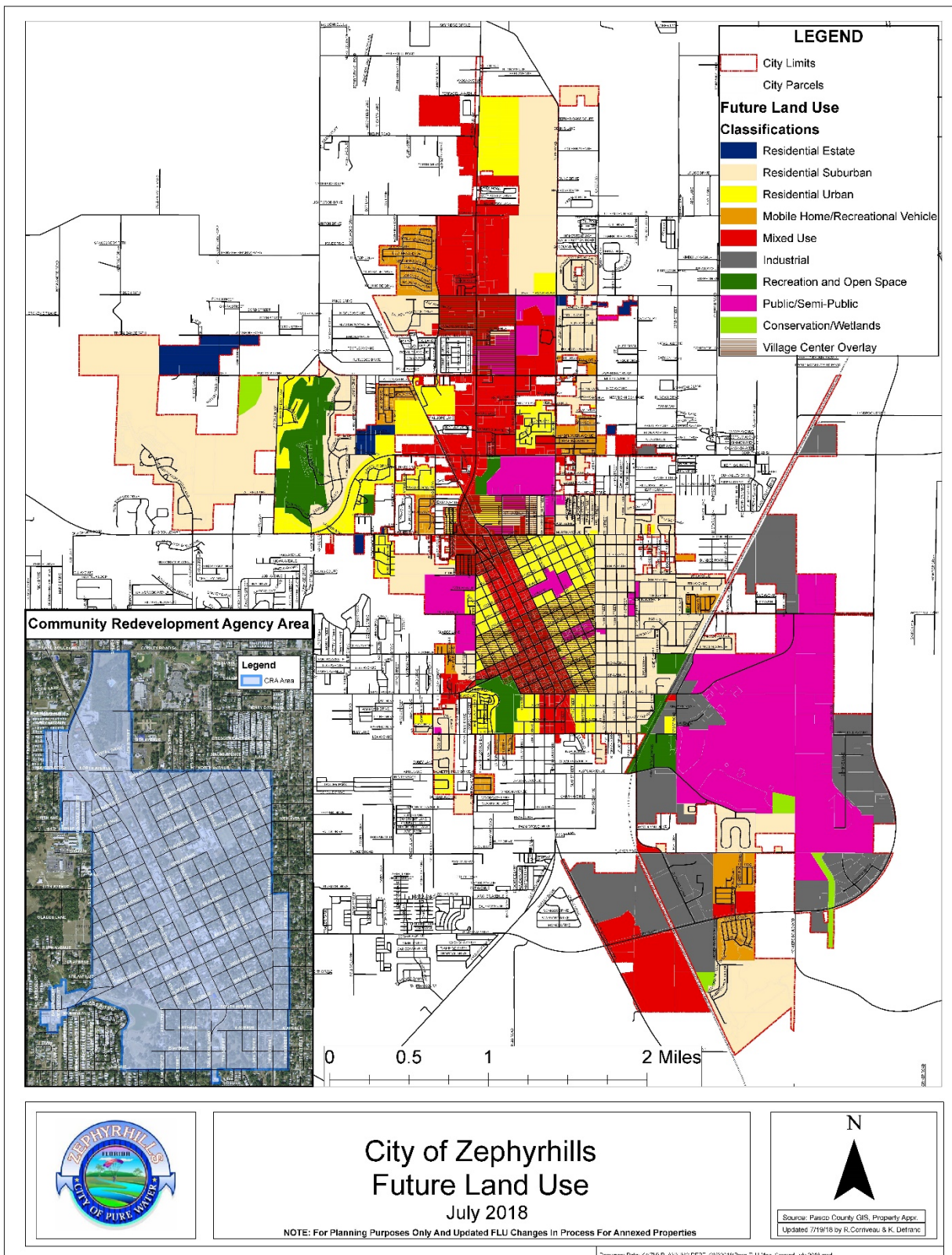
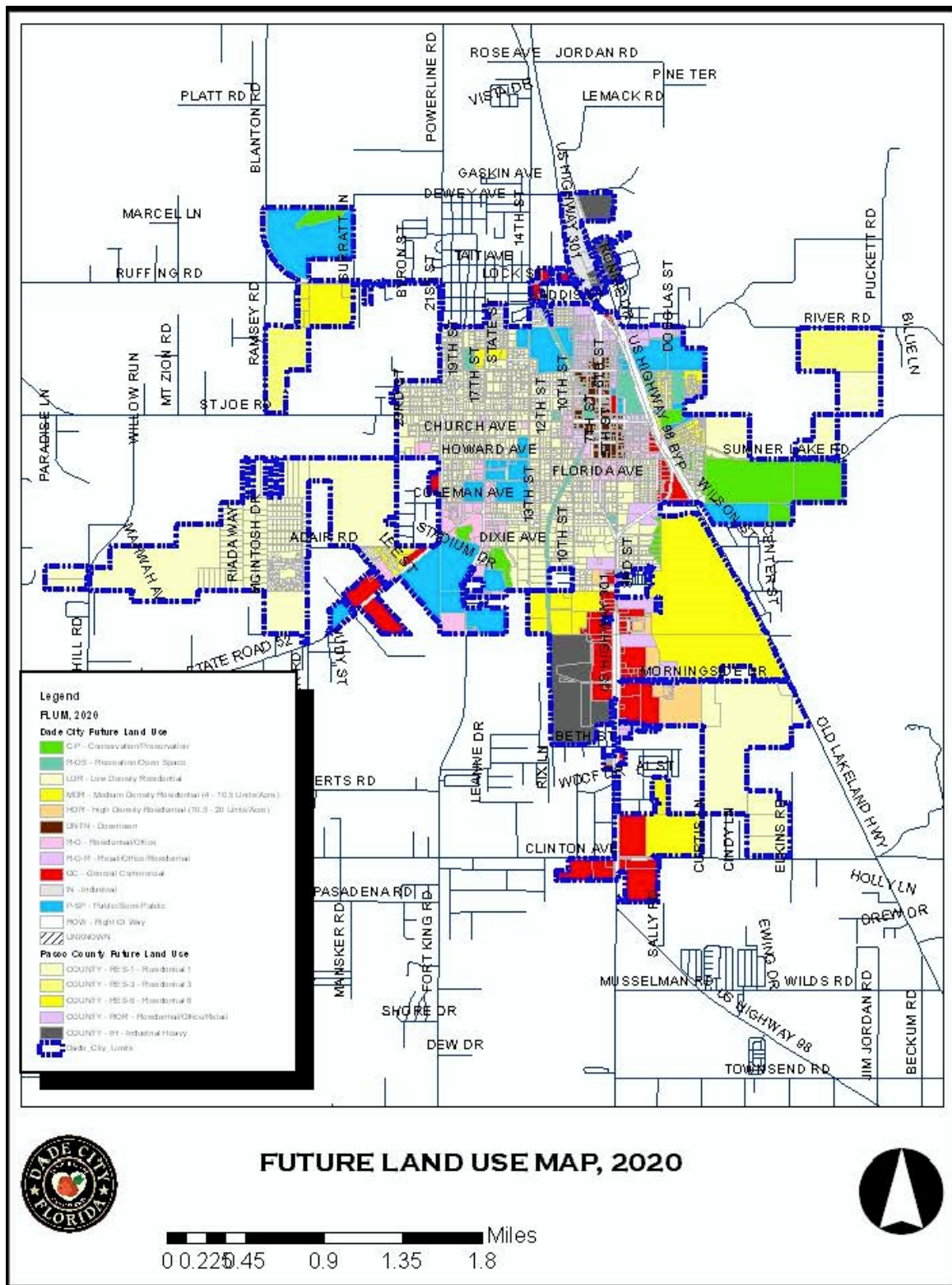


Figure 2-13: Dade City Future Land Use



Roadway Conditions

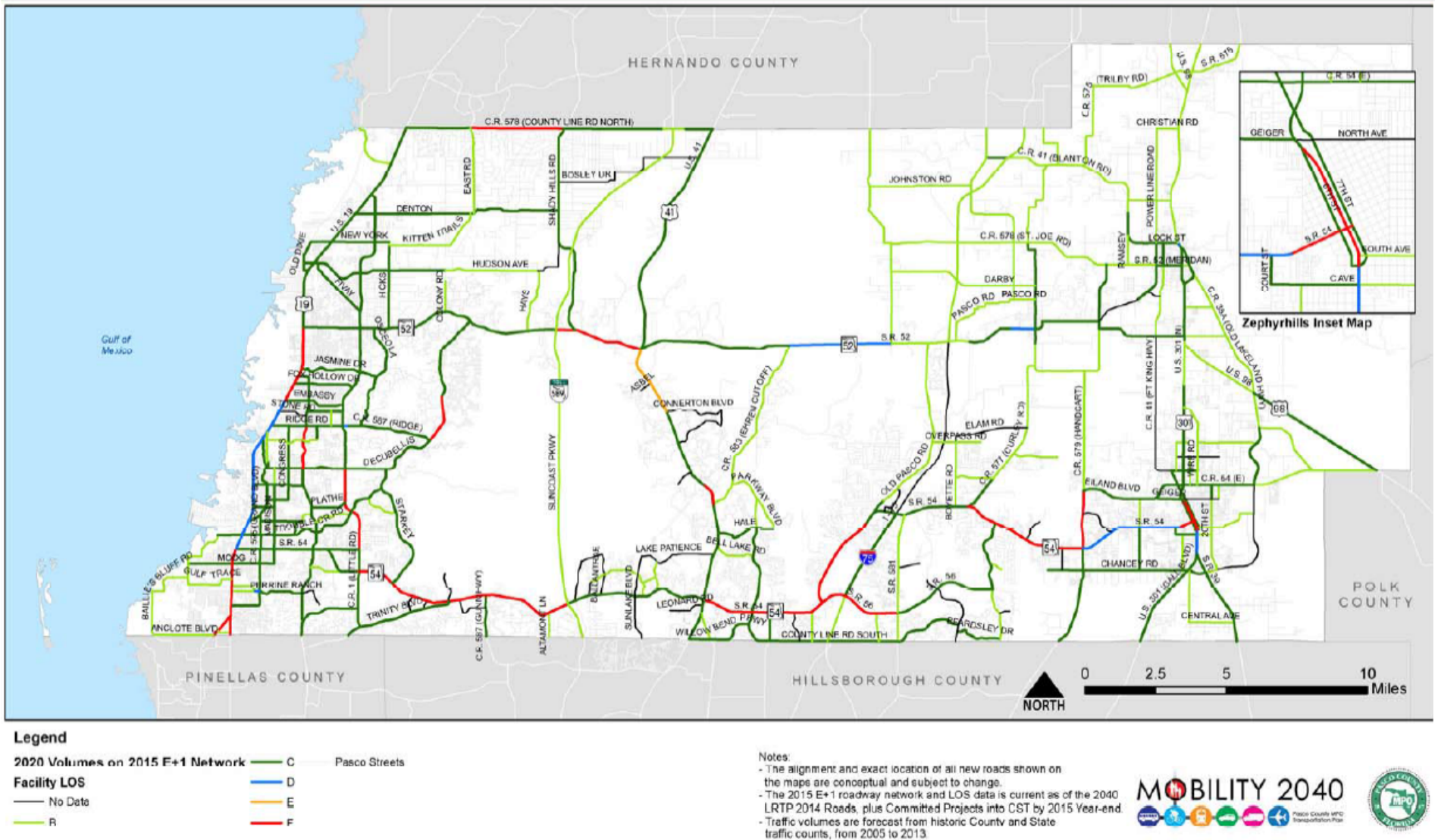
The Pasco MPO's Mobility 2040 LRTP identify a variety of goals and projects with respect to reducing and avoiding congestion on the county's roadways. Additionally, a number of segments and intersections as part of key roads have been identified to benefit from congestion management improvements, including programs, road expansions/modifications, and ITS projects. The current conditions of the roadways are summarized in Figure 2-14. By 2040, the MPO projects that many of its goals will begin to be impeded by increases in congestion if appropriate actions are not taken, which opens up the opportunity for transit to be a key tool for the MPO to achieve its goals.

Some of the most congested corridors/segments include the following:

- Alt-19 and US-19 to Moog Road
- US-19 from Embassy Boulevard to SR-52
- SR-54 from Little Road to the Suncoast Parkway
- SR-54 from US-41 to Old Pasco Road
- Little Road from SR-54 to DeCubellis Road
- Rowan Road from DeCubellis Road to Ridge Road
- The southern half of Moon Lake Road
- SR-52 from the Suncoast Parkway to US-41
- CR-578 from East Road to Shady Hills Road
- Old Pasco Road from SR-56 to SR-54
- SR-54 from Curley Road to Eiland Boulevard
- SR-56 from I-75 to Bruce B Downs Boulevard
- Gall Boulevard from A Ave to 16th Ave
- SR-54 from Bridge Ave to 7th Street

It is anticipated that the MPO will continue to work with PCPT to achieve its goals and projects aimed at reducing congestion, as the second tier of the MPO's CMP toolbox is "Strategies to Shift Auto Trips to Other Modes," primarily through transit improvements and expansions.

Figure 2-14: Congested Corridors, Pasco County, 2020



Source: 2014 Pasco County CMP State of the System Report, updated March 2016

Section 3: Inventory and Evaluation of Existing Transportation Services

This section provides an overview of public transportation services and facilities provided by PCPT, including a brief overview of the individual routes in the PCPT system. Existing public transportation services in Pasco County include both fixed-route and paratransit services. PCPT demand-response service is a standalone service that PCPT provides to comply with its complementary Americans with Disabilities Act (ADA) requirements and provide Older Americans Act (OAA) funded trips. An overview of each of these services and of other transportation providers in Pasco County is provided below.

Existing Transit Services

The Pasco County BCC through PCPT provides transit services in Pasco County. Fixed-route bus services operate throughout east and west Pasco and along SR-54/56. PCPT also operates the County’s demand-response (paratransit) service.



Fixed-Route Services

Currently, PCPT provides fixed-schedule service on 11 routes in Pasco County; 3 serve the eastern areas of Pasco County, 7 serve the western areas of Pasco County, and 1 provides cross-county service. Most routes operate between 5:00 AM and approximately 8:00 PM on weekdays, and both begin service an hour later and end service an hour earlier Saturdays. Headways run between 30 and 60 minutes on weekdays and between 40 and 80 minutes on Saturdays. (Table 3-1 on page 3-3 shows characteristics of routes currently operated by PCPT.)

Paratransit Services

PCPT also provides ADA paratransit service for persons unable to access transit service because of a verifiable disability, environmental barrier, or physical distance from a route or meet other requirements. Reservations for trips on PCPT’s door-to-door paratransit service are preferred to be made between 5:30 AM and 7:30 PM Monday through Friday, and ADA trips also can be scheduled on weekends, although reservations can be made during most times of the day. It is preferred that all trips be scheduled at least one day (and up to two weeks) in advance.

Transit Facilities

PCPT maintains a number of facilities to accommodate the provision of its fixed-route and paratransit services in Pasco County, as detailed below.

Administration and Maintenance Facility

PCPT currently has two operations facilities—the West Pasco facility on Galen Wilson Boulevard in Port Richey off Ridge Road, and the East Pasco facility in San Antonio just off SR-52. Fuel facilities are available at each operations center location. In addition to these facilities, PCPT uses the County’s fleet maintenance for equipment servicing.

Plans for the construction of a new East Pasco facility on McKendree Road in San Antonio are underway. The currently-vacant 18-acre site (on an approximately 25-acre parent tract) will serve as the maintenance and storage facility for PCPT’s east county operations and will include parking for fleet buses and non-revenue vehicles, a vehicle wash station, and offices for administrative personnel.

Transfer Locations

In addition to a number of regular stop locations at which riders can transfer between PCPT routes or adjacent area transit agency services, some of the main transfer locations currently used by PCPT include:

- Dade City Government Center
- Gulf View Square Mall
- Medical Center of Trinity
- Zephyrhills City Hall/Library
- Pasco-Hernando State Colleges
- Bayonet Point
- Land O’ Lakes Target
- Emerald Boulevard Transfer Station
- Wiregrass Mall Park-and-Ride
- Cross Bayou/Main Street
- Universal Plaza

Park-and-Ride Facilities

PCPT routes currently serve two park-and-ride locations located in Pasco County. On the western side of Pasco County, PCPT routes 18 and 19 connect to the Pinellas Suncoast Transit Authority (PSTA) system at Tarpon Springs Sponge Docks and Tarpon Mall, respectively; although they are not official park-and-rides, they are important regional connections that riders can access. Another key regional connection is on the northern side of Pasco County where Hernando County’s THE Bus provides fixed-route service to the Pasco-Hernando State College (PHSC) Spring Hill Campus on US-19 and further south into Pasco County at

US-19 and Emerald Boulevard, connecting its Purple Route with PCPT Route 21. PCPT currently does not own or operate any park-and-ride lots in Pasco County. However, Hillsborough Area Regional Transit (HART) operates two designated park-and-ride lots that are privately-owned as part of its network of express buses connecting to or close to Pasco County. The Wiregrass Park-and-Ride, served by HART Route 275LX, is located in Pasco County, and the First Baptist Church Park-and-Ride is located in Lutz in Hillsborough County. HART Express Route 20X services the Lutz Target store on the Pasco and Hillsborough County border. The park-and-ride lot at The Shops of Wiregrass is also served by PCPT's Route 54, which operates across the county on SR-54. Additionally,

PCPT Fixed-Route Service Profile

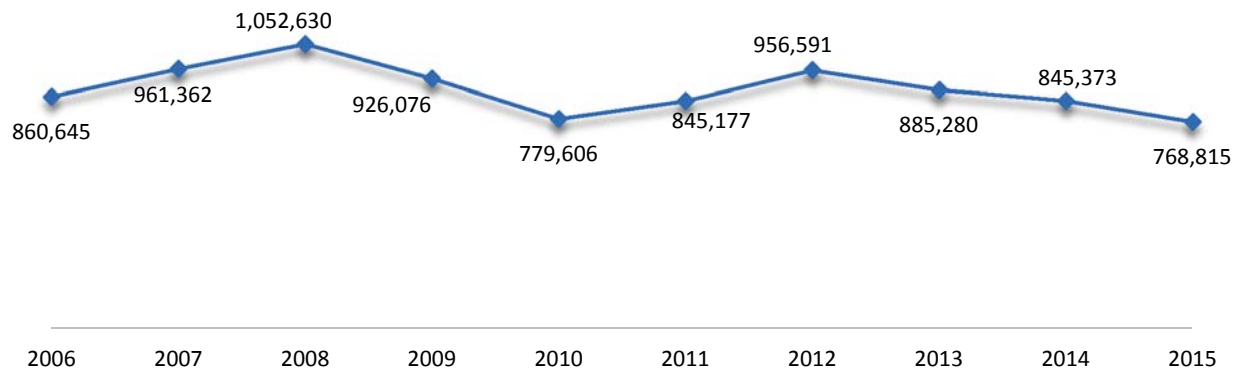
Table 3-1 summarizes the operating characteristics of PCPT's current fixed-route bus services. As shown, the majority of routes operate at 30–60 minute frequencies and 5:00 AM–8:00 PM. Total revenue hours and annual passenger trips (FY 2017) are also summarized. The performance of PCPT's fixed-route services is dominated by five routes that accounted for approximately 81 percent of the total fixed-route ridership in FY 2017 – routes 14, 19, 21, 30, and 54.

Table 3-1: PCPT Service Profile, Start of 2018

Route #	Route Name	Service Frequency (Saturday)	Monday–Friday Service Period	Saturday or Holiday Service Period	Weekday Revenue Hours	Passenger Trips 2017
14	Madison/Ridge/ New Port Richey	60 min	5:30 AM –7:50 PM	6:30 AM –7:00 PM	28.75	85,138
16	Moon Lake Road	60 min	5:00 AM –7:50 PM	6:00 AM –6:50 PM	29.00	33,559
18	Grand Boulevard	60 min	5:45 AM –6:40 PM	6:45 AM –5:40 PM	12.80	25,971
19	US-19	30 min	5:00 AM –10:40 PM	6:00 AM –7:10 PM	54.00	302,477
21	Hudson	50 min	4:55 AM –8:21 PM	5:55 AM –7:21 PM	29.5	118,376
23	Little Road	60 min	4:45 AM –8:20 PM	6:25 AM –7:20 PM	15.00	41,592
25	Rowan Road	60 min	5:30 AM –7:10 PM	7:20 AM –6:10 PM	13.60	36,431
30	US-301	30–50 min (40–80 min)	4:45 AM –7:26 PM	8:25 AM –5:45 PM	42.20	78,511
31	Dade City	60 min	7:25 AM –7:30 PM	9:25 AM –5:30 PM	12.50	11,126
41	Land O' Lakes	60 min	6:00 AM –7:00 PM	8:00 AM –6:00 PM	14.50	1,021
54	County Connector	60 min	4:40 AM –7:30 PM	7:35 AM –6:05 PM	64	67,098

A summary of the levels of ridership for PCPT's fixed-route services is provided in Figure 3-1. The most recent trend is a slight decline in ridership; however, the medium-term trend shows a more uncertain picture.

Figure 3-1: PCPT Fixed-Route Ridership, 2006–2015



Source: PCPT 2016 TDP Annual Update

System Map

The bus routes operated by PCPT are illustrated in Map 3-1.

Fares

The regular one-way cash fare on the PCPT system is \$1.50, and 1-day, 31-day, and 20-ride passes are available for purchase. The 20-ride pass is valid for only a 90-day period once purchased. PCPT offers discounts for students, older adults, individuals with disabilities, and Medicare and Veterans Administration (VA) healthcare cardholders, as shown in Table 3-2. To receive the reduced fares, veterans must show their valid VA “Service Connected” card, Medicare recipients must show their Medicare card and a government-issued photo ID or PCPT photo ID, and persons over age 65, students (except elementary), and individuals with certified disabilities must show their PCPT photo ID. A PCPT photo ID may be purchased for a one-time fee of \$2.50 at the same locations as bus passes, with the exception of Pasco County Libraries. Bus passes can be purchased at the following locations:

- East Pasco Government Center Pasco County Clerk & Comptroller, 14236 Sixth Street, Suite 201, Dade City
- West Pasco Government Center Pasco County Clerk & Comptroller, 8731 Citizens Drive, Suite 220, New Port Richey
- PCPT building, 8620 Galen Wilson Boulevard, New Port Richey
- All Pasco County libraries

Map 3-1: Existing PCPT Services and Facilities

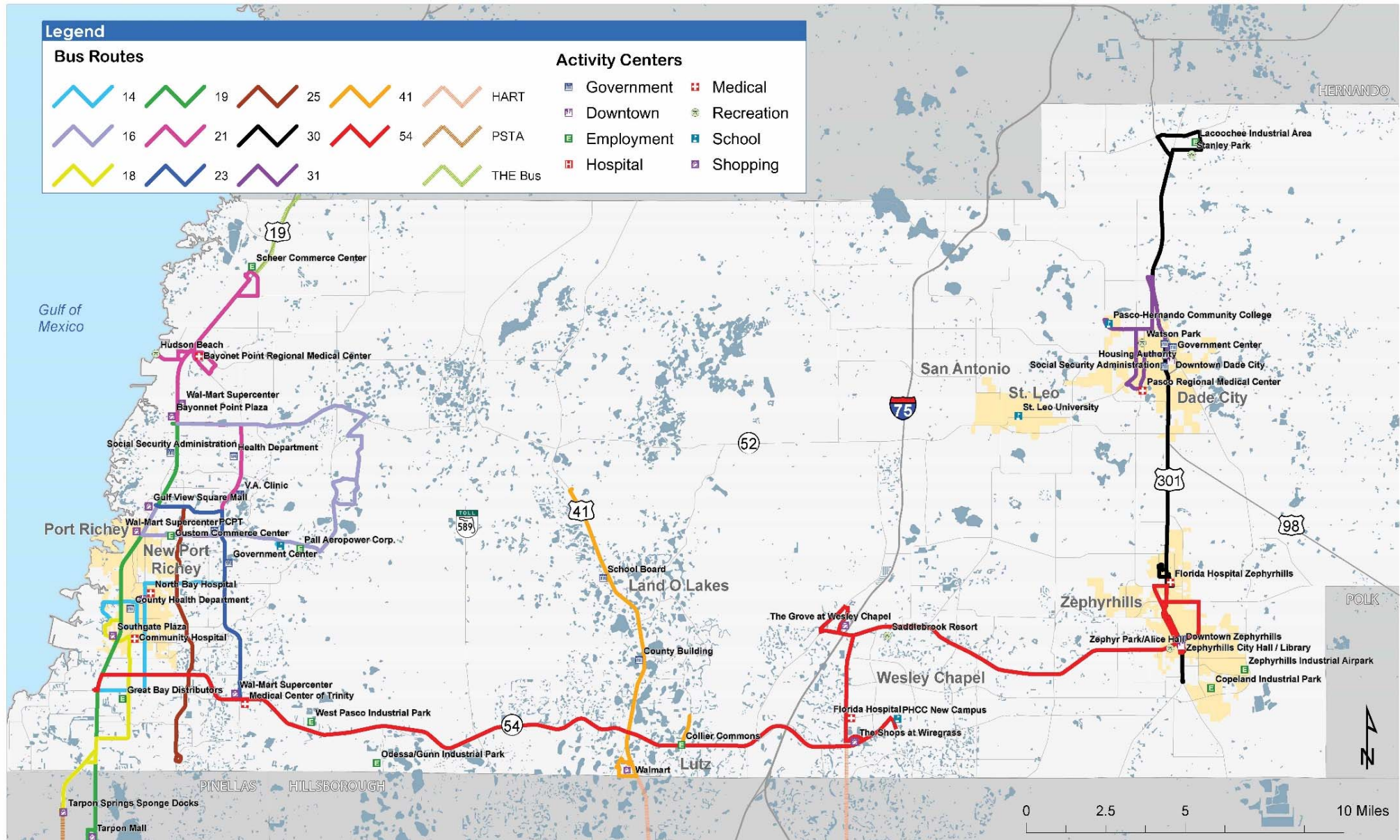


Table 3-2: PCPT Fares

Fare Category	Regular	Reduced
One-Way Cash ¹	\$1.50	\$0.75
1-Day Pass	\$3.75	\$1.85
31-Day Pass	\$37.50	\$18.75
20-Ride Pass	\$25.00	\$12.50
Paratransit	\$4.00	\$2.00

¹Children under age 4 ride free.

Transit Vehicle Inventory

A summary of PCPT's transit vehicle inventory is provided in Appendix B.

Other Transportation Providers

Other private and public agencies offer services for specific client groups, as shown in Table 3-3, based on information gathered through online resources, market research, and information listed Pasco County's recent TD Service Plan (TDSP). All private transportation providers were contacted for general information, and social service providers were contacted for specific information about the service offered. Table 3-4 (provided in a later subsection) shows the table of social service providers.

Table 3-3: Privately-Operated/Contracted Service Providers, Pasco County

Organizations	Type of Service	Address	Phone	CTC Contracted Operator? ¹
Transportation Management Group, LLC	Taxi/Limo	6208 Ridge Rd, Port Richey	(727) 834-4444	Yes
Seven 7's	Taxi	17174 US Hwy 19 N, Clearwater	(727) 777-7777	Yes
Clearwater Transportation Co, LLC	Taxi	16991 US Hwy 19 N, Clearwater	(727) 799-2222	Yes
Uber	Ridehailing	555 Market St, San Francisco, CA	(800) 353-UBER	
Lyft	Ridehailing	185 Berry St, San Francisco, CA	(855) 865-9553	
MMG Transportation, Inc.	Taxi/Ambulatory & Wheelchair Van	4413 N. Hesperides, Tampa	(813) 253-8871	
MedFleet, Inc.	Non-Emergency Ambulance	5334 Sunset Rd, New Port Richey	(727) 849-6849	Yes
Wheelchair/Stretcher Limo, Inc.	Non-Emergency Ambulance	6030 Massachusetts Blvd, New Port Richey	(727) 845-4454	Yes
Ambulance Service Non-Emergency	Non-Emergency Ambulance	4111 Land O' Lakes Blvd, Land O'Lakes	(813) 929-2750	

¹ Coordinated Operator list from the 2015 Pasco County TDSP.

Ridehailing Services

Ridehailing services are increasing in Pasco County, although neither municipalities nor Pasco County are listed as official locations in which the two most common (Uber and Lyft) operate; however, drivers work throughout the county and in nearby cities and counties to serve passengers traveling to/from Pasco County. Depending on the service area's fixed-route and other demand-response transit services, ridehailing services are considered direct competitors with or substitutes for existing services such as those provided or coordinated by PCPT; however, some ridehailing services complement existing services, filling spatial and temporal gaps as demand necessitates.

Table 3-4: Social Service Transportation Providers, Pasco County

Organizations	Address	Phone	Type	Service Area	Service Availability	Fleet Size	Vehicle Types	Wheelchair Equipped?	CTC Coordinated? ¹
Gulf Coast Jewish Family & Community Services, Inc.	3142 Darlington Rd, Holiday, FL	(727) 243-7612	Service for patients	State-wide	24/7	3	2 vans 1 sedan	n/a	Yes
Lighthouse for Visually Impaired & Blind, Inc.	8610 Galen Wilson Blvd, Suite B, New Port Richey	(727) 815-0203	Blind and visually impaired	Countywide	M–F 8:00 AM – 4:30 PM	8	7 vans 1 sedan	No	Yes
Center for Independence	8726 Old CR 54, New Port Richey	(727) 376-2777	Service for patients	Countywide	M–F 7:00 AM – 5:00 PM	14	14 vans	n/a	No
Bay Care Behavioral Health, Inc.	7809 Massachusetts Ave, New Port Richey	(727) 841-4207	Service for patients	Countywide	M–F 8:00 AM – 5:00 PM	12	12 sedans	No	Yes
A.F.I.R.E. of Pasco County, Inc.	6121 Ohio Ave, New Port Richey	(727) 849-8982	Develop-mentally impaired to schools	West Pasco	M–F 7:00 AM – 4:00 PM	6	6 vans	No	Yes
FL Department of Veteran's Affairs	6919 Parkway Blvd, Land O' Lakes	(813) 558-5000	Veterans services	State-wide	24/7	n/a	n/a	n/a	No
MedFleet, Inc.	5334 Sunset Rd, New Port Richey	(727) 849-6849	Non-emergency ambulance	North Tampa Bay	24/7	n/a	n/a	Yes	No
Youth & Family Alternatives, Inc.	7524 Plathe Rd, New Port Richey	(727) 835-4166	At-risk children	Countywide	M–F 8:00 AM – 7:00 PM	n/a	n/a	n/a	No
Boys & Girls Club of Pasco, Inc.	8239 Youth Ln, New Port Richey	(727) 842-5673	Youth	New Port Richey	M–F 2:00 PM – 8:00 PM	n/a	n/a	n/a	No
James P. Gills Family YMCA	8411 Photonics Dr, Trinity	(727) 375-9622	Youth	New Port Richey Area	M–F 5:00 AM – 10:00 PM, weekends 7:00 AM – 6:00 PM	n/a	n/a	n/a	No

¹ CTC Coordinated list from the 2015 Pasco County TDSP.

Existing Services Evaluation

This section includes an assessment of how efficiently PCPT supplies fixed-route transit service and how effectively those services meet the needs of the area, as well as trend and peer analyses of critical performance indicators aimed at understanding the existing system's level of performance.

PCPT Fixed-Route Trend Analysis

To assess how efficiently PCPT supplies fixed-route transit service and how effectively those services meet the needs of the area, a trend analysis of critical performance indicators and measures was conducted for 2012–2016. Data from the Florida Transit Information System (FTIS) were used, which includes validated NTD data. A peer system review analysis also was conducted, as was a trend analysis that compares various PCPT fixed-route performance characteristics to a group of transit peers using the most recent NTD data (2015).

Analysis Indicators and Measures

Various performance measures were used that relate to overall system performance. Three categories of indicators and performance measures were analyzed for the trend and peer analysis of the existing transit service:

- **Performance Indicators** – quantity of service supply, passenger and fare revenue generation, and resource input
- **Effectiveness Measures** – extent to which the service is effectively provided
- **Efficiency Measures** – extent to which cost-efficiency is achieved

The trend analysis is organized by the type of measure or indicators and includes statistics, figures, and tables that illustrate PCPT's performance over the past five years. The findings of the trend analysis are presented by indicator in Table 3-5, and a summary of the results is provided at the conclusion of this section. Detailed figures for both the trend analysis and peer review analysis can be found in Appendix C.

Table 3-5: PCPT Fixed-Route Trend Analysis, 2012–2016

Indicator/Measure	2012	2013	2014	2015	2016	% Change (2012–2016)	Status ¹	Desired Trend ²
General Indicators								
Passenger Trips	956,591	1,003,572	959,855	868,242	799,103	-16.5%	▼	▲
Passenger Miles	6,926,827	7,726,198	6,964,682	6,090,099	5,137,432	-25.8%	▼	▲
Vehicle Miles	1,304,794	1,387,630	1,388,555	1,398,864	1,655,824	26.9%	▲	▲
Revenue Miles	1,210,382	1,302,079	1,303,381	1,313,825	1,448,911	19.7%	▲	▲
Vehicle Hours	71,904	74,571	74,531	74,205	99,072	37.8%	▲	▲
Route Miles	259	363	363	363	370	42.9%	▲	▲
Total Operating Expense	\$4,284,245	\$4,329,729	\$4,685,977	\$4,344,846	\$4,476,616	4.5%	▲	▲
Total Employee FTEs	49	49	49	53	57	15.8%	▲	▲
Vehicles Available for Maximum Service	35	33	43	43	34	-2.9%	-	▲
Effectiveness Measures								
Vehicle Miles per Capita	2.81	2.95	2.92	2.94	3.48	23.9%	▲	▲
Passenger Trips per Capita	2.06	2.13	2.02	1.83	1.68	-18.4%	▼	▲
Passenger Trips per Revenue Mile	0.79	0.77	0.74	0.66	0.55	-30.4%	▼	▲
Passenger Trips per Vehicle Hour	13.30	13.46	12.88	11.70	8.07	0.0%	-	▲
Revenue Miles Between Failures	10,345.15	12,168.96	7,622.11	7,025.80	10,812.77	4.5%	▲	▲

Table 3-5: PCPT Fixed-Route Trend Analysis, 2012-2016 (cont'd)

Indicator/Measure	2012	2013	2014	2015	2016	% Change (2012-2016)	Status ¹	Desired Trend ²
Efficiency Measures								
Operating Expense per Capita	\$9.22	\$9.20	\$9.85	\$9.14	\$9.41	2.1%	-	▼
Operating Expense per Passenger Trip	\$4.48	\$4.31	\$4.88	\$5.00	\$5.60	25.0%	▲	▼
Operating Expense per Passenger Mile	\$0.62	\$0.56	\$0.67	\$0.71	\$0.87	40.7%	▲	▼
Operating Expense per Revenue Mile	\$3.54	\$3.33	\$3.60	\$3.31	\$3.09	-12.7%	▼	▼
Operating Expense per Revenue Hour	\$62.34	\$60.77	\$65.81	\$61.02	\$47.66	-23.6%	▼	▼
Local Funding per Capita	\$2.87	\$2.88	\$2.78	\$2.66	\$2.77	-3.3%	▼	▲
Farebox Recovery (%)	25.67	24.93	22.15	19.92	16.47	-35.8%	▼	▲
Revenue Miles per Vehicle Mile	0.93	0.94	0.94	0.94	0.88	-5.1%	▼	▲
Revenue Miles per Total Vehicles	34,582.34	39,456.94	30,311.19	30,554.07	42,615.03	23.2%	▲	▲
Revenue Hours per Employee FTE	1,394.91	1,441.95	1,460.25	1,340.41	1,604.49	15.0%	▲	▲
Passenger Trips per Employee FTE	19,415.02	20,311.86	19,685.84	16,344.41	14,004.47	-27.9%	▼	▲
Average Fare	\$1.15	\$1.08	\$1.08	\$1.00	\$0.92	-17.9%	▼	▲

¹ Status assigned only if trend is outside 1 standard deviation of trend average.

² Desired trend for general indicators based on expanding transit system.

Source: NTD FTIS

Trend Analysis Summary

- **Service Supply** – Vehicle miles per capita (service supply) increased by approximately 24 percent since 2012. This corresponds with decreasing levels of consumption rates, as measured by passenger trips per capita and passenger trips per revenue mile.
- **Service Consumption** – Passenger trips per capita decreased approximately 18 percent over the five-year period, and passenger trips per revenue mile decreased by approximately 30 percent, whereas passenger trips per vehicle hour remained flat over the analysis period, indicating that PCPT is supplying more service but may have room for improved efficiency.
- **Quality of Service** – The number of vehicle system failures decreased over the five-year period, and revenue miles between failures increased by approximately 5 percent, indicating that the system's service quality experienced a modest improvement during this period.
- **Cost Efficiency** – Approximately half of cost-related metrics decreased for PCPT over the five-year period, including operating expense per revenue mile (-12.7%) and operating expense per revenue hour (-23.6%). No significant trend was observed for operating expense per capita, suggesting mixed overall changes in operation costs.

PCPT Fixed-Route Peer Review Analysis

A peer system review was conducted to assess how PCPT compares to similar/peer transit agencies. The peer review analysis, when combined with the trend analysis, provides an excellent starting point for understanding the efficiency and effectiveness of a transit system.

Peer System Selection Methodology

Selection of fixed-route peer systems was conducted using 2015 NTD data from the FTIS database, and data for these peer systems were compared with 2015 PCPT data. The pool of possible peers was assessed and subsequently scored through an objective assessment of nine standard variables, including the following:

- Geography (southeastern U.S.)
- Average speed (revenue miles/revenue hours)
- Passenger trips
- Revenue miles
- Service area population
- Service area population density
- Total operating expense
- Vehicles operated in maximum service
- Revenue hours

The peers first selected were based on geographic location (southeastern states), including Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Texas, and Virginia. Fixed-route systems operating in these states were added to the pool of possible peers and were analyzed based on the eight remaining criteria. A potential peer received 1.0 point when one of the eight criteria was within 1 standard deviation of PCPT’s performance value. A peer received 0.5 points for each criterion that fell within 2 standard deviations of PCPT’s value. The initial set of peers selected using this methodology was presented to PCPT staff for review and revisions. Table 3-6 shows the final set of selected peer systems for the peer system review analysis.

Table 3-6: Selected Peer Systems for PCPT Peer Review Analysis

Agency Name	Abbreviation/ Acronym	Location
Greenville Transit Authority	GTA	Greenville, SC
Clarksville Transit System	CTS	Clarksville, TN
Macon-Bibb County Transit Authority	MBCTA	Macon-Bibb, GA
Metra Transit System	Metra	Columbus, GA
Albany Transit System	Albany	Albany, GA
Space Coast Area Transit	SCAT	Brevard, FL
The Bus	The Bus	Hernando, FL
Escambia County Area Transit	ECAT	Escambia, FL

Peer Analysis

The results of the peer review analysis of PCPT’s fixed-route bus service for 2015 is provided in Table 3-7 and shows the findings by key indicators/measures in terms of their deviation above or below the peer group mean and a general assessment of the result. A summary of the overall results also is provided.

Peer Analysis Summary

- **General performance Indicators** – PCPT placed above the peer mean for most general performance measures, with four exceptions—passenger trips, passenger miles, total operating expense, and vehicles available for maximum service. When below the peer mean, PCPT placed varying distances from the mean, with an average difference of 19 percent below the mean; however, these variances ranged from 6.59 percent below (vehicles available) to 27.7 percent below (passenger miles). When PCPT was above the peer mean, most of these indicators were related to vehicle activity increasing as the system grows and the comparably large geographic footprint of the PCPT system (e.g., route miles).
- **Effectiveness Measures** – PCPT consistently placed below the peer mean for most effectiveness measures. Lower vehicle miles per capita indicates that the supply of service is less than typically experienced in other similar areas, and lower passenger trips per capita and revenue mile suggest that service consumption is also less than typically experienced. The lower levels of service

consumption suggest that PCPT may serve a less transit-dependent area or that there is room for improvement in ridership levels.

- **Efficiency Measures** – The cost-efficiency measures provide varying indications of areas of comparative strength and others needing improvement. For two of the operating expense measures examined, PCPT placed higher than the peer means by as little as 1 percent (per passenger mile) and as much as 17 percent (per passenger trip). Additionally, PCPT performed well on three measures, placing well below the peer mean for operating expense per capita, revenue mile, and revenue hour. However, PCPT's farebox recovery is approximately 8 percent above the mean, indicating that fares cover a comparably larger portion of operating expenses than do the peer systems. This may be partially due to higher average fares, which are 33.77 percent higher in PCPT's system than the peer mean.

Table 3-7: PCPT Peer Review Analysis, 2015

Indicator/Measure	PCPT % from Mean	Assessment
General Indicators		
Passenger Trips	-19.77%	Can improve
Passenger Miles	-27.70%	Can improve
Vehicle Miles	22.28%	Good
Revenue Miles	27.97%	Good
Vehicle Hours	22.60%	Good
Route Miles	20.10%	Good
Total Operating Expense	-21.80%	Good
Total Employee FTEs	2.94%	-
Vehicles Available for Maximum Service	-6.59%	-
Effectiveness Measures		
Vehicle Miles per Capita	-35.67%	Can improve
Passenger Trips per Capita	-64.31%	Can improve
Passenger Trips per Revenue Mile	-35.09%	Can improve
Passenger Trips per Vehicle Hour	n/a	n/a
Revenue Miles Between Failures	-27.62%	Can improve
Efficiency Measures		
Operating Expense per Capita	-61.41%	Good
Operating Expense per Passenger Trip	17.21%	Can improve
Operating Expense per Passenger Mile	1.48%	-
Operating Expense per Revenue Mile	-30.72%	Can improve
Operating Expense per Revenue Hour	-34.35	Good
Local Funding per Capita	n/a	n/a
Farebox Recovery (%)	8.02%	Good
Revenue Miles per Vehicle Mile	-7.53%	Can improve
Revenue Miles per Total Vehicles	7.23%	Good
Revenue Hours per Employee FTE	28.41%	Good
Passenger Trips per Employee FTE	-32.66%	Can improve
Average Fare	33.77%	Good

Source: NTD FTIS

Section 4: Public Involvement

The purpose of this section is to summarize the public involvement activities undertaken for *Access Pasco*. Public involvement is an ongoing process that includes continuously receiving and analyzing the feedback about PCPT. One of the first activities in this process was to prepare a Public Involvement Plan (PIP) (Appendix D) describing all public outreach activities to be undertaken during the development of PCPT's TDP. Activities included in the PIP provide numerous opportunities for involvement by the general public and representatives of local agencies and organizations. This section outlines the public involvement activities undertaken for the 2019–2028 TDP and summarizes the input received.

PCPT TDP Public Involvement Techniques

Numerous public involvement techniques were used in the public involvement process to engage a full range of community stakeholders and facilitate their active participation in the plan development process. The public involvement techniques can be organized into two major categories:



Direct Involvement Techniques

Activities that directly engage the public and stakeholders in “hands-on” workshops and/or discussions about the project, such as open house public workshops, discussion group workshops, bus on-board and online surveys, and presentations to various boards and committees.

Information Distribution Techniques

The use of materials or methods to inform the general public and stakeholders about the project, including TDP branding, social media outreach, website content, and other materials such as fact sheets, fliers, presentation boards, and media releases.



Summary of Public Involvement Activities

PCPT used the following public involvement activities to gauge public perception of and expansion ideas for transit services in Pasco County:

- Project Review Committee meetings
- On-board survey
- Open house public workshops
- Discussion group workshops
- MPO Board workshop
- Online survey
- Online/media efforts

Surveys were distributed at public involvement events to gather a wide range of opinions from the general public to develop a comprehensive and thorough analysis of the perception of PCPT services. Public events were advertised through flyers, notices, and social media (see Appendix E for examples). The surveys were collected, aggregated, and analyzed to develop a comprehensive understanding of answers to questions and recommended improvements from PCPT users, non-users, bus operators, and stakeholders.

Table 4-1 summarizes the public involvement activities that took place as part of *Access Pasco*.



Table 4-1: TDP Public Involvement Activities Summary

Outreach Activity	Date	Status	Attendance/ Outreach
Discussion Group Workshops			
Social Service and Community	March 21, 2018	Completed	7
Business and Economic Development	March 21, 2018	Completed	8
Citizens Advisory Committee	February 28, 2018	Completed	11
Bus Operator Interviews	April 26, 2018	Completed	19
Total			45
Public Workshops			
Wesley Chapel – Phase I	February 17, 2018	Completed	102
New Port Richey – Phase I	February 22, 2018	Completed	135
Wesley Chapel – Phase II	May 19, 2018	Completed	53
New Port Richey – Phase II	May 22, 2018	Completed	39
Total			329
MPO Board Transit Workshop			
MPO Board	March 8, 2018	Completed	6
Total			6
Surveys			
Bus On-Board Survey	March 2018	Completed	349
Bus Operator Survey	April 2018	Completed	19
Online + Paper Survey – Phase I	February–March 2018	Completed	542
Online + Paper Survey – Phase II	May–July 2018	Completed	32
Total			942
Web/Social Media			
Twitter	February–August 2018	Completed	47
Facebook	February–August 2018	Completed	31
Total			78
Total Participants			1,400

Project Review Meetings

Meetings and conference calls were held with PCPT staff to discuss the status of public outreach activities and 10-year improvement objectives and to obtain guidance and direction throughout the transit planning process.

The kickoff meeting in January 2018 included discussions on the overall objectives for the TDP, a review of the project schedule including future PRC meetings, upcoming public outreach activities, and various data needs for the trend and peer review analyses and the situation appraisal. Additional meetings and phone calls were conducted with PCPT and MPO staffs throughout the project to review materials and discuss the public outreach schedule and content, as well as overall project scheduling. Input received at these meetings was incorporated accordingly.

Bus On-Board Survey

An on-board survey was conducted in March 2018 to collect demographic, travel behavior, and user satisfaction information from PCPT riders. Surveys were distributed on all bus routes for one full weekday and Saturday (covering 90% of PCPT bus runs). A 21-question survey was distributed to all passengers aboard PCPT bus routes (see Appendix E), the majority of which were via a tablet format. To help improve the response rate, a short form of the survey, consisting of the first four questions of the long survey, was provided to respondents who had previously taken the full survey. The survey was translated into Spanish and Vietnamese for non-English-speaking passengers. A team of trained survey personnel completed an orientation session (covering responsibilities and possible issues or concerns that might arise) administered the survey.



Survey Characteristics

The survey consisted of questions to identify passenger socio-demographics, travel characteristics, and rider satisfaction, as summarized below.

Socio-Demographics

- Age
- Race
- Ethnic origin
- Gender
- Household income
- County residency status
- Possession of a cell phone

Travel Characteristics

- Trip origin for this trip
- Method for reaching the bus for this trip
- Trip destination for this trip
- Bus routes used for this one-way trip
- Number of one-way bus trips typically made per week
- Most important reason for riding the bus
- Mode of travel if not bus
- Number of available vehicles at home
- Length of time using PCPT services
- Fare type used
- Retrieval method of information relating to bus service

Improvement Priorities and Rider Satisfaction

- Top service improvements
- Top technology improvements
- Overall level of satisfaction with PCPT

Survey Results

In total, 349 PCPT passengers responded to the survey. Table 4-2 shows, on average, 263 passengers responded to each question, for a completion rate of 75 percent; 264 surveys (75.6%) were completed using the long form (Table 4-3), 269 (77.1%) were completed on a weekday, and 80 (22.9%) were completed on a Saturday (Table 4-4).

Table 4-2: Rate of Responses Received by Question

Question #	Question Description	Responses Received	
Q1	Trip Origin	347	99.4%
Q2	Mode of Ingress	344	98.6%
Q3	Trip Destination	345	98.9%
Q4	Order of Routes Taken	341	97.7%
Q5	One-Way Trips per Week	255	73.1%
Q6	Reason for Riding Bus	251	71.9%
Q7	Alternate Transportation Mode	249	71.3%
Q8	Working Vehicles at Home	247	70.8%
Q9	Length of PCPT Use	249	71.3%
Q10	Type of Fare	247	70.8%
Q11	Route Information Source	243	69.6%
Q12	Top 3 Service Improvements	240	68.8%
Q13	Cell Phone Ownership	244	69.9%
Q14	Top Technology Improvements	218	62.5%
Q15	County Residency Status	254	72.8%
Q16	Age	225	64.5%
Q17	Income Range	228	65.3%
Q18	Gender	243	69.6%
Q19	Ethnic Origin	261	74.8%
Q20	Race	247	70.8%
Q21	Satisfaction with PCPT	237	67.9%
Q22	General Comments	92	26.4%
Total Surveys Received		349	
Average Responses Received to Each Question		263	75.0%

Table 4-3: Completed Surveys by Survey Form Type

Form	Number Completed	Percent
Long	264	75.6%
Short	85	24.4%
Total	349	100.00%

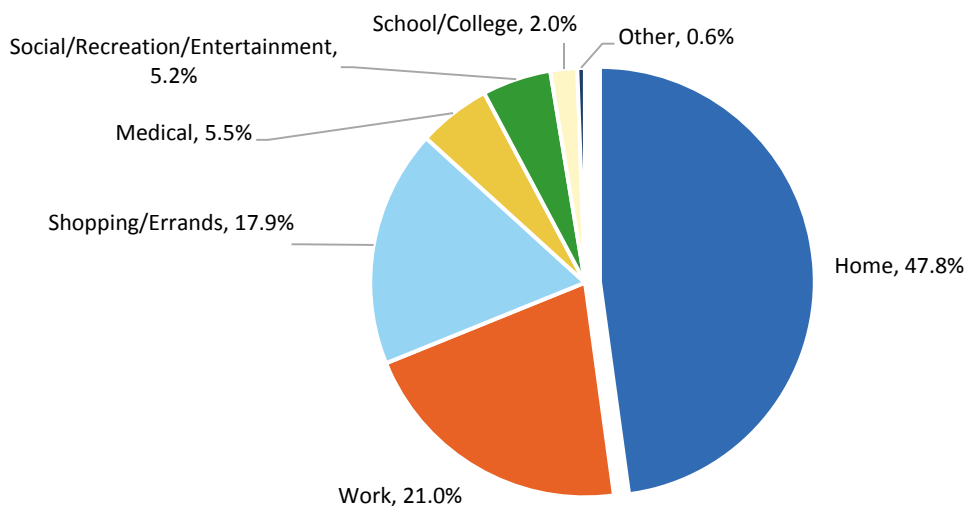
Table 4-4: Completed Surveys by Day of Week

Day	Number Completed	Percent
Saturday	80	22.9%
Weekday	269	77.1%
Total	349	100.00%

Passenger Travel Characteristics

Passengers were asked to identify the origin of their current trip (Figure 4-1). In total, 166 passengers (47.8%) said they were coming from home, 73 (21.0%) from work, and 62 (17.9%) from shopping/errands. Travel origination from medical appointments was noted by 19 passengers (5.5%), social/recreation/entertainment by 18 passengers (5.2%), and school by 7 passengers (2.0%).

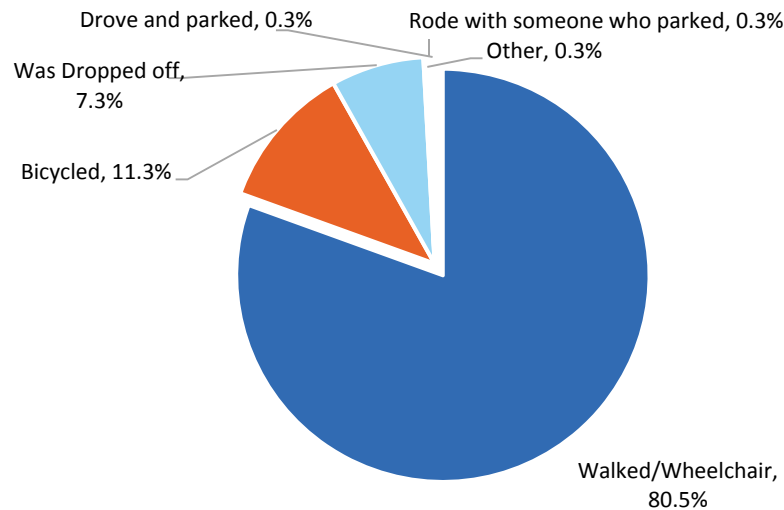
Figure 4-1: Where are you coming from on this trip?



Passengers were asked to identify how they arrived at the bus stop for their current trip (Figure 4-2). A total of 377 passengers (80.5%) said they walked or used wheelchairs to reach the bus stop, 39 (11.3%) used their bicycles, and 25 (7.3%) were dropped off at the bus stop; less than 1 percent rode with someone or drove and parked nearby. As part of this question, passengers who walked/used a wheelchair, bicycled, or drove and parked also were asked how far they traveled to reach the stop. In total, 92 passengers

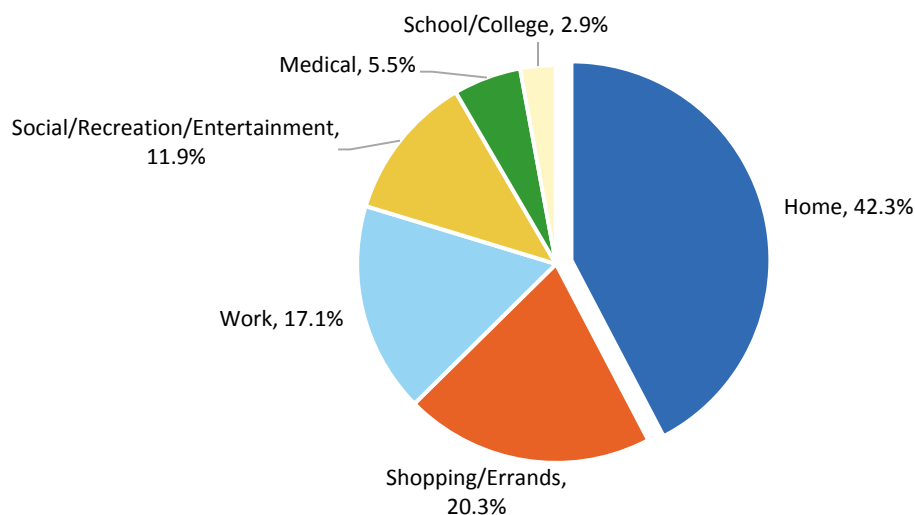
(31.2%) who walked or used a wheelchair traveled one block, 76 (25.8%) traveled two blocks, 33 (11.2%) traveled three blocks, and 35 (8.5%) traveled four blocks.

Figure 4-2: How did you get to your FIRST bus stop of this trip?



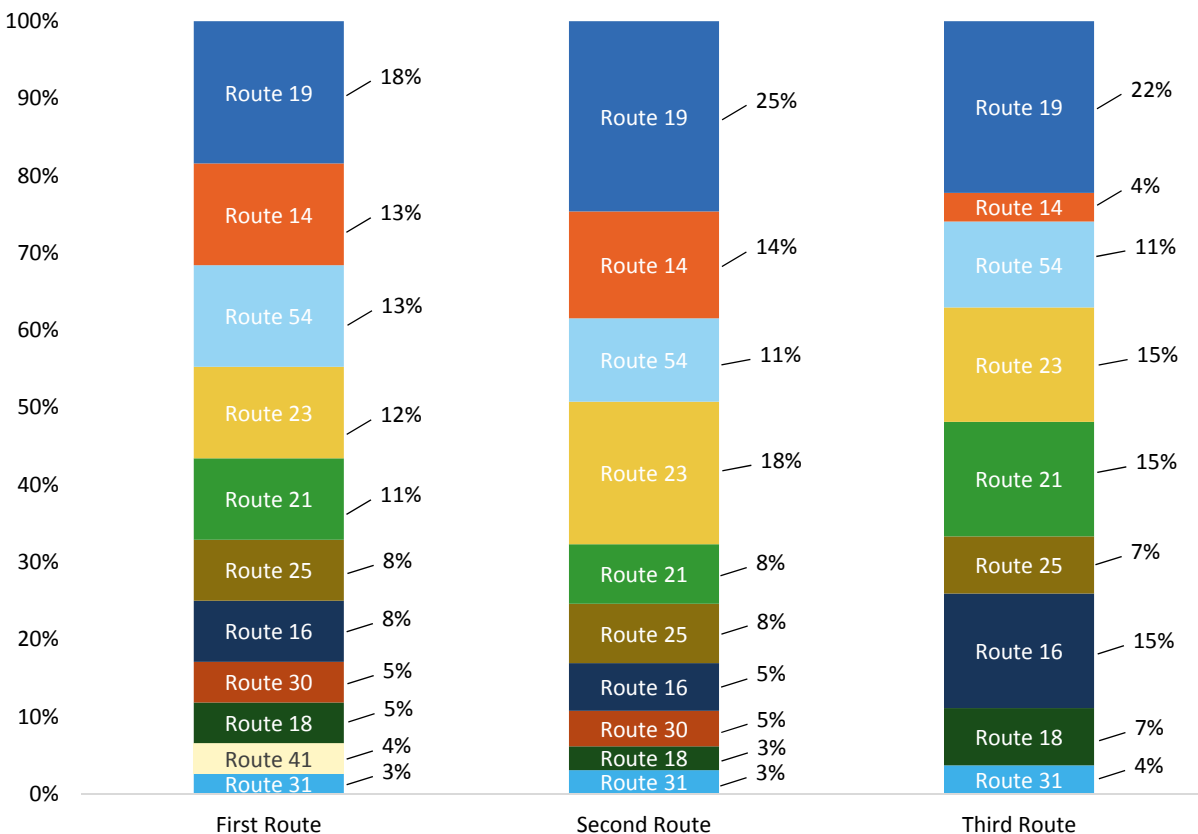
Passengers were asked to choose from six options that identified the destination of their current trip (Figure 4-3). In total, 146 passengers (42.3%) responded that they were headed home, 70 (20.3%) were headed out for shopping/errands, 59 (17.1%) were headed to work, and 41 (11.9%) were headed out for social/recreation/entertainment reasons. Travel destinations including medical appointments or school were noted by 19 passengers (5.5%) and 10 passengers (2.9%), respectively.

Figure 4-3: Where are you going on this trip?



Passengers were asked to indicate the order of bus routes they used to make the one-way trip on the day of the survey (Figure 4-4). Most passengers started the first part of their one-way journey on Route 19 (18%). For passengers who transferred routes, Route 19 (25%) and Route 23 (18%) were used most frequently. For passengers whose one-way trip included a second transfer, Route 19 (22%) and Routes 16 (15%), 21 (15%), and 23 (15%) were used most frequently.

Figure 4-4: LIST ALL BUS ROUTES in the EXACT ORDER you will use to make THIS ONE-WAY TRIP.



Passengers were asked how many one-way trips they made per week using PCPT bus services (Figure 4-5). The responses received indicated of passengers who generally use the bus on a regular basis, 46.3 percent (118) stated they made more than 6 one-way trips per week, 24.3 percent (62) made 3–4 one-way trips, 18.8 percent (48) made 5–6 trips per week, and 10.6 percent (27) made 1–2 trips per week.

To identify the most important reasons why passengers ride the bus, eight choices were provided (Figure 4-6). The unavailability of a car was cited as the most important reason for 103 riders (41.0%), and not having a license (21.9%) and the bus being more convenient (17.5%) also were key reasons. These responses were followed by being unable to drive (11.2%), fits budget better (5.6%), safety of riding the bus (1.6%), and other responses (1.2%).

Figure 4-5: Typically, how many ONE-WAY bus trips do you make PER WEEK using the bus?

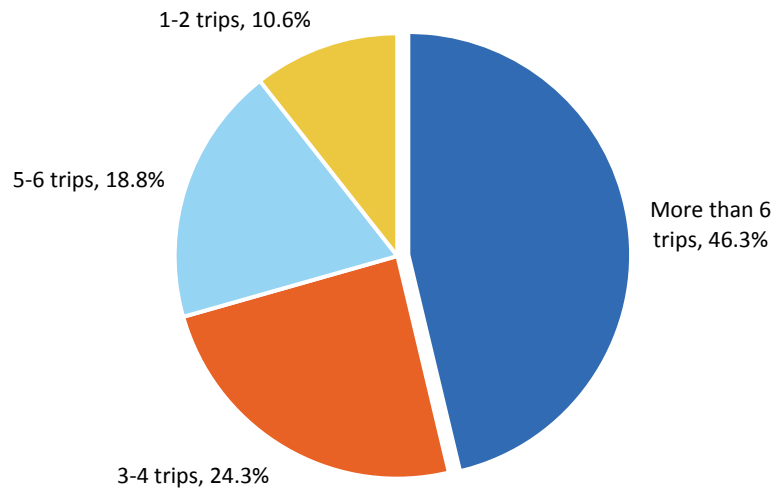
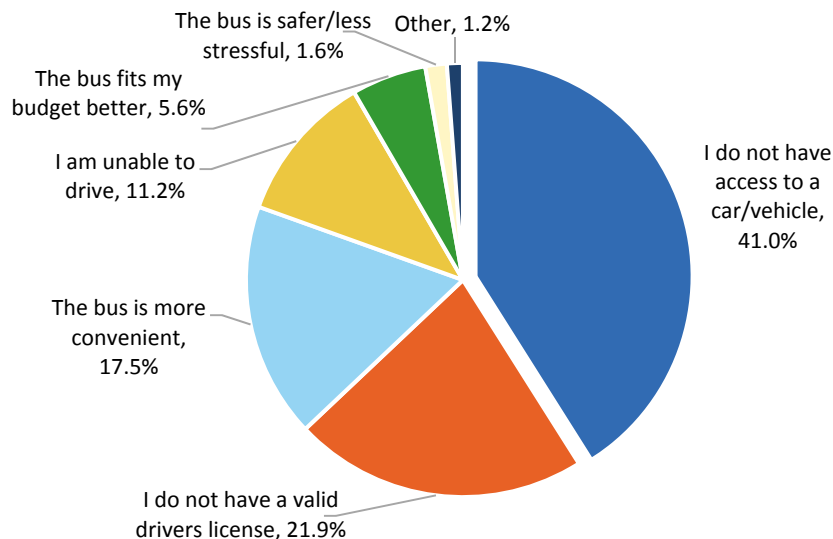
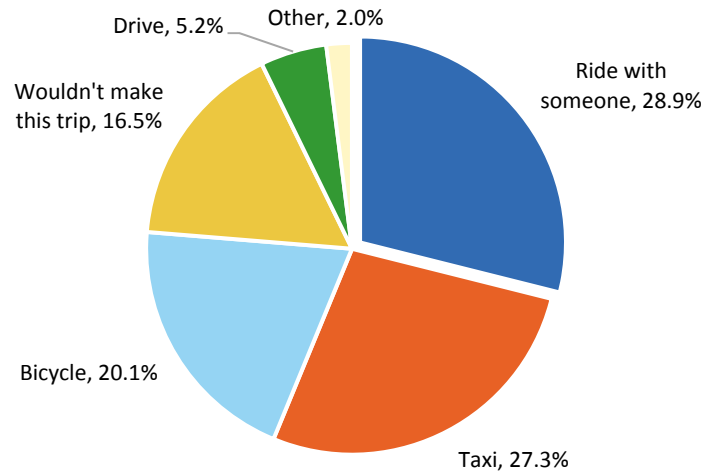


Figure 4-6: What is the MOST IMPORTANT reason you ride the bus?



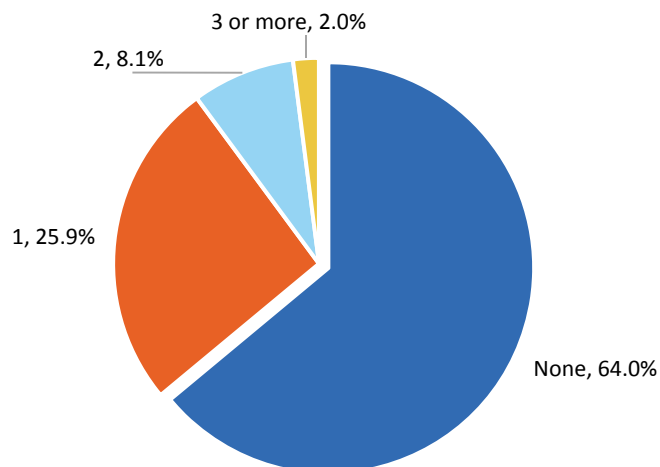
Passengers were asked what other mode of transportation they would use if the bus were not available (Figure 4-7). In total, 72 passengers (28.9%) said they would ride with someone, 68 (27.3%) would use a taxi, 50 (20.1%) would bicycle, and 41 (16.5%) would not make the trip at all.

Figure 4-7: If the bus WERE NOT AVAILABLE TODAY, how would you travel to your destination?



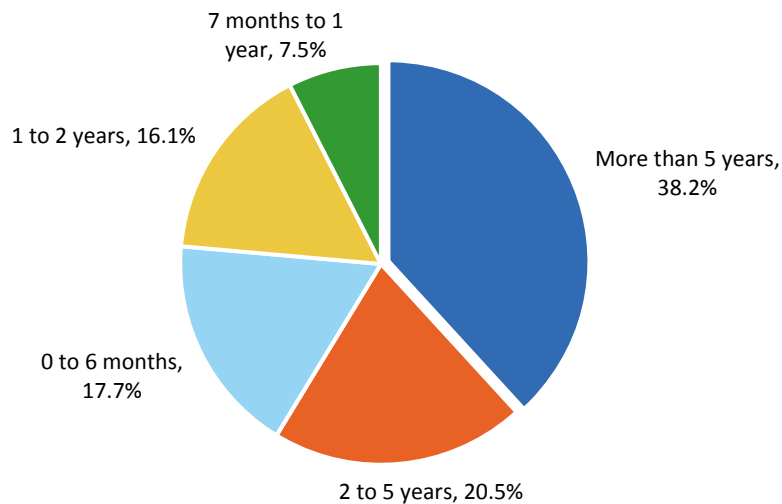
Passengers were asked about the number of working vehicles at their residence (Figure 4-8). The majority (64.0%) indicated that there were zero working vehicles at their home, and approximately one quarter (25.9%) indicated that there was only one working vehicle at their home.

Figure 4-8: How many working vehicles (cars, motorcycles, trucks, and vans) are at your home?



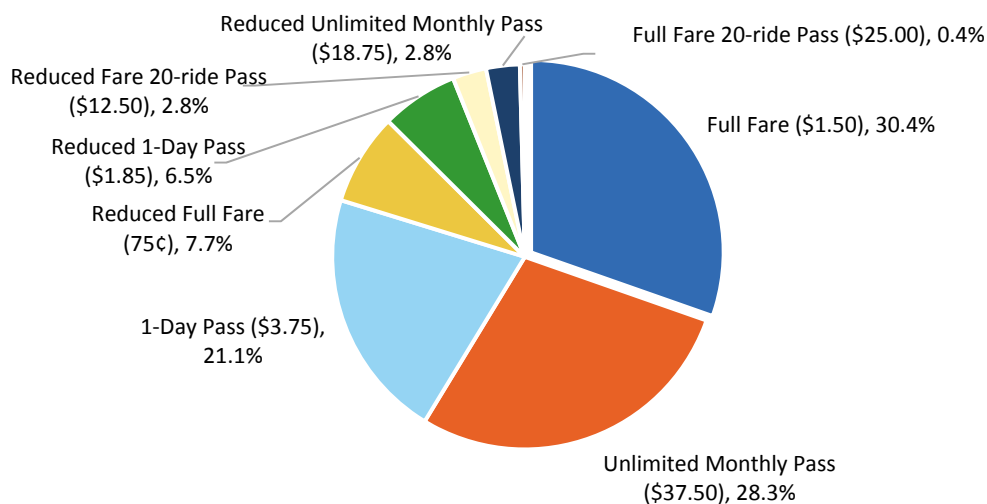
Passengers were asked about the length of time they had been using PCPT services. Figure 4-9 shown that the majority of riders, about 38 percent (95 passengers), had been using PCPT services for more than 5 years, approximately 21 percent (51 passengers) for 2–5 years, approximately 18 percent (44 passengers) for up to 6 months, and approximately 16 percent for 1–2 years.

Figure 4-9: How long have you been using PCPT bus service?



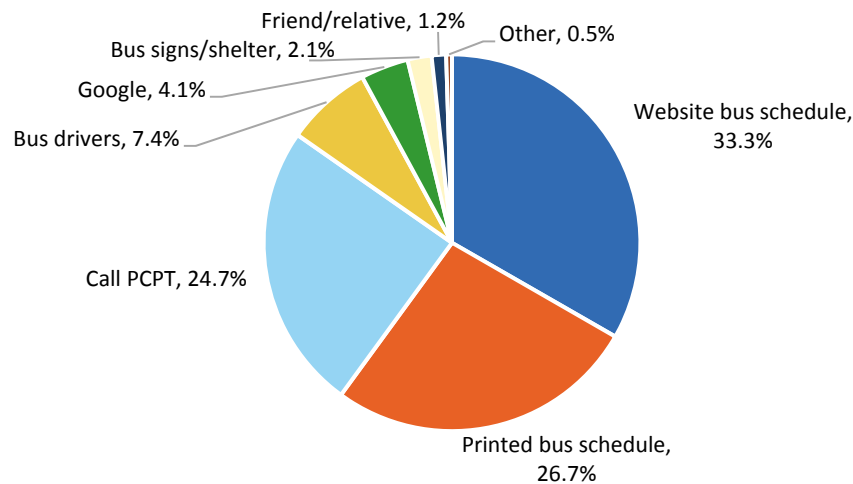
Passengers were asked which type of fare they usually pay when they ride the bus (Figure 4-10). Most passengers (75, 30.4%) paid the full cash-fare, 70 (28.3%) used unlimited monthly passes, 52 (21.1%) used one-day passes, 19 (7.7%) used reduced full fare one-way trips, and 16 (6.5%) used reduced fare one-day passes. Reduced monthly, reduced 20-ride, or full-fare 20-ride passes were used by approximately 6 percent of passengers combined.

Figure 4-10: What type of fare do you usually pay when you ride the bus?



Methods by which passengers received information about PCPT bus service (Figure 4-11) included 81 (33.3%) receiving information from the PCPT website, 65 (26.7%) from printed schedules, 60 (24.7%) by calling PCPT, and 18 (7.4%) from the bus driver. Other sources included Google, posted bus signs/shelters, or friends, representing about 8 percent of responses received.

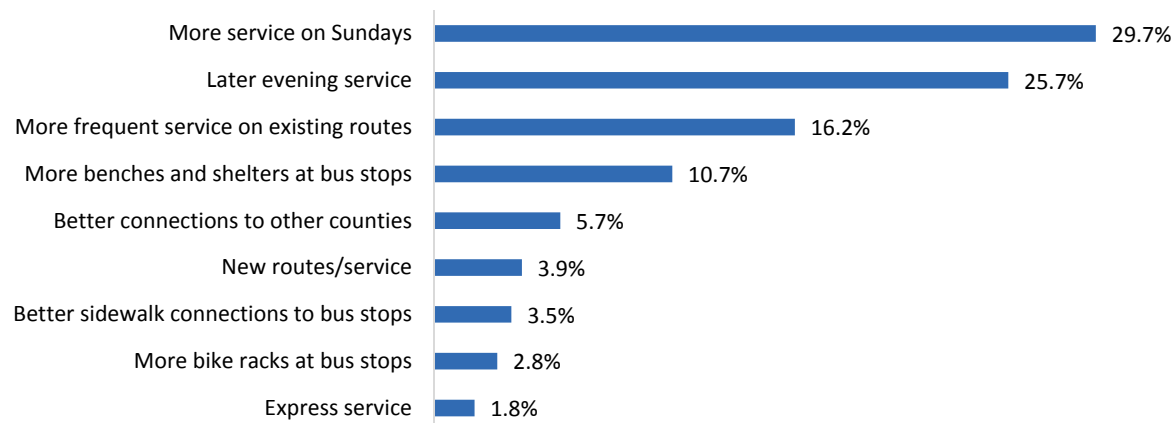
Figure 4-11: How do you usually get information on bus service?



Improvement Priorities

Passengers were asked to indicate the top three service improvements from a list of eight that would make PCPT better for their use (Figure 4-12); a ninth selection was available for other improvement priorities not on the list. In total, 29.7 percent said Sunday service, 25.7 percent said later evening service, 16.2 percent said service that is more frequent on existing routes, and 10.7 percent said more benches and shelters at bus stops.

Figure 4-12: What three SERVICE IMPROVEMENTS would make PCPT better for you to use?

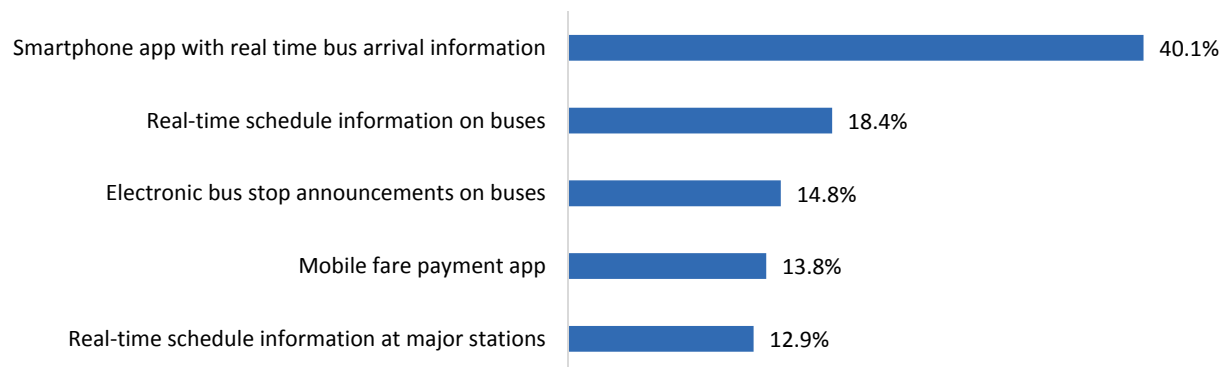


For the 5.7% of respondents highlighting better connections, Hillsborough County and Tampa were the top destinations identified, with Pinellas second. For areas deemed as needing new routes/services (3.9%), Hillsborough and Pinellas were identified most frequently, followed by Trinity, Congress Street, Trouble Creek Road, SR-52, and Plant City. In addition, US-19, Trinity, Hudson, Land O' Lakes, and Tampa were mentioned as areas/corridors for implementing express bus services. Respondents who selected additional benches and shelters as improvements were asked to indicate where; the most common responses were at all bus stops, along SR-54, SR-52, and US-41, and on routes 19, 23, and 25.



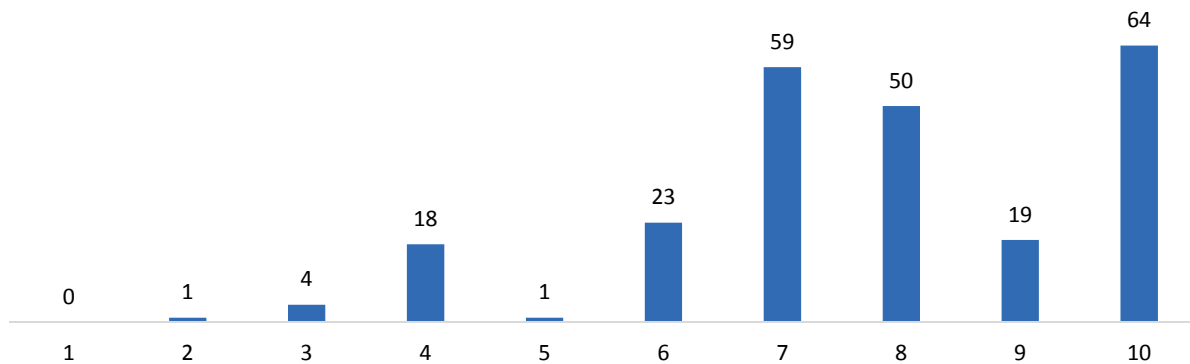
Passengers were asked to identify technology improvements they believed would make PCPT better for their use (Figure 4-13). Approximately 40 percent said that a smartphone app with real-time bus arrival information would be a top investment priority, 18 percent said real-time schedule information on buses, 15 percent said electronic bus stop announcements on buses, 14 percent said a mobile fare payment app, and 13 percent said real-time schedule information at major stations.

Figure 4-13: Which two TECHNOLOGY IMPROVEMENTS would make PCPT better for you to use?



Passengers were asked to rate their overall satisfaction with PCPT's services (Figure 4-14). The majority of responses reflected a higher overall rating of the agency, with an average score of 7.8 out of 10.

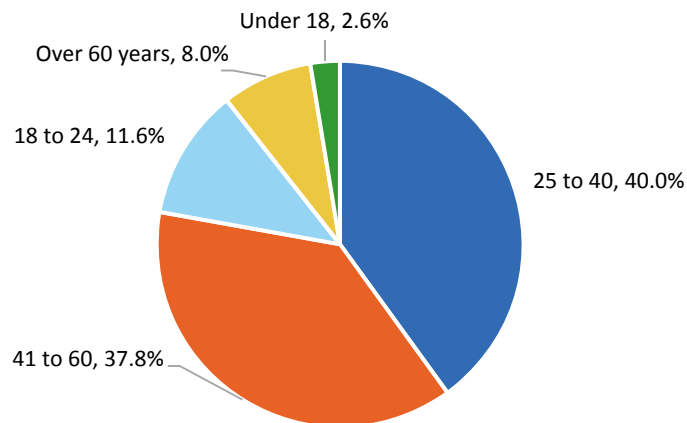
Figure 4-14: How satisfied are you with PCPT service?
(Scale from 1 to 10, with 10 being the most satisfied and 1 being the least satisfied)



Passenger Socio-Demographic Information

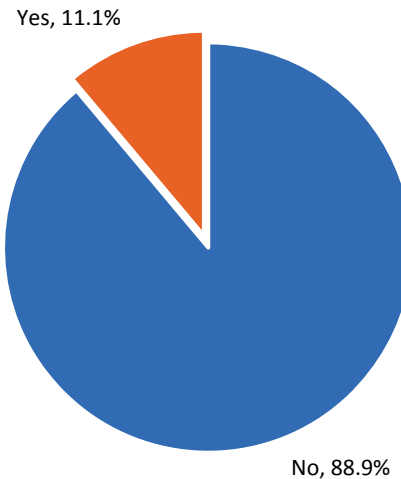
As indicated in Figure 4-15, most PCPT passengers were ages 24–40 (90 passengers, 40.0%), 85 (37.8%) were ages 41–60, 26 (11.6%) were ages 18–24, and 18 (8.0%) were above age 60; only 2.6 percent were under age 18.

Figure 4-15: What is your age?



A total of 29 passengers (11.1%) were of Hispanic, Latino, or Spanish origin, and 232 (88.9%) were not (Figure 4-16).

Figure 4-16: Are you of Hispanic, Latino, or Spanish origin?



Passengers were asked to indicate their race from a list of six choices (Figure 4-17). In total, 174 passengers (70.4%) said they were White, 36 (14.6%) said Black/African-American, 18 (7.3%) said Asian, and 13 (5.3%) were two or more races. Approximately 56 percent were male and 44 percent were female (Figure 4-18).

Figure 4-17: What is your race?

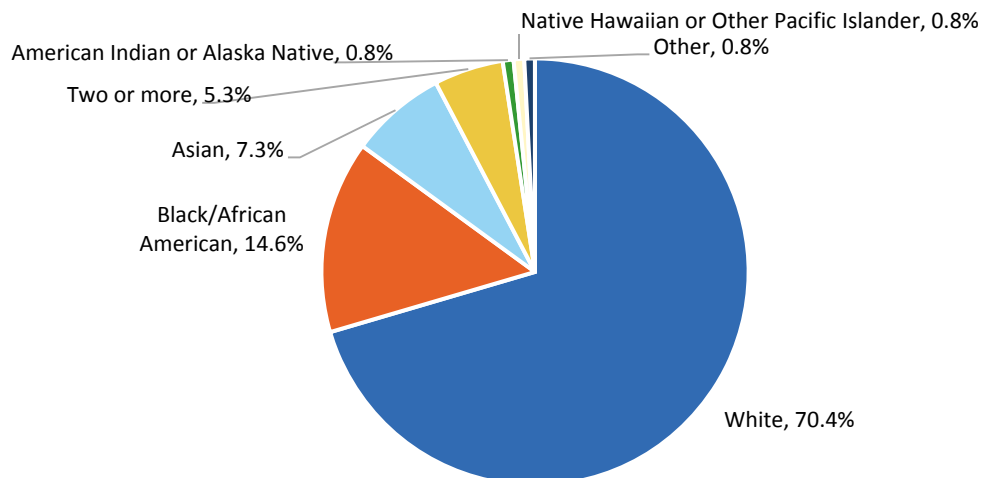


Figure 4-18: Are you male or female?



Figure 4-19 shows that 62 passengers (27.2%) had a 2017 household income of less than \$10,000, 61 (26.8%) were at \$10,000–\$19,999, and 58 (25.4%) were at \$20,000–\$29,999.

Most respondents reside in Pasco County permanently (89.0%), as shown in Figure 4-20.

Figure 4-19: What was the range of your household income for 2017?

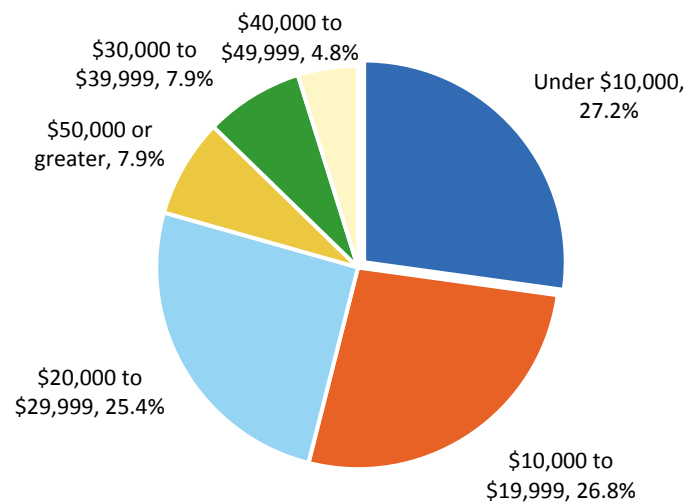
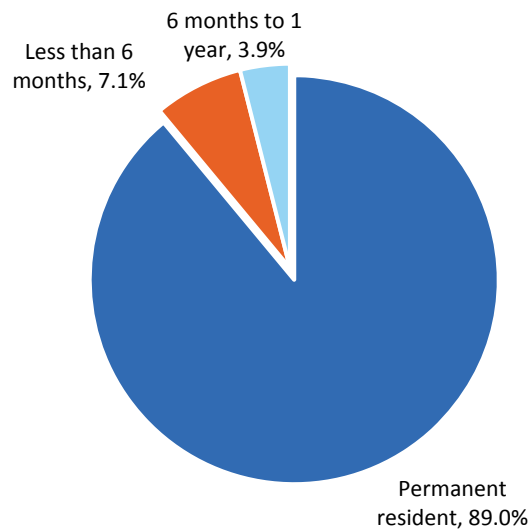
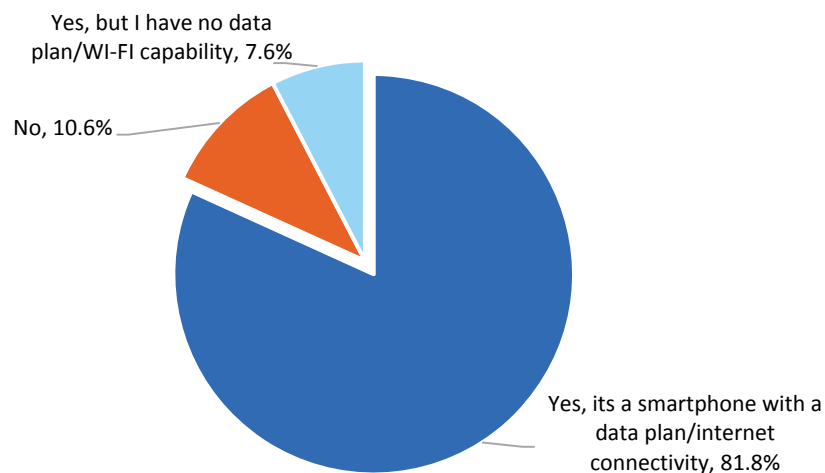


Figure 4-20: How many months of the year do you reside in Pasco County?



Ownership of a cell phone is becoming an increasingly important socio-demographic in transit (Figure 4-21). Approximately 82 percent of passengers said they own a smartphone, 11 percent did not, and 8 percent said they owned a cell phone that did not have a data plan or Wi-Fi capability.

Figure 4-21: Do you use or own a CELL PHONE?



On-Board Survey Summary

Key results of the on-board survey are summarized below split into four categories: Socio-Demographics, Travel Characteristics, Rider Satisfaction, and Improvement Priorities.

- **Socio-Demographics**

- Most respondents (78%) were ages 25–60, the prime working age population; 14 percent were under age 25, and 8 percent were over age 60.
- Approximately 74 percent of respondents indicated not having access to a car (41%), not having a driver's license (22%), or not being able to drive (11%). As a result, the core transit market in Pasco County continues to be the transit-dependent population.
- Nearly 80 percent of respondents had an annual household income of less than \$30,000, further reinforcing the transit-dependent population as being the core transit market.
- Nearly 62 percent of respondents used some type of pass for fare payment (full or reduced fare unlimited monthly pass, 1-day pass, or 20-ride pass). This means that 38 percent of respondents paid cash fares.
- Nearly 82% of respondents had a smartphone with a data plan and internet capability.

- **Travel Characteristics**

- Work trips and shopping/errand trips are the most common trip purposes on fixed-route bus service.
- PCPT riders reported using the bus frequently, with approximately 46 percent using it more than 6 times per week and more than 71 percent more than 3 times per week.
- Existing PCPT riders are long-term users of the bus service in Pasco County; a majority of survey respondents (59%) had used the bus for 2 years or more, more than 38 percent for 5 or more years, and 21 percent for the past 2–5 years.

- **Rider Satisfaction**

- Riders were very satisfied with PCPT bus service, as reflected by an average rating of 7.8 on a scale of 1–10 (10 being most satisfied and 1 being least satisfied).

- **Improvement Priorities**

- The most desirable service improvements by existing PCPT riders were Sunday service (30%), later evening service (26%), and more frequent service on existing routes (16%).
- Other improvements indicated by respondents included more benches and shelters (11%) and better connections to neighboring counties (6%).
- The provision of a smartphone app with real-time bus arrival information was indicated as the most desirable technology improvement (40%). Other technology improvements supported by respondents included real-time schedule information on buses (18%) and electronic bus stop announcements on buses (15%).

Phase 1 Public Workshops

To identify how PCPT can improve its services, two open house public workshops were held in February 2018, one in the eastern part of the county and one on the west side, each focusing on identifying general attitudes regarding transit in Pasco County and needed improvements to the current PCPT system. In these informal workshops, participants could come and go as they pleased, and no formal presentations were made.



Wesley Chapel (East Pasco)

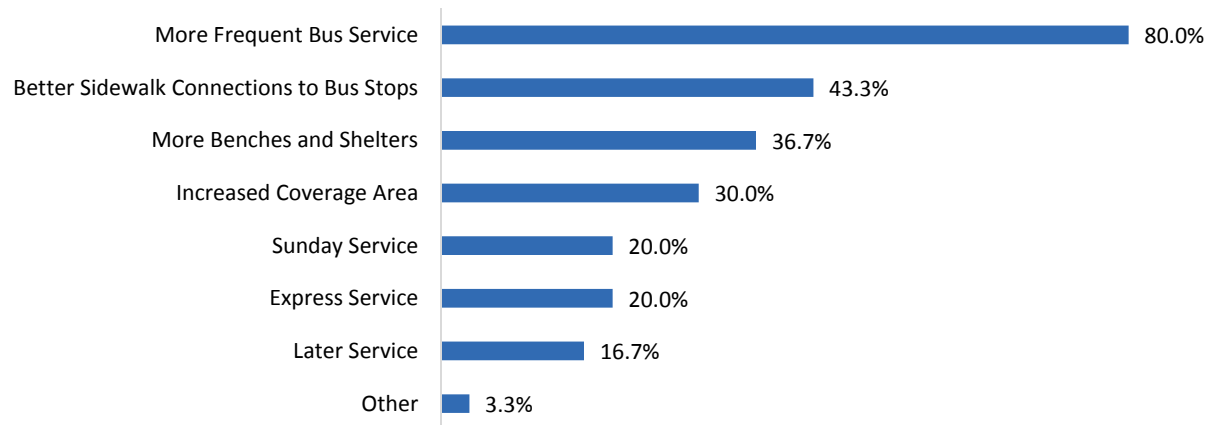
The first public workshop was held at The Shops at Wiregrass, an open-air shopping mall in Wesley Chapel, from 10:00 AM to 1:00 PM on February 17, 2018. The workshop coincided with the Fresh Market, a Farmer's Market held the 1st and 3rd Saturdays of each month that hosts local food, crafts, and live music. The benefits of holding the workshop during the Fresh Market include a high number of potential participants, a diverse cross section of participant ages, and the ability to access multiple segments of travel markets. The workshop was attended by 102 participants who asked questions and provided input, with 34 completing surveys.



Figure 4-22 is a summary of the priorities expressed at the Wiregrass open house on future transit services in Pasco County. More frequent bus service, better sidewalk connections to bus stops, and more benches at shelters were indicated as the most important PCPT improvements. The Shops at Wiregrass and east-west connections within Pasco County were cited most frequently as areas to receive additional transit services, and Hillsborough County and Tampa were cited most frequently as needing express service connections.



Figure 4-22: What three SERVICE IMPROVEMENTS would make PCPT better for you to use?



New Port Richey (West Pasco)

A second workshop was held on February 22, 2018, between 10:00 AM and 1:00 PM at the West Pasco Government Center in New Port Richey. Similar to the first workshop, this event gathered information on perceptions related to transit issues in the county. There were 135 participants at this workshop.

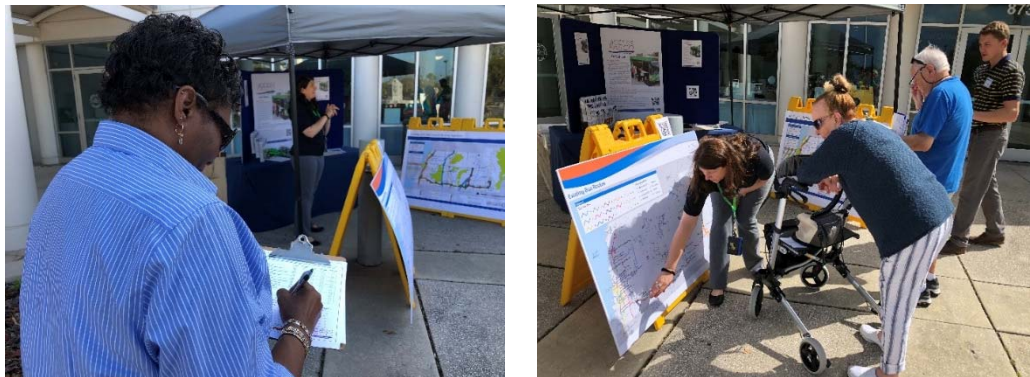
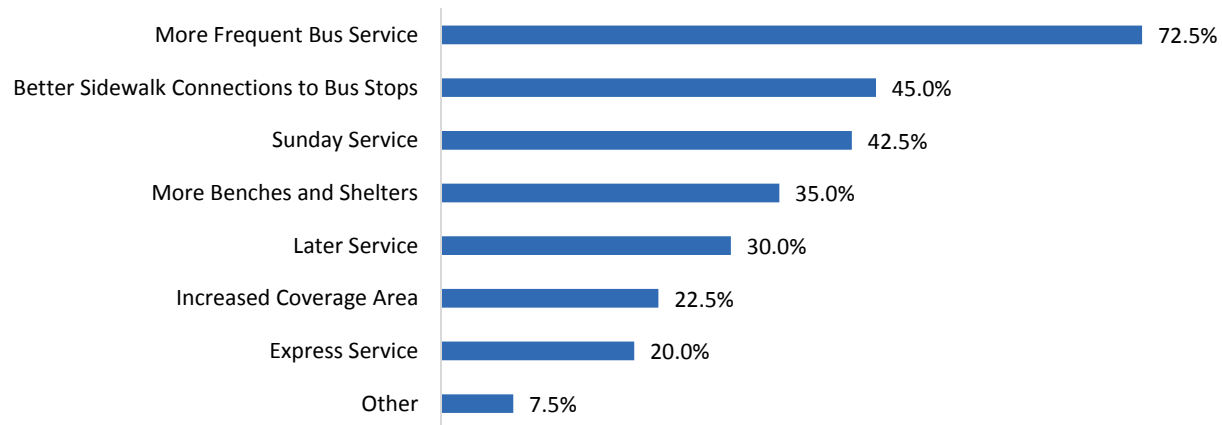


Figure 4-23 provides a summary of the priorities expressed at this open house on future transit services in Pasco County. More frequent bus service, better sidewalk connections to bus stops, and Sunday services were indicated as the most important PCPT improvements. Congress Street, Ridge Road, Pasco-Hernando State College's (PHSC) Spring Hill campus, Lacoochee, and northern Dade City were cited most frequently as areas needing additional transit services. Employment centers, sporting events, Walmart locations, social service agencies, and Tampa were cited most frequently as needing express service connections. Dedicated bus lanes were mentioned as a potential solution. Additional themes that emerged included the need to provide more and better information so potential riders can learn how to use PCPT's system more easily, improved safety for passengers waiting at bus stops, and an increased focus on growing transit ridership along key corridors/routes by serving key employment centers.

Figure 4-23: What three SERVICE IMPROVEMENTS would make PCPT better for you to use?



Phase 2 Public Workshops

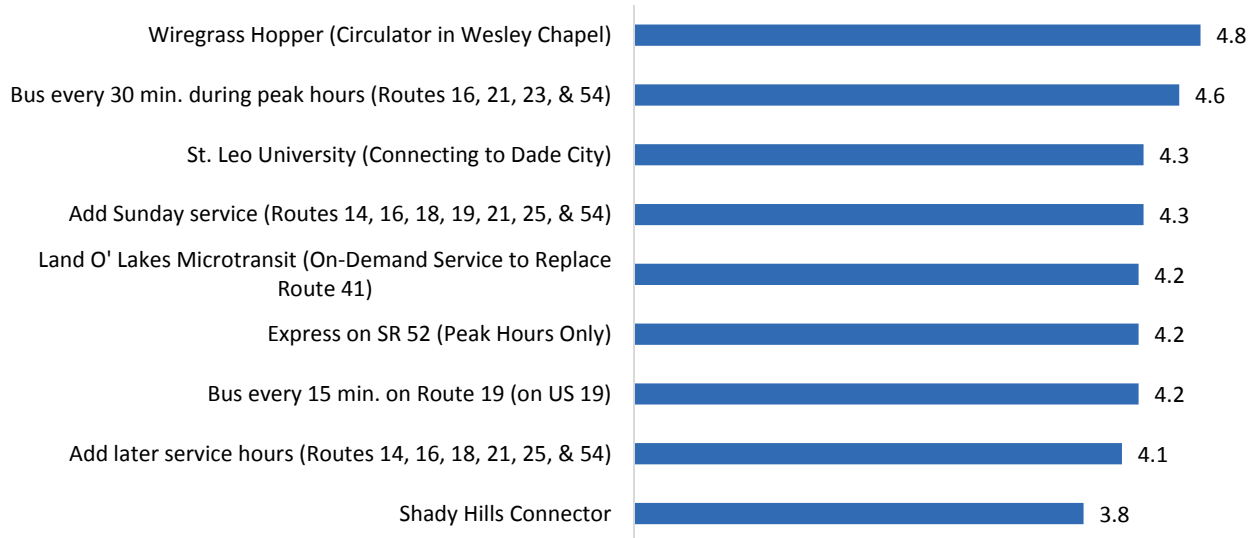
To help PCPT prioritize identified improvements its services, two open house public workshops were held in May 2018, one in the eastern part of the county and one on the west side, each focusing on identifying general attitudes regarding transit in Pasco County and helping to prioritize the identified improvements to the current PCPT system. In these informal workshops, participants could come and go as they pleased, and no formal presentations were made.

Wesley Chapel (East Pasco).

An initial workshop was held on May 19, 2018, between 10:00 AM and 1:00 PM at The Shops at Wiregrass in Wesley Chapel. This workshop also coincided with the bi-monthly Fresh Market to ensure adequate participation from the public. The primary purposes of the workshop included educating and engaging the public on the TDP and soliciting their input for the initial potential transit improvements. The workshop was attended by 53 participants who asked questions and provided input, with 19 completing surveys.

Figure 4-24 is a summary of the level of favorability expressed for improvements to existing services and potential new service additions scored on a 1 to 5 scale, with one being lowest and 5 being highest. The Wiregrass Hopper, buses every 30 minutes during peak hours on select routes, and service to St. Leo University were indicated to be the top service priorities from the proposed improvements to existing services, as well as ideas for new services. Real-time bus information and more benches at shelters were indicated as the most important capital/technology improvements for PCPT.

Figure 4-24: Service Improvements Ranked by Composite Score for Wesley Chapel

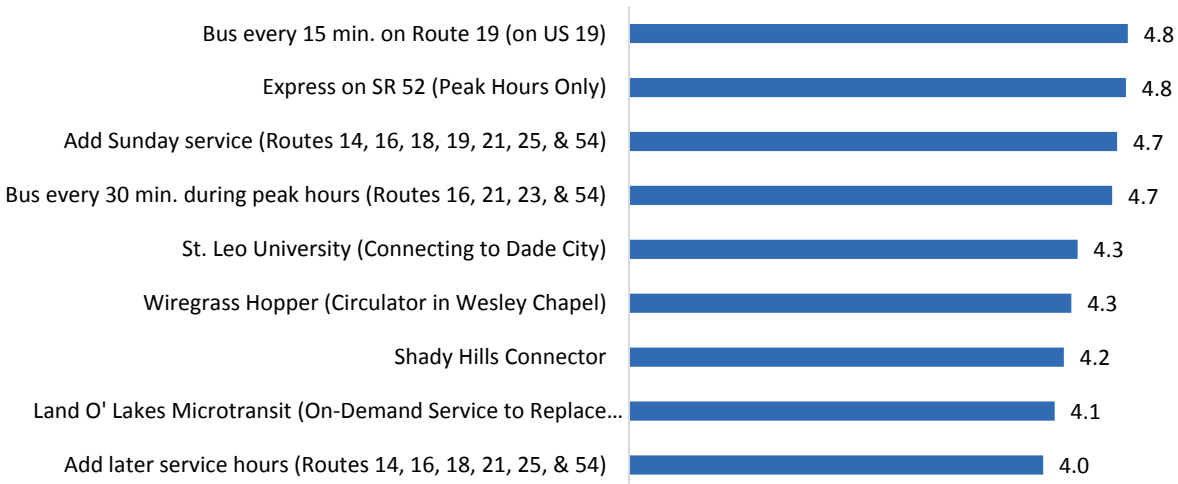


New Port Richey (West Pasco)

A second workshop was held on May 22, 2018, between 10:00 AM and 1:00 PM at the West Pasco Government Center in New Port Richey. Similar to the first workshop, this event sought to educate and engage the public on the TDP project, as well as gather input on the initial potential transit improvements. The workshop was attended by 39 participants who asked questions and provided input, with 13 completing surveys.

Figure 4-25 is a summary of the level of favorability expressed for improvements to existing services and potential new service additions scored on a 1 to 5 scale. Buses every 15 minutes on Route 19, express service along SR-52 during peak hours, and Sunday service on select routes were indicated to be the top service priorities from the proposed improvements to existing services, as well as ideas for new services. More benches at shelters, real-time bus information, and mobile fare payment options were indicated as the most important capital/technology improvements for PCPT.

Figure 4-25: Service Improvements Ranked by Composite Score for New Port Richey



Discussion Group Workshops

Agency Discussion Group

A discussion group workshop was held with social service and community agencies to gauge existing and future public transportation needs in Pasco County on March 21, 2018, from 10:00 AM to 12:00 PM at the Pasco Economic Development Council building in the main conference room. Attendees from social service, healthcare, veterans, and public sector organizations participated in a discussion so PCPT could learn more about the public transportation needs and issues of the people and organizations they represent in Pasco County and the region. There were seven attendees at this workshop, and each was provided with meeting materials and received a brief project overview presentation. Input received and needs identified from workshop attendees included the following:



- More frequent bus service
- Improved awareness of PCPT services
- Installation of bike racks at high ridership stops
- Conduct of workshops and rider training seminars with key social service groups and local companies
- Hiring of a designated outreach coordinator
- Connecting nodes strategically based on population and economic development goals

- Expanding regional connections
- Pursuing a bus location tracking app
- Providing Sunday service
- Expanding service span in morning and evenings
- Providing service to local parks and recreation areas
- Route-specific needs:
 - Connection between routes 14 and 16 along DeCubellis Road
 - Connection between routes 18, 19, and 25 along Perrine Ranch Road
 - Connection between St. Leo University and Route 31
- Expanding coverage area in western Dade City
- Adding express services along major highways and roadways
- Educating school children on how to access and use PCPT services

Business and Economic Development Organizations

A discussion group workshop was held with business and economic development type agencies/organizations in Pasco County to gauge existing and future public transportation needs for the next 10 years in Pasco County and the region on March 21, 2018, from 2:00 to 4:00 PM at the Pasco Economic Development Council building in the main conference room. Attendees from chambers of commerce, hospitals, workforce, and higher education organizations participated. There were eight attendees at this workshop, and each was provided with meeting materials and received a brief project overview presentation. Input received from workshop attendees included the following:



- **Improve awareness of PCPT services** – this was the single most important item identified. It was almost unanimous that Pasco County and PCPT should allocate more efforts to spread the word about transit in the county. The group agreed that good service is already provided, but many potential riders have little or no awareness of the service. Ideas to address this included the following:
 - Draw attention to PCPT via colorful signs and marketing, have a local politician ride the bus and blog about it, use flash mobs to raise awareness, bring buses to large events and schools to advertise them.
 - Improve efforts to sell existing services among core ridership markets.
 - Pursue a bus location tracking app and integrating PCPT service information into Google Transit.

- Provide Sunday service.
- Expand service span in morning and evenings.
- Provide more frequent bus service, during peak hours in particular.
- Add express service going east west along SR-54.
- Connect Wesley Chapel District Park and Route 54.
- Connect the Premier Community Healthcare Group and Route 30.
- Connect Gunn Highway and SR-54.
- Expand coverage along Eiland Boulevard, in the West Pasco Industrial Park, and along Old Pasco Road between SR-54 and SR-52.

Citizens Advisory Committee

A discussion group workshop was held with the MPO Citizens Advisory Committee to gauge their input on existing and future public transportation needs in Pasco County on February 28, 2018, from 12:00 to 2:00 PM at the Pasco Economic Development Council building in the main conference room. Attendees from the MPO Citizens Advisory Committee participated in the discussion. There were 11 attendees at this workshop, and each attendee was provided with meeting materials and received a brief project overview presentation. Input received from the workshop attendees identified the following needs:



- Connections between Hillsborough and Pinellas counties
- Connections to key employment centers
- Expanded coverage area in Wesley Chapel, Hudson, and Port Richey

Summary of Feedback for Discussion Group Workshops

Collective input received from workshop attendees included the following:

- **Perception of transit's role in the community** – The most commonly cited role that transit service provides, as noted by attendees, is taking people to and from work. However, secondary roles include providing transportation for those without cars, providing a reliable form of transportation, alleviating congestion, providing regional connectivity (especially for Pasco County), facilitating access to entertainment, improving quality of life, and promoting economic development.
- **Level of awareness of transit within the county** – Attendees expressed that transit use is not high in Florida, in many cases because of the desire to travel in comfort (e.g., out of the heat and not walking too far), and that use is high among low-income populations and employees of hospitality and service industries. The majority of the population and a lack of effective marketing to educate

potential riders about existing transit services also attributed low use to a limited need for transit. Attendees recommended that PCPT reconsider its marketing strategy to continue growing awareness in addition to highlighting recent improvements such as cleaner buses and new bus wraps and to partner with major activity centers and key public buildings.

- **Responsiveness of PCPT** – The majority of attendees remarked that PCPT has been very responsive to questions from the community and to requests for new services and accommodations such as bench installations. Some attendees were interested in learning more about current methods riders can use to voice their feedback to PCPT.
- **PCPT's strengths** – Attendees commended the agency for continuing to provide quality transit services given its resource constraints. Network expansion (i.e., routes 41 and 16) shows that PCPT is attempting to expand its service area and meet rider travel needs.
- **PCPT's weaknesses** – Despite their strong acknowledgment of the agency's accomplishments, attendees remained concerned about PCPT's ability to commit to and execute larger projects. They also noted that PCPT should more regularly and directly reach out to riders to learn about their experiences and needs, which, in spite of resource constraints, was noted as a key means for improving existing services and prioritizing future services. An additional strategy recommended was identifying commuter needs and schedules throughout the county to grow ridership; however, most attendees emphasized that PCPT should focus on growing ridership in the existing service area and not as much on expanding its coverage area.
- **Attracting new ridership and achieving community goals** – The most frequently cited goal noted by attendees was improving the operating frequency of existing services before expanding the service area. Efficiency was noted to be more important than increasing coverage at this stage of maturation for the agency. The need to attract new riders—in particular, younger riders—and to expand marketing efforts was noted as key strategies to supporting PCPT's pursuit of improving operating frequencies. Attendees believed that clustering by employers and the growing preference of residents to live in transit-oriented centers could also support efforts toward attracting new ridership.
- **Willingness to fund transit** – The majority of attendees believed that there was not much willingness to support additional funding for transit; however, they clarified that this lack of willingness was in response to the belief that a substantial portion of tax revenues already goes toward transit, which is not the case when compared to the entire pool of transportation projects.
- **10-year priorities** – Echoing earlier discussions that emphasized improving operating frequencies, growing ridership on core routes, and better serving employment/activity centers, a series of secondary priorities was offered that included expanding regional connections, promoting rider education, and expanding marketing efforts.

Bus Operator Interviews/Survey

PCPT bus operators participated in a workshop at PCPT's offices on April 26, 2018, that consisted of semi-structured discussions and completion of a short survey. Surveys were distributed to bus operators who were unable to attend the workshop.



Perspective of Passengers

Operators were asked to identify the most commonly heard passenger complaints/needs and compliments. More frequency, Sunday service, and later services (9:00 PM or 10:00 PM) were mentioned frequently, and additional comments included that the buses are late, buses leave bus stops too early, more shelters/benches are needed, and routes do not go where riders want. Overall, operators believed that these complaints/needs are valid, in addition to a need for more shelters/benches and the on-time performance of Route 54. The compliments most frequently heard by operators were that PCPT service is affordable, bus drivers are courteous, and Saturday service is provided.

Needed Improvements

From the perspective of operators, several potential improvements to the overall service were offered:

- Frequency improvements system-wide (on routes 14, 19 and 21, at a minimum)
- Later evening service on core routes
- Elimination of low-performing bus stops
- Improved bus stop safety and placement design, such as:
 - Improved lighting or add reflective materials to improve safety for riders and visibility to drivers
 - Locating/re-locating bus stops away from storm water drains
 - Adding better signage at bus stops to improve visibility and provider rider information
 - Moving bus stops that are too close to intersections and in areas where merging in and out of traffic is challenging

A number of more specific improvements were proposed, including:

- Improving frequency on major corridors
- Providing earlier/later service on Route 54
- Adding more bus stops on Main Street
- Improving travel time and directness of Route 14 (by eliminating some segments at the west end of the route) so riders can easily transfer with Route 16 at PHSC
- Improving the schedule for Route 54 so riders can easily transfer with Route 23

- Enhancing the safety at bus stops at Walmart at Little Road/SR-54 and at Little Road/Embassy Boulevard
- Recalibrating the Route Match software, particularly for paratransit trips, as it often provides incorrect addresses

Operators also noted that cleaner buses would improve the rider experience, accommodations for service animals need to be improved to avoid safety issues, and a policy regarding appropriate Wi-Fi use would ensure that riders do not use the service in a manner that influences the experience of other riders or distracts drivers.

Job Satisfaction

Operators indicated that they enjoyed interacting with passengers and providing a valuable transportation service within Pasco County. However, some noted that they might not be able to work on Sundays if Sunday service is added, and others expressed a desire for more tokens of driver appreciation and better compensation.

MPO Board Transit Visioning Workshop

A transit-visioning workshop was held with the MPO Board on March 8, 2018. Participants were asked a series of polling questions to gauge what aspects of transit the MPO Board believe are important, their willingness to support future transit investments, and where improvements are needed. The following is a summary of the results from the MPO Board poll:

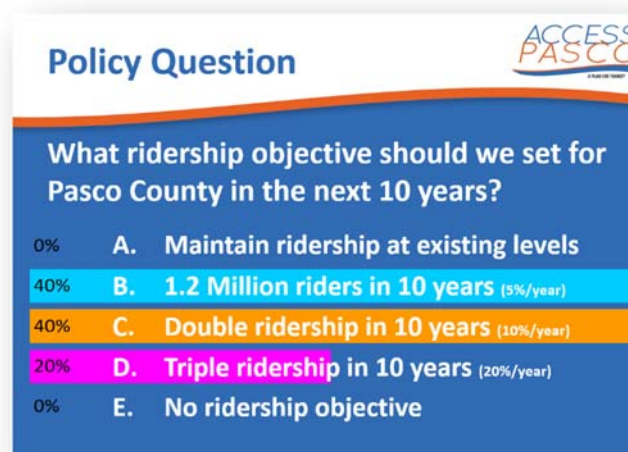
- All participants said bus service should be improved over the next 10 years.
- The top three transit markets that should be targeted were transit-dependent riders (23%) and support for current riders, commuters, residents in higher-density areas, inter-county travelers, and special event riders (15%). No Board members indicated support for targeting non-rider and choice rider markets.
- The top three service improvement priorities were increased frequency of existing routes (35%), implementation of commuter express service (29%), and expansion of hours of service (21%) (Figure 4-26). Only 7 percent indicated support for introducing new service to areas not currently served and introducing Sunday service.

Figure 4-26 Board Member Service Improvement Priorities



- The top capital and other improvement priorities were improving or installing sidewalk connections to bus stops (31%) and adding more shelters or bus stop amenities (25%). Improving technology was indicated by 19 percent, and 13 percent said adding more park-and-ride lots and creating super stops (instead of major bus terminals). No Board members indicated support for investing in transit signal priority or major transfer terminals.
- Asked what ridership objective should be undertaken in the county in the next 10 years, 40 percent indicated support for growing ridership by 5 percent per year (1.2 million riders in 10 years), 40 percent said growing ridership by 10 percent per year (doubling ridership in 10 years); and 20 percent said tripling ridership in 10 years (Figure 4-27).

Figure 4-27: Board Member Support for PCPT's Ridership Goal



Public Input Survey

An online public survey was initiated in February 2018 via social media platforms created for the TDP (discussed later in this section), email blasts, and the PCPT website. The survey were available during the discussion groups and at public workshops to continue gathering public input, and PCPT posted information about completing the survey on its social media and online platforms beginning in February 2018.

In total, 14 questions were asked to determine willingness to use public transit and the community's transit needs, gauge public awareness of transit issues in Pasco County, and gather socio-demographic information of survey respondents. A total of 542 surveys were completed during the course of this TDP.

Summary of Public Input Survey Results

Most survey respondents felt that awareness of public transportation services in Pasco County was strong, with 60 percent saying there was moderate to high awareness of public transportation in the community; however, approximately 25 percent said there is no awareness at all (Figure 4-28).

When asked what they thought about PCPT's transit service, approximately 68 percent said that it must be provided, and 17 percent indicated that it might be useful (Figure 4-29).

Figure 4-28: How much awareness is there in the community about transit/public transportation?

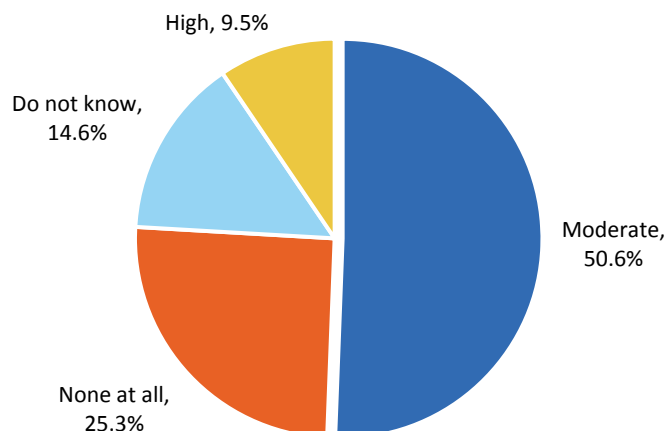
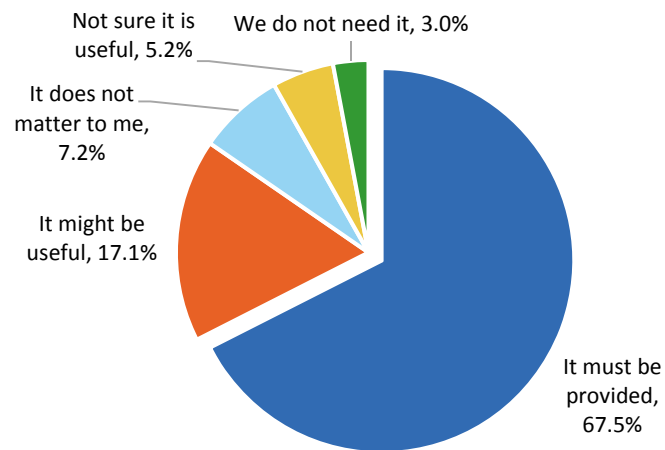
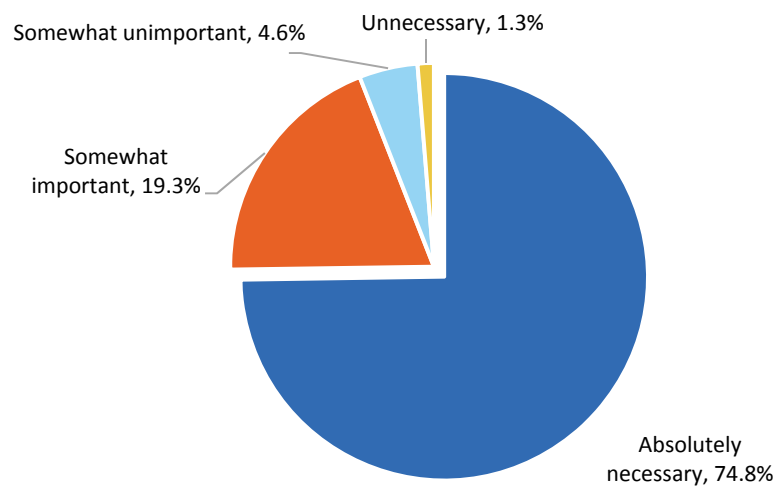


Figure 4-29: What do you think of PCPT transit service?



Respondents believed there are varying levels of perception about whether PCPT's services are meeting needs. A majority (75%) perceived the role as absolutely necessary, 19 percent perceived it as somewhat important, and the remaining 6 percent perceived it as somewhat unimportant and unnecessary (Figure 4-30).

Figure 4-30: Rate your perception of transit's role in the community?



A majority of respondents (91.2%) agreed that congestion was a problem in Pasco County (Figure 4-31). Of those, 83 percent indicated that transit would relieve or may provide some help in relieving congestion, and 7 percent felt that transit would have no effect (Figure 4-32).

Figure 4-31: Is traffic congestion a problem in Pasco County?

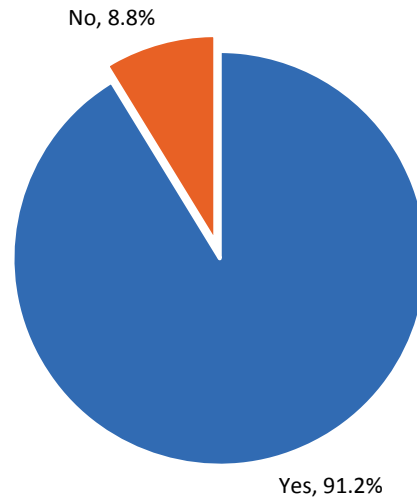
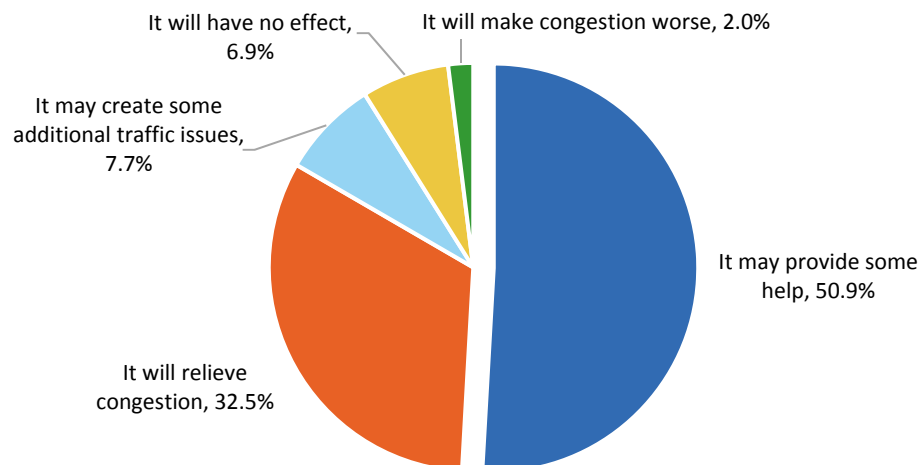


Figure 4-32: What role do you see transit playing in alleviating the situation?



Although more than two-thirds of participants had not used PCPT's transit services (Figure 4-33), the majority (88.5%) believed that there was a need for additional transit service throughout the county (Figure 4-34).

Figure 4-33: Have you used the Pasco County transit service?

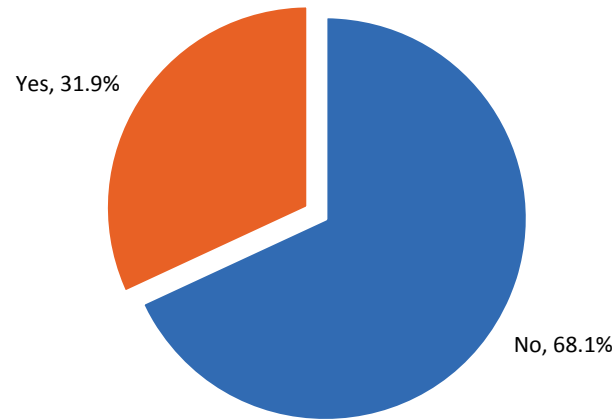
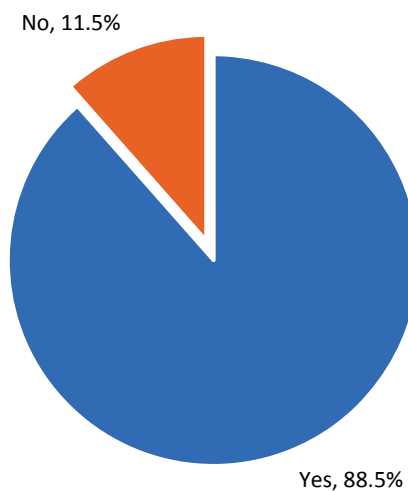


Figure 4-34: Do you think there is a need for additional transit service in Pasco County?



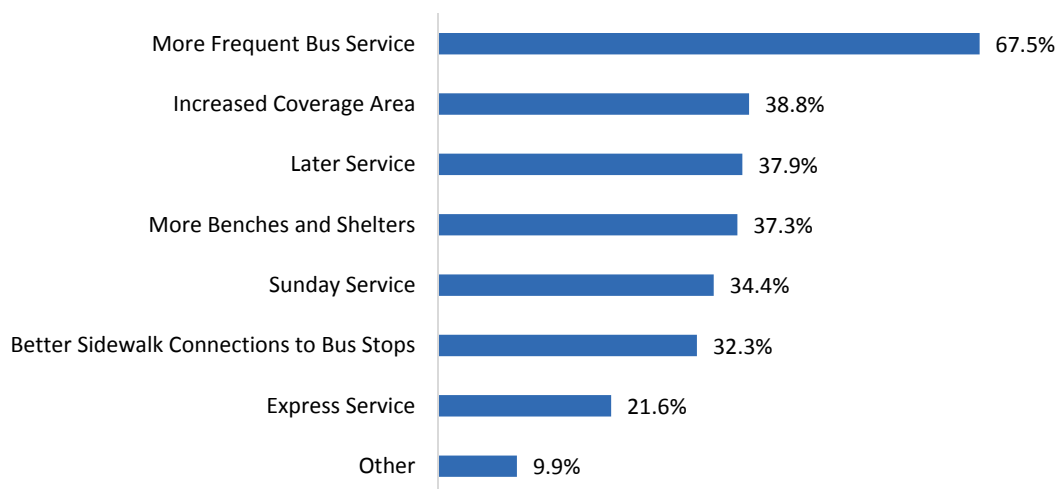
When asked which services should be added to the transit network, 68 percent said more frequent bus service, 39 percent said increased coverage area, 38 percent said later bus service, and 37 percent said more benches and shelters (Figure 4-35).

For areas in which additional service or attention was needed, the following are organized by topic and in order of the number of mentions:

- East County – desire for fixed-route service within the following areas, connecting them to the PCPT system, and connecting them to other counties:

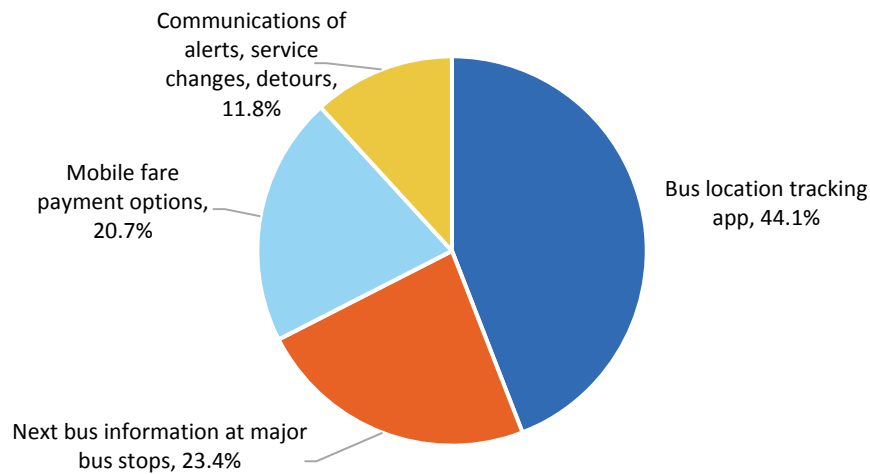
- Wesley Chapel
- Zephyrhills
- Dade City
- San Antonio
- Unincorporated East Pasco
- West County – desire for fixed-route service within the following areas, connecting them to the PCPT system, and connecting them to other counties:
 - Hudson
 - Shady Hills
- Regional – desire for fixed-route service to connecting Pasco County with its neighbors:
 - Express service to Downtown Tampa
 - Light rail to USF area and Downtown Tampa
 - Express service to Tampa International Airport (from east and west Pasco County)
 - Improved regional connections and service coordination with HART, PSTA, and THE Bus
- Other
 - Bus location tracking app
 - Connections to all Department of Health locations
 - East-West express service within Pasco County

Figure 4-35: Select the TOP THREE transit improvements you would most like to see.



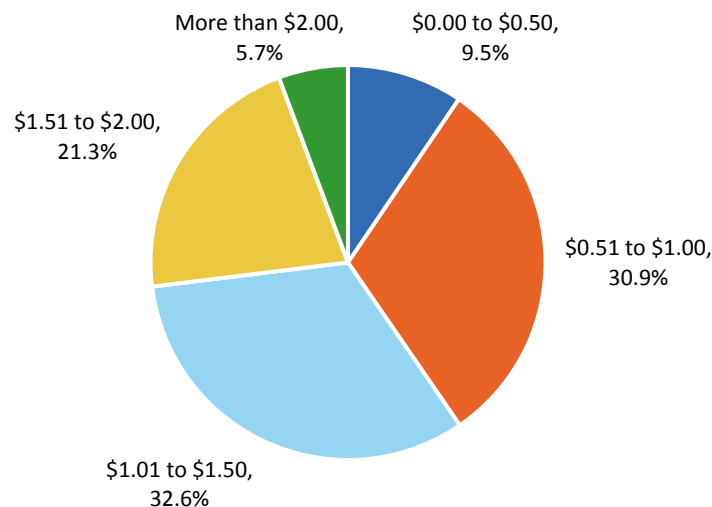
Participants were asked which technology improvement they would most like PCPT to implement. Responses indicated a desire to have better information on the location of buses (Figure 4-36), with approximately 44 percent indicating a bus location-tracking app, 23 percent indicating next bus information at major bus stops, and approximately 21 percent indicating mobile fare payment options.

Figure 4-36: What ONE technology improvement would you like to see?



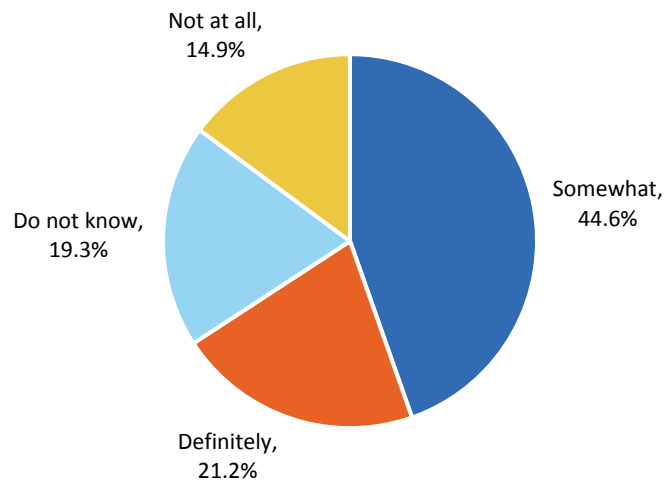
Respondent opinions varied regarding the reasonable cost for a one-way fare (Figure 4-37). The majority (32.6%) said a one-way fare of \$1.01–\$1.50 was reasonable, 31 percent said \$0.51–\$1.00, and 21 percent said \$1.51–\$2.00. Only about 6 percent indicated that a fare of \$2.01 or more was reasonable.

Figure 4-37: What do you think is a reasonable one-way fare to pay for transit service?



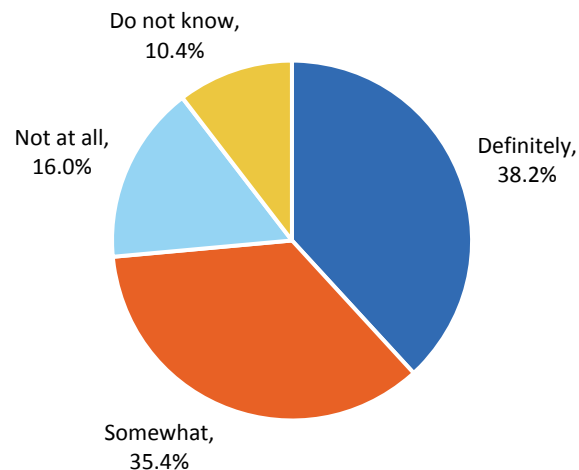
There were varied levels of support for financing transit through local means (Figure 4-38). Approximately 45 percent felt that the community was somewhat willing to pay for transit services, 21 percent felt there was definitely community support, and 15 percent felt there was no community support at all; 19 percent of respondents were not sure.

Figure 4-38: Is there a willingness in the community to consider additional local funding for transit?



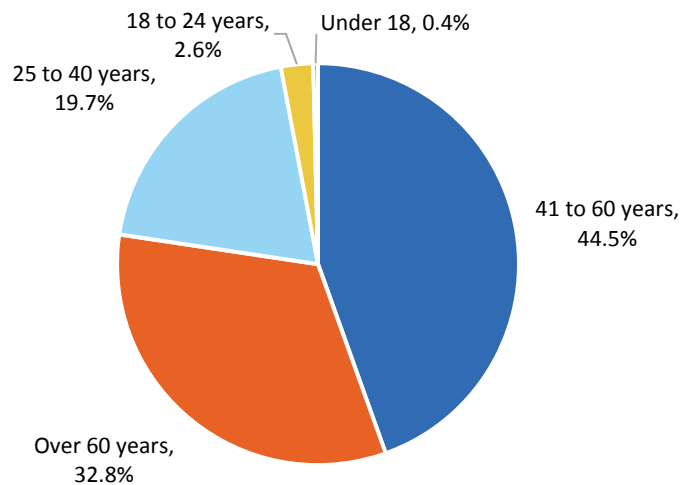
Related to respondent willingness to finance public transit through additional local taxes, the level of support increased some (Figure 4-39). Approximately 66 percent were somewhat willing to pay additional taxes to fund transit to some degree.

Figure 4-39: Are you willing to pay additional local taxes for an expanded transit system?



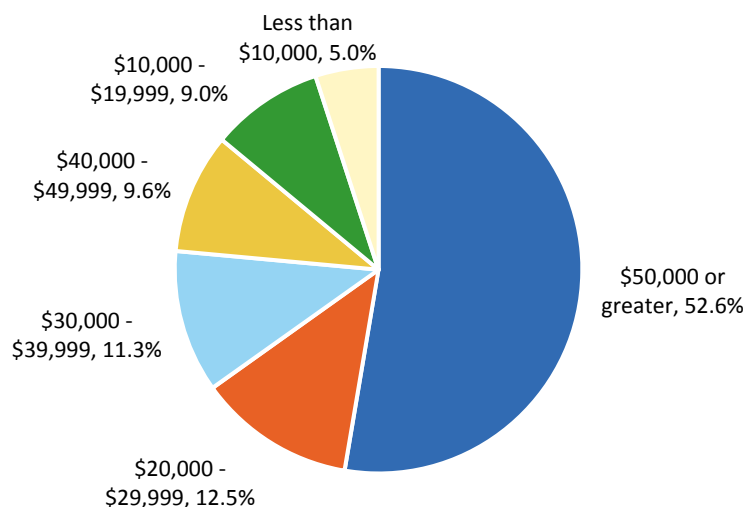
As shown in Figure 4-40, a disproportionate number of respondents were in older age groups. The most frequent (45%) were ages 41–60, the second (33%) were age 61 and older, and the third (20%) were ages 25–40. Approximately 3 percent of respondents were age 24 and younger.

Figure 4-40: Age



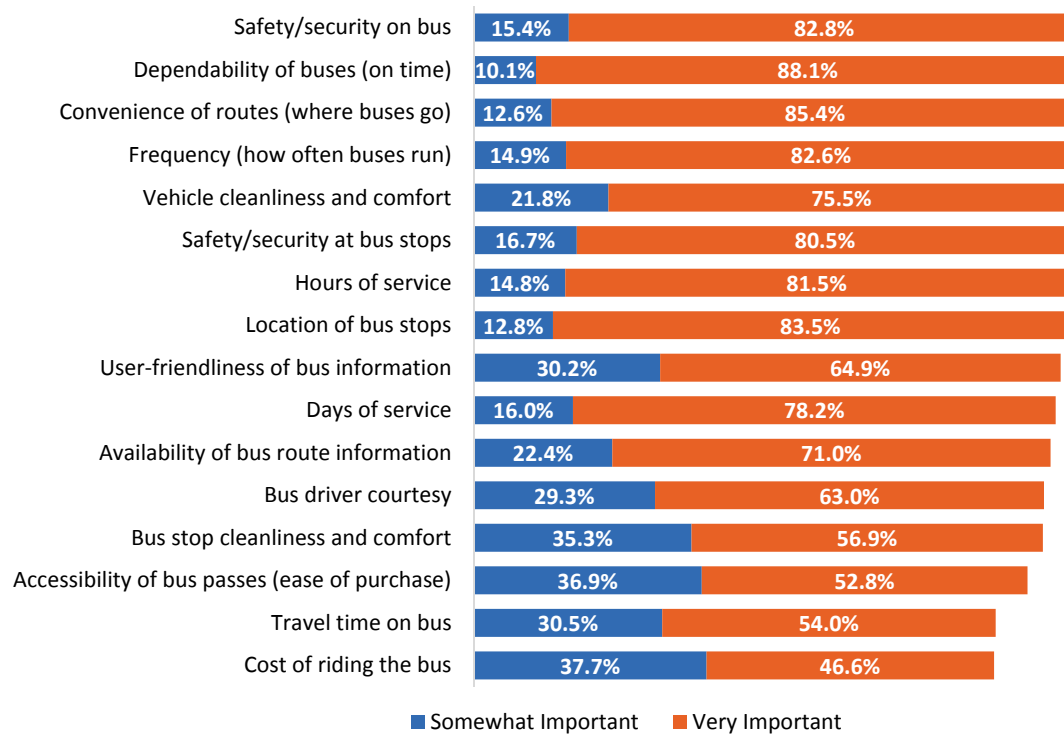
The distribution of total household annual income was uneven (Figure 4-41). The most frequently noted annual income category was \$50,000 or greater (53%), the least was \$10,000 or less (5.0%), and the intermediate income tiers were more evenly distributed.

Figure 4-41: What was the range of your total household income for 2017?



Participants were asked to rate which aspects of transit were the most important to them. As shown in Figure 4-42, convenience of bus routes, safety on buses, dependability of buses (being on time), operating frequency, and vehicle cleanliness and comfort were the top five responses. The lowest percent noted that travel time on buses and the cost of riding were “very important.”

Figure 4-42: Ranking of Transit Characteristics (Somewhat or Very Important)



Following the questions, respondents were asked to provide other comments or input related to PCPT services for consideration in the development of this TDP. The following is a summary of the major requests received in order of the number of times mentioned:

- Improve level of awareness and marketing efforts.
- Consider BRT/light rail options.
- Provide east-west express service.
- Explore first/last-mile ride-hailing partnerships.
- Expand service span in evening.
- Ensure cleanliness of buses.
- Coordinate regional connections.
- Set up more park-and-ride locations.
- Expand sidewalk connections to bus stops.
- Expand service in Wesley Chapel, along SR-52, and to all Department of Health locations.

Web/Social Media Outreach

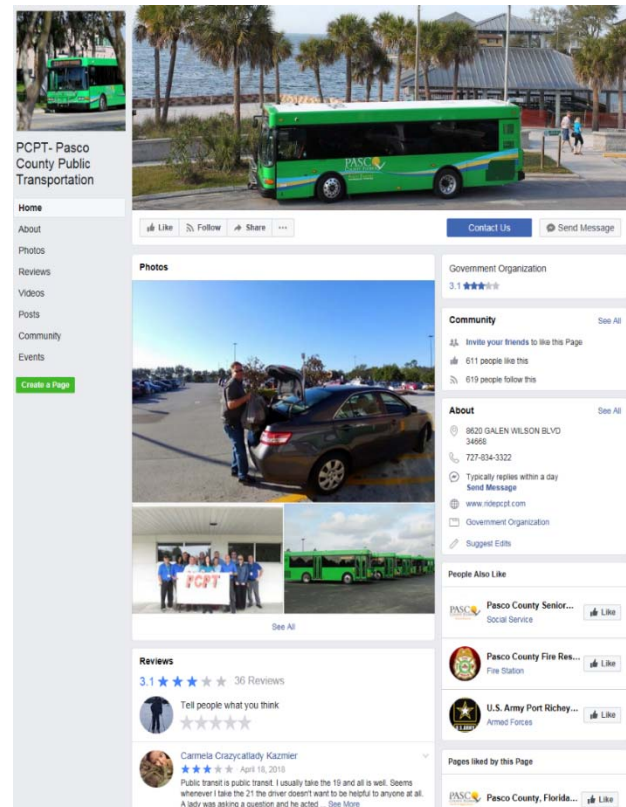
Web

Until Pasco County completes a full transition to its new website, PCPT will continue to use its existing website as a channel for distributing information about upcoming events and opportunities to take part in *Access Pasco* discussions (e.g., via surveys). Updates on the progress of the TDP will also be available on this webpage.

Social Media

PCPT already has made a number of posts and engaged in several discussions with the public via its existing social media accounts on Facebook (Figure 4-43) and Twitter. The benefit of using social media accounts is that PCPT can engage with citizens in a two-way flow of information. The use of social media is increasingly being employed as a means to involve members of the public in meaningful conversation about transit.

Figure 4-43: PCPT Facebook Page

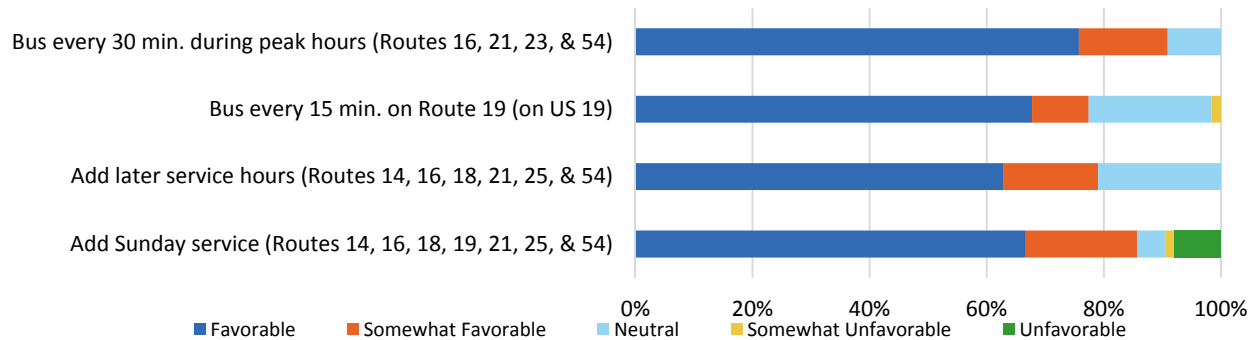


Alternatives Survey

During the period starting with the workshops held on May 19, 2018, until June 25, 2018, a survey was available to workshop attendees and the general public to gather feedback on the proposed transit alternatives and identify any additional areas of need. A total of 67 surveys were completed. A copy of the survey instrument is provided in Appendix E.

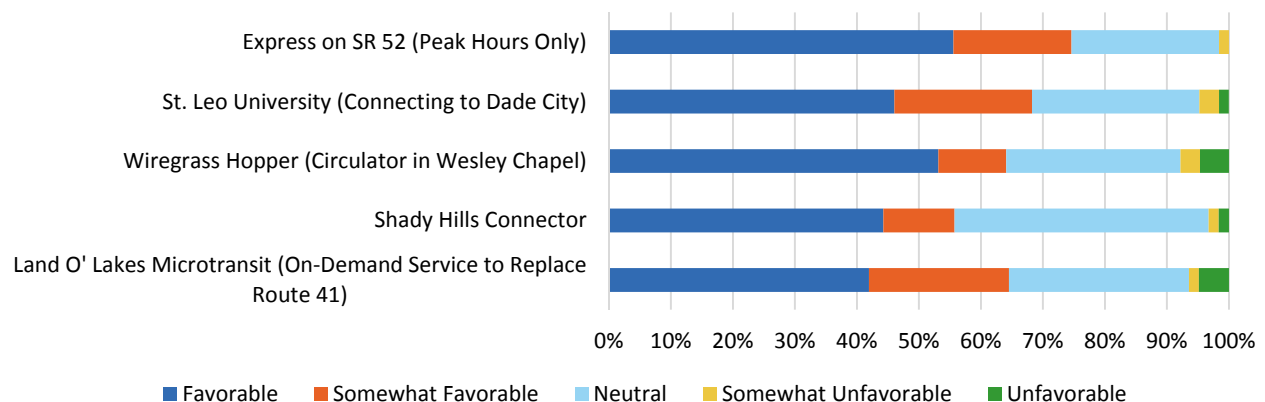
Enhancing the frequency of select routes during peak hours (Routes 16, 21, 23, and 54), enhancing the frequency of Route 19 to 15-minute headways, and later service on select routes (Routes 14, 16, 18, 21, 25, and 54) were the three options that received the most votes related to improvements to the existing network. As summarized in Figure 4-44, the majority of proposed alternatives received favorable or somewhat favorable ratings from almost 80 percent of respondents.

Figure 4-44: Top Ranked Improvements to Existing Services



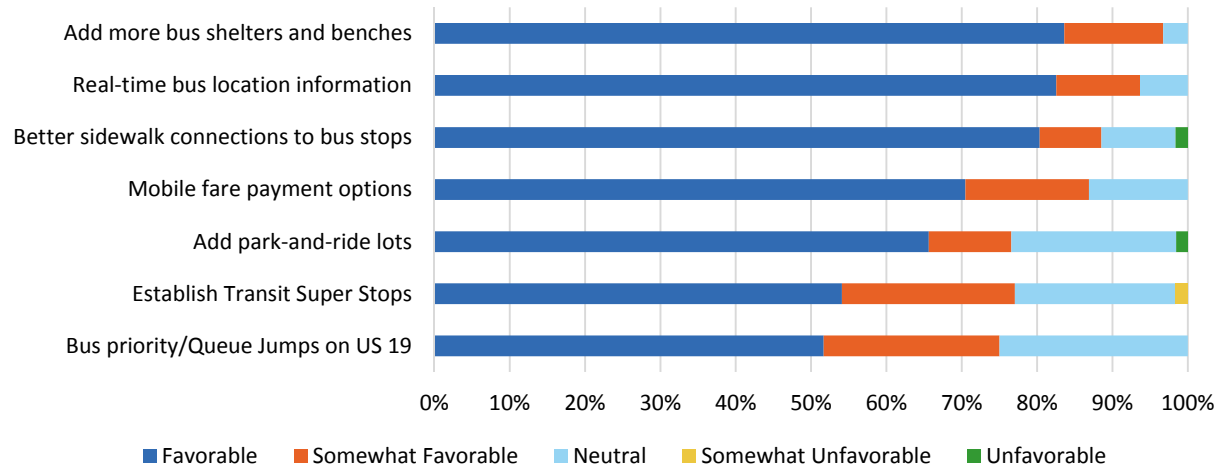
Support for new transit service in the form of express service on SR-52 during peak hours, followed by service connecting St. Leo University to Dade City, and a circulator service in Wesley Chapel. The support for the various microtransit on-demand service areas is outlined in Figure 4-45.

Figure 4-45: Top Ranked New Transit Services



Support for the potential technology/capital improvements was widespread across each of the potential alternatives. The final ranking of the top three potential improvements begins with adding more bus shelters and benches, followed by real-time bus location information, and better sidewalk connections to bus stops. The summary of responses for these improvements is presented in Figure 4-46.

Figure 4-46: Top Ranked Technology/Capital Improvements



Section 5: Situation Appraisal

Plans and Policy Review

At the local and regional levels, several agencies/organizations conduct studies to produce plans and policies for addressing local and regional transportation issues and intermodalism that may impact PCPT services. In addition, various federal and State plans and regulations may impact PCPT's provision of transit services. This plans and policy review helps PCPT understand and support the pursuit of existing goals while pursuing its own goal of creating a viable and accessible transit system in Pasco County.

Relevant transportation planning and programming documents are summarized, with an emphasis on issues having implications for PCPT. Additionally, selected plans produced in Pasco County related to land use were reviewed to summarize and call attention to community goals, objectives, and policies that may have implications for current and future transit services.

Reviewed Plans and Studies

The following local, regional, State, and federal plans and studies were reviewed to understand current transit policies and plans with potential implications for PCPT service:

- Local Plans
 - Dade City Comprehensive Plan
 - Zephyrhills Comprehensive Plan
 - New Port Richey Comprehensive Plan
 - Pasco County Comprehensive Plan
 - Access Pasco PCPT 2014–2023 TDP Major Update
 - TDP Progress Reports (since Major Update)
 - Pasco County Transportation Disadvantaged Service Plan (Locally Coordinated Human Services Transportation Plan)
 - New Smart Pasco Market Area Plan and Transit Oriented Development Amendments
 - Pasco County MOBILITY 2040 Long Range Transportation Plan
 - Pasco County Transportation Improvement Program
 - Vision 54/56 Phases I & II
- Regional Plans
 - PSTA 2016–2025 TDP Major Update
 - HART 2018–2027 TDP Major Update
 - Hernando County TDP Major Update
 - Tampa Bay Regional Transit Feasibility Plan
 - Implications to Public Transportation of Emerging Technologies

- TBARTA Master Plan
 - TBARTA Transit Vision Plan
- State and Federal Plans
 - State of Florida Transportation Disadvantaged 5-Year/20-Year Plan
 - Florida Transportation Plan: Horizon 2060 (FTP)
 - Fixing America's Surface Transportation (FAST) Act

Review Summary

The transportation planning and programming documents are summarized in Tables 5-1 through 5-3 by their geographic applicability, type of plan, responsible agency, overview of the plan/program, and key considerations for the Situation Appraisal.

Table 5-1: Local Plans, Policies, and Programs

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
Dade City Comprehensive Plan	City of Dade City	2010	Comp. Plan	Dade City	Addresses land use, transportation, capital projects, public facilities, recreation, government coordination, conservation, and development goals, among others, for the city.	<p>Provides goals for ensuring a safe, efficient, and quality transportation system; establishes a policy of monitoring modal split, transit trips per capita, and automobile occupancy rates to measure the system's efficiency. Key strategy identified is to expand transit service into areas with demonstrated need, such as assisted living facilities and low-income neighborhoods. In addition to supporting the County in its efforts to provide public transportation services (providing bus stops, constructing connections to transit routes, increasing public awareness), some policies are set to support the objective of strengthening the entire multimodal network:</p> <ul style="list-style-type: none"> • Development regulations (compact, mixed-use development in prioritized corridors) and design standards for parking (maximum parking requirements or elimination thereof, park-and-ride lots, and on-street parking), circulation systems, and access points will ensure adequate transit, bicycle, and pedestrian site access to promote these modes in place of single occupant vehicles. • Bicycle and pedestrian connections from residential areas will be provided to transit terminal areas. • Site plan review and traffic circulation system will encourage transit-friendly design features along roadways. • Participation in TDM measures with MPO and FDOT will encourage use of transit.
Zephyrhills Comprehensive Plan	City of Zephyrhills	2010	Comp. Plan	Zephyrhills	Addresses land use, transportation, capital projects, public facilities, housing, public schools, recreation, governmental coordination, conservation, and economic development goals, among others, for the city.	<p>Provides goals for establishing a multimodal transportation system that meets the needs of all travelers and establishes a policy of monitoring modal split, transit trips per capita, and automobile occupancy rates to measure the system's efficiency and progress towards meeting LOS levels for each mode type. A strategy identified is to leverage revisions to the land development code to ensure the safety, convenience, and efficiency of the system. In addition to supporting the County in its efforts to provide public transportation services (providing bus stops, constructing connections to transit routes, increasing public awareness), some policies are set to support the objective of strengthening the entire multimodal network:</p> <ul style="list-style-type: none"> • Site plan review and traffic circulation system will encourage transit-friendly design features along roadways. • Participation in TDM measures with MPO and FDOT will encourage use of transit.
Pasco County Comprehensive Plan	Pasco County	2013	Comp. Plan	Pasco County	Addresses land use, transportation, capital projects, public facilities, and economic development goals, among others, for the county.	Discusses the intention to invest in a transit terminal and upgrade a number of existing transit shelters, as supported by the 2004 sales tax increase, as well as the need to develop a Transit Infrastructure Design Manual to improve emphasis on transit and multimodal networks in Pasco County. Prescribes several transit-supportive goals, objectives, and policies, such as the need to develop transit-oriented design strategies, a frontage road network for transit service, encourage maximum use of the right-of-way, improve connections with pedestrian and bicycle networks, coordinate with other transit agencies to meet regional mobility needs.
PCPT TDP Major Update "Access Pasco"	Pasco County	2013	TDP	PCPT	Emphasizes transit improvements and additions in key corridors; outlines cost feasible plan and "Double the Ridership" plan given greater funding. Also focuses on connections with Hillsborough and Pinellas counties.	Emphasizes need for dedicated funding source for any proposed express services, new transit center, or park-and-ride facilities to come to fruition. Express services recommended between USF/Wesley Chapel, from Westshore along SR52 and SR580, and on US-19 from Tarpon Springs to Little Road. New transit center proposed on US-19 to serve as PCPT main hub in west Pasco County. Park-and-ride facilities proposed at Suncoast Parkway and SR-54, Wiregrass area, SR52 and I-75, US-19 and SR52.

Table 5-1: Local Plans, Policies, and Programs (cont'd)

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
New Port Richey Comprehensive Plan	City of New Port Richey	2016	Comp. Plan	New Port Richey	Addresses land use, transportation, capital projects, infrastructure, coast management, housing, public schools, recreation, governmental coordination, conservation, and economic development goals, among others, for the city.	<p>Provides goals for transforming city into walkable, multimodal community by providing a safe, convenient, attractive, efficient, and cost-effective transportation system that emphasizes non-automobile modes of travel. Specific strategies identified in support of this goal, and key policies pertaining to transit include:</p> <ul style="list-style-type: none"> Land uses and site developments will be encouraged to promote mass transit, meet minimum supportive densities, particularly along designated transit corridors currently served by PCPT, and encourage mixed-use to reduce the necessity of driving. New major trip attractors will be pointed out to PCPT, and those located on designated transit corridors will incorporate transit-friendly design (meeting ADA requirements, parking lots and corners designed with bus turning radii in mind, delineated walkways, and street-fronting buildings). Assess feasibility of implementing maximum parking requirements along designated public transit corridors. Enumerates specific opportunities for expanding the footprint of transit in the city and improving accessibility, some of which include transit amenities and shelters, continuous sidewalks, bus pull-outs, transit-oriented development, bicycle accommodations, park-and-rides, and improved surveillance and communication channels. <p>Livable Cities Element provides project-level specifics for integrating transit into the City's broader goals and objectives, including:</p> <ul style="list-style-type: none"> Connect planned transit hub at Southgate Shopping Center to uses and neighborhoods along US-19 with bicycle and pedestrian connections to support transit use. Encourage Employment Districts to develop in a transit-friendly manner. Work with North Bay Hospital to address improving transit connections for area hospitals. Provide incentives for the construction of new transit facilities. Promote development of exclusive transit lanes, pull-out areas, shelters, and other amenities (including lighting and landscaping).
PCPT TDP Annual Progress Report	Pasco County	2017	TDP	PCPT	Minor TDP update, provides status report on transit improvements identified in major TDP update.	<p>Provides updates on variety of facility, service, and capital projects:</p> <ul style="list-style-type: none"> For facilities projects, PCPT continues to work with MPO to identify new location for West County Intermodal Facility. PCPT has begun designing new bus wash facility in eastern Pasco County. For service projects, PCPT implemented more frequent service on Route 54 (improved to 60-min headways from 120 min). Span of Route 19 extended by three hours on weekdays. For service expansions, Moon Lake Connector, Spring Hill Limited Express, and Land O' Lakes Connector added. For capital projects, PCPT generally continues to pursue improvements in bus stop infrastructure, install additional bus stops, and improve bus stop safety and ADA accessibility (in particular along US-301 and US-19). Specific park-and-ride project completed at Wiregrass Mall facilitates regional connection to HART.
Pasco County Transportation Disadvantaged Service Plan (TDSP)	Pasco County	2015	TDSP	Pasco County/PCPT	Major TDSP update, emphasizes transit improvements and additions that serve needs of transportation disadvantaged population in an efficient and cost-effective manner.	<p>Identifies key populations in need (older adult and low-income populations). Guiding policies as part of outlined goals and objectives, relevant to broader PCPT system include:</p> <ul style="list-style-type: none"> Adjusting fixed-route schedules to meet demands of TD population, expanding service in areas of Pasco County where no fixed-route service exists (relies on <i>Access Pasco</i> to identify areas of future service that lack current service) Augmenting current fixed-route service gaps (relies on <i>Access Pasco</i> to identify areas of existing service enhancements but exhibit gaps) Transferring eligible and qualified riders from paratransit service to fixed-route system to improve cost effectiveness and resource efficiency.

Table 5-1: Local Plans, Policies, and Programs (cont'd)

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
Pasco County MOBILITY 2040 LRTP	Pasco County	2015	LRTP	Pasco MPO	Major update to LRTP that includes County's 20-year vision of transportation projects for community.	Includes aggressive cost affordable plan for transit that relies on new funding sources in long term. Transit investment as percent of total transportation budget increased significantly, from 15% in 2035 Plan to 26% in MOBILITY 2040, particularly for projects on US-19 and SR-54/56; highlights include: <ul style="list-style-type: none"> Premium 15-minute service on Bruce B. Downs Boulevard, SR-54/56, and US-19 Commuter express service on I-75, US-19, Suncoast Parkway Later (after 11:00 pm) and more frequent (30 minutes) service on all existing routes Multimodal Transit Center along US-19 and more bus shelters
New Smart Pasco Market Area Plan and Transit-Oriented Development	Pasco County	2013	Market Area Plan	Pasco County Planning & Development Department	Adhering to Market Area concept introduced in 2010 Amendments to Pasco County Comprehensive Plan, provides policies and visions for each Market Area to encourage more sustainable redevelopment and new development patterns. TOD amendment identifies Transit Emphasis Corridor along South (SR-54/56) and West (US-19) Market Areas including 6 Transit Center Overlay zones.	Primary objectives are to encourage more sustainable development patterns and concentrated development in identified areas to accelerate economic development and growth of multimodal transportation system. TOD amendment integrates transit-oriented development designs and site patterns to be located around potential rail or premium transit projects and seeks concentrated urban footprint, significant infrastructure savings, more walking and biking, improved public health, inclusionary mixed-income housing, and increased quality of life. Maximum of 16 transit center locations identified as part of 6 overlay zones.
Pasco County Transportation Improvement Program (TIP)	Pasco County	2017	TIP	Pasco MPO	Annual program update that includes listing of all federally funded roadway, sidewalk, transit, and other modal projects in county.	Includes commitment to funding existing fixed-route and paratransit services, as well as administrative and maintenance costs and ongoing bus stop and shelter improvements/installations. Funded transit-related projects include: <ul style="list-style-type: none"> Site evaluation for US-19 Transfer Facility SR-54/56 Cross County Connector Automatic Passenger Counter technology acquisition Route 54 – add Saturday service Add 3 hours of service on Routes 14, 19, 21 University of South Florida/Wesley Chapel Express Spring Hill Connector US-41 CSX Rail Corridor Study (PD&E) I-75/SR-56 park-and-ride
Vision 54/56 Study Phases I & II	Pasco County	2017	Corridor Study	Pasco County MPO	Corridor study initiated by MOBILITY 2040 LRTP to engage public as part of process of identifying alternative improvements within SR-54/56 corridor including, but not limited to, premium transit improvements, overpasses, and/or elevated lanes.	Overall objective to develop a transportation vision and implementation plan for addressing congestion, safety, and mobility within the SR-54/56 corridor. Study seeks to develop implementation plan for preferred alternatives. At present, 12 alternatives identified and categorized into “build alternatives,” “complementary alternatives,” and “no-build alternative.” Elevated lanes at major intersections, elevated express lanes with or without bus service, dedicated bus or rail lanes, and variety of new intersection designs and at-grade improvements being evaluated.

Table 5-2: Regional Plans, Policies, and Programs

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
PSTA TDP	Pinellas County	2015	TDP	PSTA	Major update to TDP that serves as guide for bus-centric network while exploring new transit modes and technologies. Outlines three funding scenarios – No New Revenue, Incremental Expansion, and Vision.	Incremental expansion of transit identified as most realistic path to improving regional service because funding limited and referendum did not pass in 2014. Key transit alternatives proposed include: <ul style="list-style-type: none"> Regional Fare Collection Project that includes a SmartCard/Mobile Pay: universal fare payment system for 8 transit agencies in Tampa Bay BRT from Downtown St. Petersburg to Pinellas County Beaches (Central Avenue BRT) Clearwater Beach to TIA Express Downtown St. Petersburg to TIA Express
HART TDP	Hillsborough County	2017	TDP	HART	Major update to TDP that serves as guide for bus-centric network while designing foundation of high-frequency core network, exploring new transit modes, and integrating relevant technologies. Cost-feasible plan outlined; needs plan developed in event of greater funding availability. Also focuses on connections with Pasco, Polk, and Pinellas counties.	Emphasizes transit service that improved operating frequencies on core routes, reduced trip travel times, and increased directness of travel paths. Taking step towards high-frequency grid in future; TDP recommended adoption of network recently restructured by efficiency review (COA) as base year for TDP; subsequent-year transit improvements include improved core frequencies; however, relying on expansion of secondary network that leveraged new HyperLINK-style service in periphery. Key elements of plan that pertain to Pasco County include: <ul style="list-style-type: none"> Pasco County voted in top three most important regional connections as part of public outreach surveys. Key nodes in Pasco County identified in travel flow analysis to/from Hillsborough County include I-75/SR-56 and Land O’ Lakes by 2019, and for the same two nodes, as well as Zephyrhills by 2040. TDP Needs Plan recommended changing existing HART Route 20X to operate every 30 min. (currently 45 min.), addition of HART Route 65X serving New Tampa/Wesley Chapel, and keeping HART Route 51X and Route 61X at their current headways of 30 min.
Hernando-Citrus TDP	Hernando County & Citrus County	2014	TDP	Hernando-Citrus MPO	Major update to TDP that services as guide for three fixed-route services and complementary ADA service by recommending expanded service hours, provision of Saturday service, reduced operating headways, implementation of new fixed-route service.	Key considerations as they relate to Pasco County include following recommendations from funded and needs plans: <ul style="list-style-type: none"> Public outreach revealed that respondents who wanted increased coverage area most commonly identified Pasco County as a destination. Expanding Purple Line fixed-route service into Pasco County to connect with PCPT Route 21 at US-19 and Little Road. Increasing headways on all fixed-route services to 60 min, adding Saturday service, extending service spans by 3 hrs. Adding Green Line fixed-route service in southern Hernando County connecting Brooksville with Pasco-Hernando State College campus and other fixed-route services running into Pasco County. Needs plan recommend Citrus Connector Express to connect Mariner Square in Hernando County to Citrus County at US-19 and US-98 via express commuter service. Needs plan identifies express bus service on Suncoast Parkway (as identified in TBARTA Master Plan) running from Mariner Square in Hernando County to SR52 in Pasco County.
Tampa Bay Regional Transit Feasibility Plan	Hillsborough, Pinellas, and Pasco Counties	2017	Feasibility Plan	HART	Conducted to build on decades of planning and bridge gap between various visions for transit throughout region; defines projects that are most competitive for federal funding, leverage all technology available, and supportive of future growth.	Proposed catalyst project spans from SR-54 in Pasco County, continuing south through Wesley Chapel, USF, Tampa, culminates in St. Petersburg. Recently identified candidate project for corridor is BRT service to operate in mix of dedicated lanes, shoulders, express lanes, and mixed traffic along approximately 41-mile route. Regional transit vision network identified. Top five corridors and recommended catalyst project going through public outreach phase in summer 2018.

Table 5-2: Regional Plans, Policies, and Programs (contd.)

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
TBARTA Master Plan	District 7	2015	Regional Plan	TBARTA	Update to Master Plan that serves as regional LRTP. Continues to examine high capacity corridors that deserve attention to improve mobility within region. Also incorporates region's six MPO LRTP adopted Cost Feasible Plans and Needs Plans.	Update acknowledges that growth in Tampa Bay region expected to grow 43% by 2040; as a result, commute times expected to double by 2040. Since a majority of cross-country travel occurs between Hillsborough, Pasco, and Pinellas counties, plan identifies regional and future priority projects to target in coming year(s). Single regional plan necessary to move forward with regional transportation vision that begins with these priority projects: I-275/SR60/Memorial Interchange, SR-54/56 Corridor Improvements, Gateway Express, Howard Frankland Bridge, Tampa Bay Express Starter Projects, and Westshore Multimodal Center and Connections to Downtown Tampa & Airport.
TBARTA Transit Vision Plan	District 7	2015	Regional Plan	TBARTA	Extending to 2040, explores possibilities for regional fixed-guideway services, premium transit or express service, and commuter transit services.	Regional transit service by 2040 and beyond includes Regional Fixed-Guideway (service operating on rail or within a dedicated transit lane), Regional Premium Transit (BRT or express bus service in express lanes or water ferry or similar), and Regional Commuter Transit (commuter express bus service or similar).

Table 5-3: State and Federal Plans, Policies, and Programs

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
State of Florida Transportation Disadvantaged 5-Year/20-Year Plan	Florida	2007	State	Florida Commission for the Transportation Disadvantaged (FCTD)	Purpose is to accomplish cost-effective, efficient, unduplicated, and cohesive transportation disadvantaged services within its respective service area.	Develop and field-test model community transportation system for persons who are transportation disadvantaged; create strategy for FCTD to support development of universal transportation system.
Florida Transportation Plan: Horizon 2060	Florida	2005	State Transportation Plan	FDOT	Requires, as part of Florida Statutes, pursuit to make Florida's economy more competitive and communities more livable. Looks at 50-year transportation planning horizon and calls for fundamental change in how and where State investments in transportation are made.	Supports development of state, regional, and local transit services through series of related goals and objectives, emphasizing new and innovative approaches by all modes to meet needs today and in future.
Implications to Public Transportation of Emerging Technologies	National	2016	Research Report	NCTR (National Center for Transit Research)	White paper that explores possible consequences for public transportation as a result of introduction of new technologies such as autonomous vehicles, connected vehicles, and other innovations that impact efficiency, cost-effectiveness, and overall demand for transportation.	Identifies key factors expected to influence public transportation system and current and potential users. Outlines potential impacts on travel behavior and travel decision-making; outlines areas that may be impacted by changes in travel costs for various existing and emerging modes; identifies potential implications on traveler safety along with traveler perceptions of emerging travel modes. Identifies current transit services as testbed for new technology deployment. Key areas of opportunity and savings include automated buses, enhancing quality of service via automation, and demand-response services. Key policy issues and potential hurdles are identified with recommendations for overcoming them.
FAST Act	National	2015	Federal Transportation legislation	114 th US Congress	Enacts five years of funding for nation's surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains strong commitment to safety.	<ul style="list-style-type: none"> Increases dedicated bus funding by 89% over life of bill. Provides stable formula funding and competitive grant program to address bus and bus facility needs. Reforms public transportation procurement to make federal investment more cost effective and competitive. Consolidates and refocuses transit research activities to increase efficiency and accountability. Establishes pilot program for communities to expand transit through use of public-private partnerships. Provides flexibility for recipients to use federal funds to meet their state of good repair needs. Provides for coordination of public transportation services with other federally assisted transportation services to aid in mobility of older adults and individuals with disabilities.

Situation Appraisal

This section addresses additional topics that could affect PCPT’s services and performance, as outlined in Florida Rule 14-73.001. The Situation Appraisal synthesizes the efforts undertaken for the TDP to assess the operating environment for PCPT with respect to land use, State and local transportation plans, socioeconomic trends, organization issues, technology, and performance trends. The Situation Appraisal serves as the basis for the formulation of PCPT’s service needs and future goals and objectives.

Socioeconomic Trends

To better assess the impact of population growth on public transportation needs, it is important to understand the trends and markets that could be impacted by or may benefit from public transportation services. Key findings from an assessment of socioeconomic trends are summarized as follows:

- The *2017 Florida Statistical Abstract* projects that the population of Pasco County will reach 579,800 by 2025 and 685,950 by 2040, increases of 17 percent and 38 percent, respectively. Since 2000, the majority of this population growth has occurred in the unincorporated areas of the county. These trends will increase the market for transit.
- The highest population densities in the county continue to be on the western side and in Zephyrhills, whereas most of the rapid growth between 2019 and 2028 will be in Wesley Chapel and the south-central portion of the county.
- The highest employment densities in the county are located along the western side and the south-central portion. The key major corridors that coincide with this employment include US-19, US-301, and SR-54/56.
- According to the *2017 Florida Statistical Abstract*, the age groups that are expected to grow as a share of total population are 20–44 and 65+. Compared with 2016 ACS data, the majority of regular transit commuters are ages 25–44, followed by ages 45–64. Over the next 30 years, Pasco County’s share of individuals age 65+ will remain slightly higher than the statewide average. These trends suggest a growth in an already-large market of transit riders.
- Based on Census and ACS estimates, Pasco County is progressively becoming more ethnically diverse; the share of the population considered Caucasian fell almost 7 percentage points between 2000 and 2016, and the population of Hispanic/Latino origin increased by almost 8 percent. Minority populations traditionally are well represented among transit riders, and their

Pasco County’s population is projected to grow by 38 percent by 2040 and will become increasingly older and more diverse. Recent growth of lower-income and millennial populations and the densification of the county point to a growing need for mobility options.

continued growth in Pasco County suggests that growth in demand for transit service will also occur.

- Census and ACS estimates indicate growth in low-income populations in Pasco County—another segment of traditionally transit-oriented individuals—increasing by approximately 26 percent between 2000 and 2016.

Implications

PCPT should continue to strive to meet the growing demand for public transportation within the county as the population and key segments of traditional and discretionary riders continue to grow. It also should continue to target its base ridership, which consists of traditional bus users, while at the same time making efforts to gain discretionary transit riders. Growth in traditional rider markets, such as older adults and low-income households, may indicate that the county is becoming more transit-supportive (e.g., population demographics that align with traditional bus user demographics), demographically speaking, and, therefore, a natural trend on which PCPT can capitalize.

PCPT's continued success depends not only on its ability to tailor services that will expand its traditional rider base but those that will attract new transit markets and riders by operating an attractive service (safe, reliable, frequent service or when/where riders need it, for example) in areas of higher density. Therefore, PCPT should continue efforts to increase its share of discretionary riders, particularly young adults and those who work in service, sales, and office occupations in existing areas of high ridership and growing employment centers (Downtown New Port Richey along US-19, at Little Road and SR-54, along SR-54 in Wesley Chapel, Downtown Zephyrhills, and Downtown Dade City). It is worth noting that people in occupations such as in the service industry who may work outside of traditional office hours may require extended transit service hours to meet the demands of their work schedule.

Travel Behavior/Trends

To better assess the impact of travel behavior on public transportation needs, it is important to understand the trends influencing or benefiting from public transportation service. Key findings from an assessment of travel behavior and trends from ACS data are summarized as follows:

- Travel time spent by commuters in Pasco County, on average, increased over time, with a greater percentage of people traveling more than 45 minutes in 2016 than 2010, whereas the percent of those with shorter commute times decreased. Additionally, although most of the mode shares for commuters changed only slightly, the most significant changes observed were a decline in carpooling and an increase in individuals working from home.
- Since 2010, driving alone, commuting by transit, and working at home increased, while carpooling and walking decreased. Additionally, on average, commutes cover longer distances than in 2000.

- A review of regional travel behavior indicates the need for more regionally connected transit services as the number of residents who work outside Pasco County continues to increase. More than 120,000 residents commute daily outside of Pasco County, with more than 80,000 commuting to Pinellas and Hillsborough counties alone. A majority of these commuters are traveling to Hillsborough County (53,600), which is currently connected by two bus routes that operate during peak traffic hours.
- The typical AM departure time for commuters also is changing; Pasco County residents are not commuting during the traditional times of 6:00–9:00 AM, suggesting the need for non-standard commuter services.

Average commute durations are growing, the prevalence of carpooling is declining, and the number of commuters who cross county lines each day currently surpasses 120,000, suggesting a greater need for regional connections.

Implications

PCPT will continually be challenged to provide needed services locally and regionally to those dependent on public transportation for access to work, shopping, educational services, etc. However, additional significant coordination with regional partners, including transit agencies, TBARTA, and FDOT, is required to meet the mobility needs of commuters. Because of the high net outflow of commuters from Pasco County to surrounding areas, PCPT has significant challenges to overcome to provide the quantity of transit service required to sufficiently meet these travel volumes.

Additionally, it will be important to accommodate the needs of regional travel flows outside peak commute periods to make the service attractive. With increased regional and local attention on transit, and with Route 54 continuing to link the west and east county areas and growing in terms of ridership, transit can become a major part of the overall transportation network in Pasco County for more of its citizens, and a better well-connected and more frequently operated transit service can help. Improving east-west service along SR-54 can help support the County's transit center overlay zones, the success of the Vision 54/56 study's eventual recommendations, and the proposed catalyst project of the Regional Transit Feasibility Plan.

Public Attitudes/Needs

Several events were conducted to facilitate involvement of area residents and transit users. These included public workshops, discussion group workshops, stakeholder meetings, an online survey for the general public, and an on-board survey of PCPT riders. These events generated a wide range of ideas for improving existing service and enhancing future transit.

Outreach Summary

Discussion Group Workshops

Collective input received from workshop attendees indicated that PCPT's service should cater to helping riders get to and from work, and secondarily, to providing transportation for those without cars, as well as to help alleviate congestion and stimulate economic development. Although participants indicated that transit use is not high in Pasco County for a number of reasons (preference for traveling in comfort, growing availability of automobiles), they also indicated that there has been a lack in effective marketing to educate potential riders about existing transit services. Therefore, it was recommended that PCPT reconsider its marketing strategy to grow awareness in addition to highlighting recent improvements such as cleaner buses and new bus wraps and to partner with major activity centers and key public buildings.

The most frequently cited goal noted by participants was improving the operating frequency of existing services before expanding the service area. Efficiency was noted as being more important than increasing coverage. The need to attract new riders—in particular, younger riders—and expand marketing efforts was noted as key strategies to supporting PCPT's pursuit of improving operating frequencies. Attendees believed that clustering by employers and the growing preference of residents to live in transit-oriented centers also could support efforts toward attracting new ridership.

Public Workshops

The Shops at Wiregrass #1

Participants at The Shops at Wiregrass workshop expressed that the most important PCPT improvements were more frequent bus service (80%), better sidewalk connections to bus stops (43%), and more benches at shelters (37%). The Shops at Wiregrass and east-west connections within Pasco County were cited most frequently as areas to receive additional transit services, and Hillsborough County and Tampa were cited most frequently as needing express service connections.

New Port Richey #1

Participants at the New Port Richey workshop expressed that the most important PCPT improvements were more frequent bus service (73%), better sidewalk connections to bus stops (45%), and Sunday services (43%). Congress Street, Ridge Road, PHSC's Spring Hill campus, Lacombe, and northern Dade City were cited most frequently as areas needing additional transit services. Employment centers, sporting events, Walmart locations, social service agencies, and Tampa were cited most frequently as needing express service connections.

The Shops at Wiregrass #2

The Wiregrass Hopper, bus service every 30 minutes during peak hours on selected routes, and service to St. Leo University were noted by participants as the top service priorities from the proposed

improvements to existing services, as well as ideas for new services. Real-time bus information and more benches at shelters were the most important capital/technology improvements for PCPT.

New Port Richey #2

Buses every 15 minutes on Route 19, express service along SR-52 during peak hours, and Sunday service on select routes were noted by participants as the top service priorities from the proposed improvements to existing services, as well as ideas for new services. More benches at shelters, real-time bus information, and mobile fare payment options were the most important capital/technology improvements for PCPT.

MPO Board Workshop

MPO Board members universally agreed that PCPT service should be improved over the next 10 years. The top service improvements noted were increasing the frequency of existing routes (36%), implementing commuter express service (29%), and expanding hours of service (21%). The top capital and other improvement priorities were improving or installing sidewalk connections to bus stops (31%) and adding more shelters or bus stop amenities (25%). Others noted were improving technology (19%), and adding more park-and-ride lots and creating super stops (instead of major bus terminals) (13%).

Surveys

On-Board Survey

Passengers were asked to identify service improvements they believed would make PCPT better for their use. Noted were the addition of Sunday service (30%), later evening service (26%), more frequent service on existing routes (16%), and more benches and shelters at bus stops (11%). Those noting better connections to other counties (6%) identified Hillsborough County and Tampa most frequently, with Pinellas County second. For areas noted as needing new routes/services (4%), Hillsborough County and Pinellas County were identified most frequently, followed by Trinity, Congress Street, Trouble Creek Road, SR-52, and Plant City.

Passengers were asked to identify technology improvements they believed would make PCPT better for their use. Noted most often was a smartphone app with real-time bus arrival information (40%), followed by real-time schedule information on buses (18%), electronic bus stop announcements on buses (15%), a mobile fare payment app (14%), and real-time schedule information at major stations (13%).

Public Input Survey

Participants were asked which services should be added to the transit network. Noted were more frequent bus service (68%), increased coverage area (39%), later bus service (38%), and more benches and shelters (37%). Regarding technology, responses indicated a desire to have better information on the location of buses, including a bus location-tracking app (44%), next bus information at major bus stops (23%), and mobile fare payment options (21%).

Priorities Survey

Following information-gathering on initial transit needs and attitudes, participants were asked to indicate their level of support for four potential improvements to existing services, seven potential new services, and several capital/technology improvements. Ranked in order of highest composite score (e.g., weighted average), the top two improvements for existing services were buses every 30 minutes during peak hours on Routes 16, 21, 23, and 54 and buses every 15 minutes on Route 19. The potential new services receiving the highest scores were express service on SR-52 during peak hours, service connecting St. Leo University to Dade City, and the Wiregrass Hopper circulator service in Wesley Chapel. Regarding capital/technology improvements, the top-ranked items were the addition of more bus stop shelters and benches, real-time bus location information, and better sidewalk connections to bus stops.

Overall Summary

Several key themes emerged from this TDP public outreach, as follows:

- Public workshop attendees indicated that frequent bus service, better sidewalk connections to bus stops, service on Sundays, and more benches and shelters were the most desirable service improvements for PCPT.
- Discussion group workshop attendees, including stakeholders and elected officials (e.g., Citizens Advisory Committee [CAC]), placed emphasis on connecting key employment centers, improving east-west connections, expanding marketing and promotion efforts, and strengthening regional connections as the most important areas on which PCPT should focus.
- Online survey respondents cited more frequent bus service, increased coverage area, later service, and a bus location-tracking app as the most desirable service improvements for PCPT. Areas with the greatest need for increased coverage include portions of east Pasco (Wesley Chapel, Zephyrhills, Dade City) and west Pasco (Hudson, Shady Hills).
- On-board survey respondents cited service on Sundays, later evening serving, and more frequent service on existing routes as the most desirable service improvements for PCPT. The provision of a smartphone app with real-time bus arrival information was indicated as the most desirable technology improvement.

More frequent bus service, service on Sundays, later evening service, and improved connections to bus stops were consistently noted by participants as top priorities for PCPT. The need for a broad, coordinated marketing and general awareness campaign for PCPT's services also were noted as means for improving ridership and maximizing the value of the current network.

Implications

Increased frequency of bus routes was the most requested improvement and will help to attract choice ridership to PCPT. Technology improvements such as real-time bus location information also can improve the attractiveness of the service to existing and potential rider markets. The provision of Sunday service may help attract riders who travel for different purposes or may convince non-users to use PCPT services, even if only a limited/scaled-down level of service is provided. Improvements to bus stop amenities and connections with existing pedestrian infrastructure can help make the service safer and easier to use.

Participants of public outreach efforts and key stakeholders from the business, medical, and education sectors, all of whom emphasized the role that PCPT can play in supporting job growth and economic development, frequently mentioned the importance of providing expanded local and regional connections. Stakeholders, CAC members, and public workshop attendees expressed that current efforts to market and promote PCPT services were inadequate and in need of immediate expansion. Although many of the areas indicated as needing of additional service are currently part of the PCPT service area, they are on the county periphery (St. Leo, San Antonio, Hudson, and Shady Hills) or are not on core routes, and may require an investigation into whether adjusting route alignments, operating hours, or operating frequencies can free up resources to accommodate these needs.

Land Use & Urban Design Trends

Pasco County has continued to develop land use policies designed to reshape current land use trends in a manner that enhances mobility and quality of life for its residents. The establishment of a transit emphasis corridor (SR-54/56), which contains six transit center overlay areas, demonstrates the County's commitment to pursuing transit-supportive land use strategies. Among other strategies, this commitment has been supported through various coordinated planning efforts that focus on creating an efficient, effective, and balanced intermodal and multimodal transportation system.

An example of these efforts to promote multimodal transportation is the *Transit Infrastructure Design Manual*, which provides standards and best practices recommended for the development of bus stops and other transit-supportive infrastructure elements throughout PCPT's service area and Pasco County in general. The manual aims to make commercial and residential developments more transit-friendly by addressing topics such as curb- and street-side design standards, park-and-ride facilities, and transit-oriented development guidelines.



Providing the primary context to these guidelines and other strategies pursued by the County going forward are Pasco County’s future land use designations. Some key characteristics of the designated future land uses in Pasco County are outlined below:

- The largest residential land use classifications by area are low- to medium-density in nature. Although these areas are found throughout Pasco County, they are predominately in the southern half of the county.
- The areas of Pasco County that are classified as medium- to higher-density residential uses or for greater intensity of land use typically are located in the areas immediately outside municipal boundaries and along major corridors. Areas of mixed use are located in the central portions of the county along major corridors.
- Additionally, three areas of significant size classified as planned developments are located adjacent to areas of medium- to high-density uses and areas of mixed uses, which further lend these areas to being supportive of both current transit service and potential expansions.

Important to the establishment of transit overlay areas are the inclusion of basic employment opportunities and a mix of housing typologies supported through major retail, civic, cultural, entertainment and community facilities. These mixed-use and high-density land use patterns promote a dense and transit-supportive environment. PCPT should coordinate with County/MPO staff when seeking to provide higher frequency service and/or new services altogether within these mixed-use and high-density areas. However, because present development patterns throughout Pasco County currently result in only limited pockets of transit-supportive areas in both municipal and unincorporated areas, the total area currently considered high-density or mixed-use is low. The predominant development pattern, which is characterized by sprawling low- to medium-density residential areas, will not support the transit emphasis corridor and its overlay zones in the short term.

With its ongoing efforts to link the Transit Infrastructure Design Manual to its Land Development Code, Pasco County is working to meaningfully link transit design requirements to the development agreement process for residential and commercial developers.

Implications

PCPT should continue to work with the MPO and Pasco County to participate in and coordinate with ongoing efforts that encourage a transit-oriented land use framework to create a vibrant mixed-use environment that supports transit use, particularly in areas identified as needing expanded or new PCPT services.

PCPT should continue to focus on implementing improvements to its core network and further prioritizing its most productive routes in terms of ridership. PCPT also should continue to monitor route ridership

performance and adjust it as needed to react to possible changes in land use and development patterns as Pasco County continues to develop. As people and jobs continue to move to Pasco County, PCPT should ensure that connections from growing residential areas to principal activity centers and within high-density and mixed-use areas are provided. The County has deemed its multimodal transportation system to be a priority, so PCPT should be poised to leverage its position as a service provider into that of a key stakeholder in achieving the County’s goals.

PCPT already serves many major trip generators and attractors, but it should plan to increase frequencies on high-performing routes that connect these locations. With changing demographics in the county, increased attention to regional connections and growth in ridership on Route 54, transit is poised to become a reliable transportation option in Pasco County. If these demographic trends continue to play out, a better-connected and frequent transit service can help PCPT grow its ridership, especially in the face of increasing roadway congestion and longer commute times, particularly for regional travelers.

Organizational Trends/Issues

PCPT currently operates under the direction of the Pasco County BCC as part of the Pasco County Public Services Department, which provides services to meet many of the health, social, leisure, and safety needs of county residents. These include public transit, animal services, social and welfare services, recreation, and library programs.

As a division of the Public Services Department, PCPT continues to provide fixed-route transit services and demand-response (paratransit) services. It is currently the only fixed-route public transit provider in Pasco County and has served the county since it began operations in 1993. Funding for PCPT is obtained through Tax Increment Financing (TIF) revenues, fare and advertising revenues, and, most importantly, State and Federal grants.

PCPT should continue to coordinate with Pasco County and transit agencies in adjacent counties to ensure that opportunities to improve service, regional connections, and education are embraced.

In addition to providing regular transit service, PCPT is part of the County’s Emergency Preparedness and Response process and coordinates evacuation efforts with participating/available public and commercial transportation providers to ensure that evacuees are transported in a safe and expeditious manner to the nearest appropriate designated shelter.

PCPT’s organizational structure as a division in the County government has not experienced any changes, and no revisions to this structure are anticipated in the near future.

Implications

PCPT should continue to assess the transit system to increase service and management efficiencies. Periodic efforts conducted as part of a Comprehensive Operational Analysis (COA) (or an internal assessment more limited in scale) will identify operations or management efficiencies that can be achieved and will enable the County to make policy decisions and proceed with a clear vision for the future of PCPT.

PCPT also should continue its close coordination with the MPO to implement key plans, such as the Bus Stop Access & Safety Improvement Plan developed by the MPO to improve bus stop infrastructure and access, as well as regional planning efforts such as the Tampa Bay Regional Transit Feasibility Plan.

Technology Trends/Innovations

PCPT continues to implement a number of new technology components to enhance the overall transit experience for its patrons. The technology program may include the following key components of and improvements to its bus fleet:

- **Wi-Fi access on all buses** – This technology provides in-vehicle service to all passengers improves the customer service experience, and is a key amenity that can improve the experience for existing riders and attract new discretionary riders to PCPT services.
- **Automatic Passenger Counters (APCs)** – APCs can assist PCPT in keeping track of ridership at the route and stop levels. The installation of APC equipment on the entire PCPT fixed-route fleet will enable PCPT to improve fixed-route service efficiency, track on-time performance, improve system reliability, comply with Federal Transit Administration (FTA) National Transit Database (NTD) reporting requirements, and support the process for selecting the proper array of bus stop amenities based on daily ridership counts throughout the service area. APC data also can be used to support audio and visual stop and bus arrival announcements, on-board advertising, and smartphone applications for real-time bus arrival information.
- **Real-time bus tracking** – PCPT is quickly approaching the full launch of a real-time bus information system using RouteShout, a web-based interface to provide information to passengers. This technology will also enable PCPT to improve the tracking of route performance, service reliability, and schedule adherence. Eventually, a fully involved computer-aided dispatch/automatic vehicle location (CAD/AVL) system will likely be pursued to support a number of different customer and operational needs in the coming years.

PCPT needs to ensure it adequately markets and communicates the arrival of new technologies when available so current and potential riders are aware of their existence and PCPT's efforts to improve the rider experience.

- **Mobile fare technology** – PCPT is coordinating with the other regional partners on testing the Flamingo Fares regional fare collection system, already fully launched by HART and PSTA. PCPT will use the system to improve the ease of fare payment, reduce bus-boarding times, and make transit easier and more attractive to new rider markets. When fully launched in Pasco County, the fare system will allow bus passengers to use an app or preloaded fare card for rides in Pasco and other counties in the Tampa Bay region.
- **Enhanced transit technologies on key corridors** – The ongoing *SR-54/56 Vision* corridor study in Pasco County has identified several premium transit alternatives for the corridor, including the potential for transit signal priority (TSP) and queue jump lane technologies at key intersections on SR-54/56 between US-19 and Bruce B. Downs Boulevard and along key connecting corridors. These technologies allow buses to bypass long queues at congested intersections. This opportunity also exists on the US-19 corridor. Along US-19, where there are frequently dedicated right-turn lanes, the strategy of implementing queue jumps, is another means of improving transit service.
- **Electrification/automated vehicles** – Battery-powered electric and/or autonomous buses, separately and together, often are seen as the future of buses in the public transit industry. Although the majority of public transit buses in the U.S. currently run on diesel, gas, and compressed natural gas (CNG), many agencies are looking to transition to electric buses. Additionally, substantial investments into growing the capabilities of autonomous and connected vehicle technologies have brought them within reach for transit agencies. The potential benefits of these two technologies have led many agencies to explore and undertake pilot projects in the future. To better understand the implications of these technologies, PCPT should monitor transit industry progress with these technologies.

Implications

PCPT should continue to monitor developments in technology that could improve transit service. Technology improvements can enhance the rider experience and improve the efficiency of service delivery, but they are not always adequately communicated to riders and may be underused or unnoticed by riders. Technology investments such as Wi-Fi service on buses may attract additional discretionary riders to PCPT.

PCPT should adequately market and communicate the arrival of new technologies so current and potential riders are aware of their existence. CAD/AVL and similar investments will enable PCPT to engage in detailed service performance adjustments and system planning, allowing staff to access accurate, up-to-date stop-level ridership data and precise running time information. Accurate schedule adherence data will allow PCPT to create optimized bus schedules with precise running times between established time points on an ongoing basis.

Real-time route information soon will be available for PCPT service via

RouteShout, which can be displayed on mobile devices so riders can track bus arrival and departure times. Riders expect and demand real-time bus information so they can better plan their schedules. The availability of real-time information will facilitate implementation of audio and visual next-stop and next-bus media.

Mobile ticketing technologies such as Flamingo Fares can provide benefits to riders and the transit agency, ranging from faster, easier boarding experiences to cost savings on ticket printing and vending needs. For riders, mobile ticketing can speed up the boarding process and avoid carrying cash, improving access to transit services and attracting new riders.

The impact of reliable and enhanced transit on key corridors such as SR-54/56, US-19, and US-301 is significant towards building good and sustaining ridership. Therefore, as the *SR-54/56 Vision* study progresses, PCPT should stay informed and engaged to ensure that transit is being considered as part of the alternatives. Enhanced service also means using state-of-the-art vehicle technologies; PCPT should explore conducting a high-level assessment of the costs and benefits of conversion (in total or in part) of PCPT rolling stock to alternative bus technologies.

Figure 5-1: Technology Trends—Wi-Fi, Real-time Bus Tracking, APCs, and Mobile Fare Payment



Regional Trends and Coordination

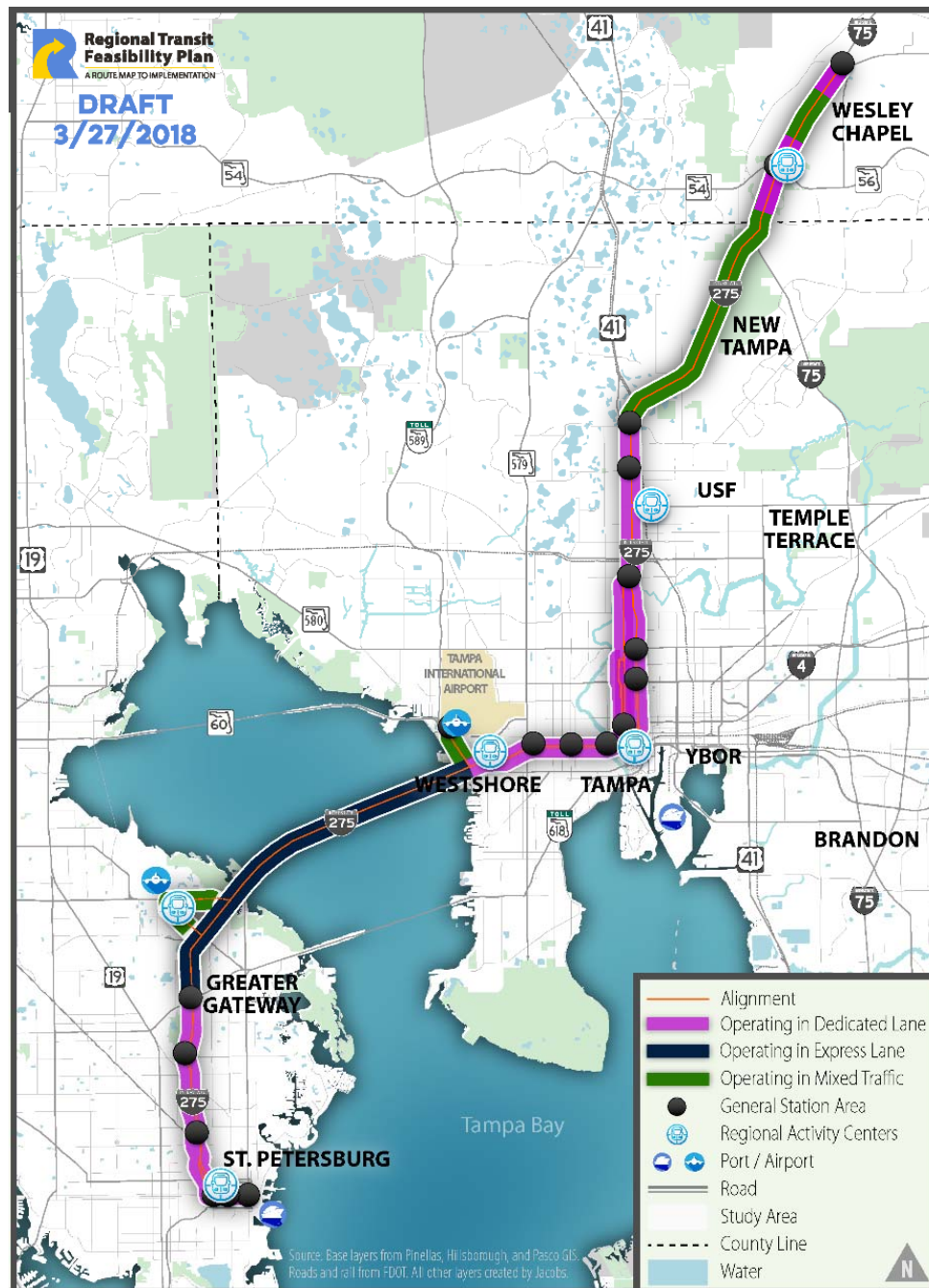
Regional Trends

PCPT continues to connect its service with those of the neighboring transit agencies, including THE Bus (Hernando County), PSTA (Pinellas County), and HART (Hillsborough County). Currently, PCPT connects with the Purple Route of THE Bus along Emerald Boulevard, HART's routes 20X and 275LX along US-41 and Bruce B. Downs Boulevard, and PSTA's Jolley Trolley North Coastal route, Route 66L, and Route 19 along US-19 and Alt-19.

HART will be providing additional connections in southern Pasco County, which are critical for PCPT riders, and coordinating the schedules of these connections is important to ensure that riders do not have unnecessarily long travel times when transferring to a different transit agency's service.

As the greater Tampa Bay area continues to grow in population and employment, local and regional entities will need to coordinate on a regional scale. For example, the Regional Transit Feasibility Study recently identified its recommended catalyst project, a BRT system connecting Wesley Chapel to St. Petersburg via Downtown Tampa. As an anchor node, Wesley Chapel will require connections to existing and additional PCPT bus services for the value of the Plan's recommended "catalyst" to be maximized. The transit service recommended as part of the catalyst project is a rubber-tire bus service operating from SR-54 in Pasco County to Downtown St. Petersburg through Downtown Tampa, principally along I-275 and within mix of dedicated lanes, express lanes, and mixed traffic. A map of the proposed catalyst is provided in Figure 5-2.

Figure 5-2: Regional Premium Transit Study Recommended Catalyst Project



Regional Coordination

As the system most strategically located to connect the northern Tampa Bay region's transit with the vast network on the southern side, PCPT understands the key role it has to play towards a well-connected region. As such, efforts toward regional coordination were conducted as part of the *Access Pasco* TDP, including discussions with HART, PSTA, THE Bus, and TBARTA.

THE Bus, Hernando County

Since 2012, THE Bus in Hernando County has provided fixed-route service to the PHSC Spring Hill Campus on US-19 and further south in Pasco County at US-19 and Emerald Boulevard, connecting its Purple Route with PCPT Route 21. Hernando County has requested that PCPT install a shelter at this transfer point to make it more comfortable for transferring riders. Hernando County is eager to see enhanced regional connections, particularly in the eastern areas of Pasco County such as Dade City; however, there are no specific plans at this time. Future areas for connection may include Shady Hills/County Line area and US-41/County Line area.

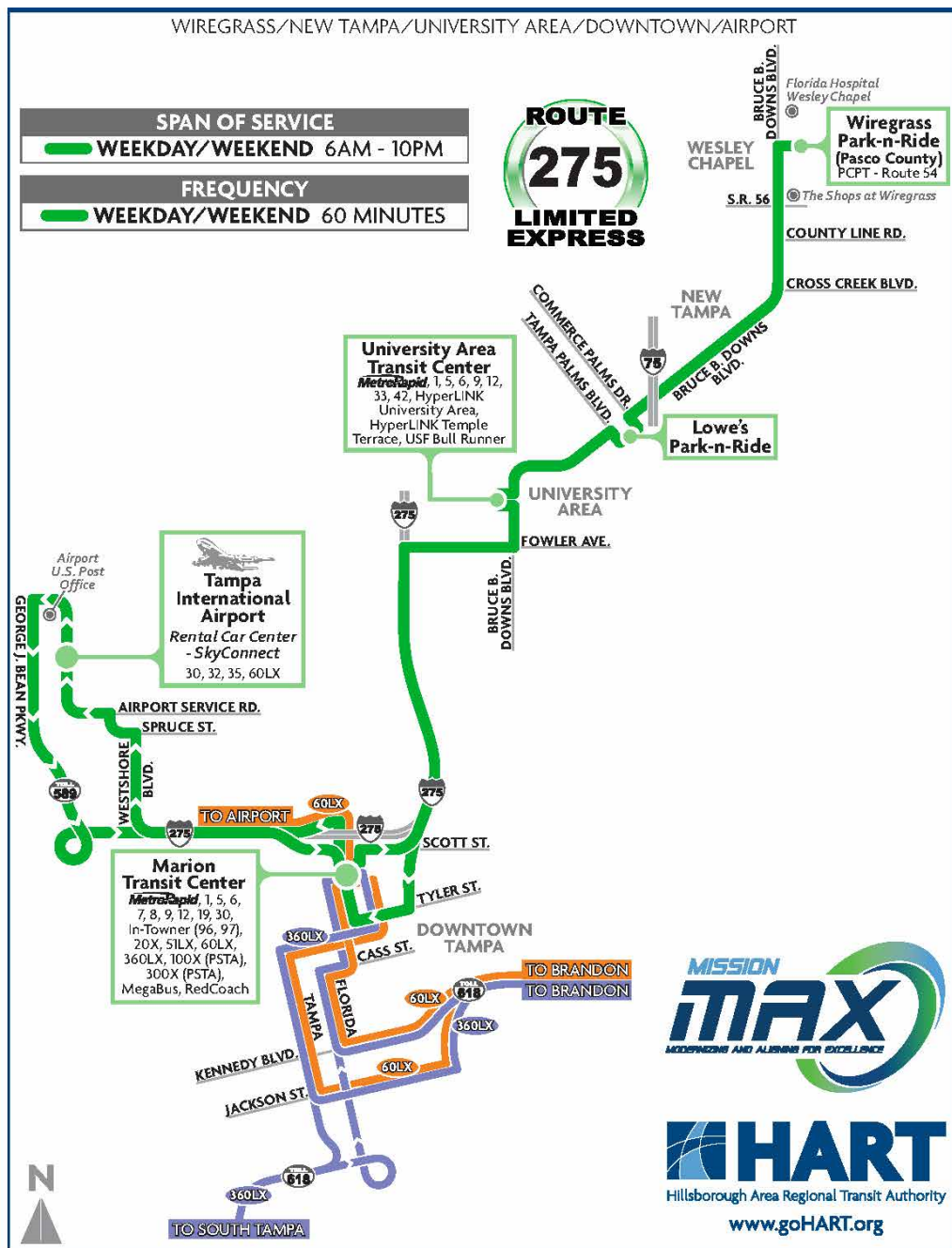
HART, Hillsborough County

HART currently serves Pasco County via routes 20X (Pasco/Lutz Express) and 275LX (New Tampa/Pasco). HART planning staff indicated that service via Route 20X will be provided hourly beginning in FY 2019; however, it will implement a short-turn at Marion Transit Center and not continue all the way to MacDill Air Force Base outside of peak travel periods. The new 275 LX connection was implemented in July 2018 to connect Wesley Chapel to Downtown Tampa and Tampa International Airport with hourly service (Figure 5-3). HART is exploring modification of its Route 60LX to extend services along the Suncoast Parkway/Veteran's Expressway up to the Pasco County to connect with PCPT Route 54 at SR-54 and Suncoast Parkway. In addition, HART service may connect the Westshore area with Pasco County along Suncoast Parkway/Veteran's Expressway; the project is not funded at this time, but HART plans to explore opportunities for funding the planning and implementation of the service in FY 2022.

PSTA, Pinellas County

PSTA currently connects three of its key routes with PCPT, including at Huey Avenue and Tarpon Avenue in Tarpon Springs, and PSTA staff noted that there are no plans to change any current connections with PCPT services. PSTA staff indicated that siting the proposed PCPT intermodal facility at or closer to the Pasco County line would be ideal for connection of the systems, and PSTA is willing to travel north from the current location to connect at the facility if near the county border. Also noted was an ongoing Express Bus Study that is exploring options for service along US-19 or East Lake Road that could extend into Pasco County, potentially to Trinity or Little Road. Depending on the final alignment of this service, express service in this Gateway area would be an important connection for PCPT.

Figure 5-3: HART Route 275LX



TBARTA

Consistent with Pasco County's emphasis on SR-54 in its *Vision 54/56* Study, TBARTA identified the SR-54/56 corridor as part of its regional priority project list adopted in 2016, including a number of improvements (construction and technology projects) to better connect the Suncoast Parkway, I-75, and Bruce B. Downs Boulevard. Several multi-use trails located in Pasco County also are identified, and the project of greatest implication is a pilot regional express bus service from SR-54/Suncoast Parkway south to Tampa International Airport and Downtown Tampa and connections to other regional express bus pilots from those Tampa locations. In addition, TBARTA is tasked with preparing a Regional TDP that will be initiated in 2018.

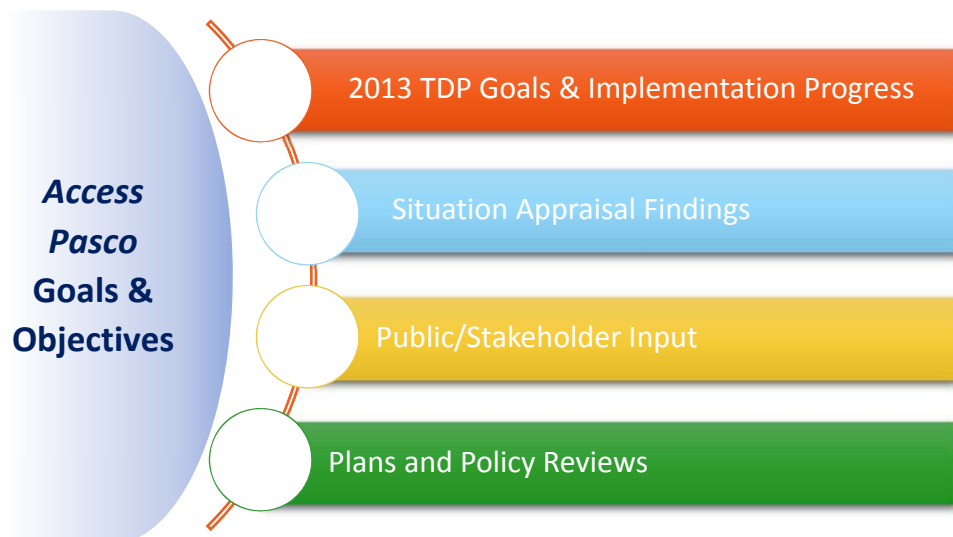
Section 6: Goals and Objectives

Goals and objectives are an integral part of PCPT’s TDP, as they provide the policy direction to achieve the community’s vision while helping guide the agency as the county evolves. The TDP goals and objectives were updated based on a review and assessment of existing conditions, feedback received during the public involvement process, and the applicable policy direction from local plans and policies.

Goals/Objectives Update Guidance

The following sources were used to guide the update of the adopted TDP goals and objectives for the next 10 years:

- Goals and objectives from the last TDP and progress on 2013 TDP’s 10-year implementation plan.
- Findings from the Situation Appraisal that identified key issues affecting PCPT today and will affect PCPT over the next few years.
- Input received from the public and stakeholders on the needs and direction of transit in Pasco County and the immediate region.
- Findings from plan and policy reviews based on recommendations, goals, and objectives included in other agency plans to ensure consistency with other planning efforts at the national, regional, and local levels.



Updated PCPT Goals and Objectives

An updated set of goals was developed to address the key challenges facing PCPT today and over the next 10 years. For each goal, a series of objectives is presented that outline how each goal will be achieved

Goal 1: Enhance the quality and quantity of service.

Objective 1.1

Double ridership from 0.8 million in 2017 to 1.6 million by 2028.

Strategy 1.1.1	Expand service hours and increase frequency on existing routes while exploring opportunities to adjust and provide new service as demand arises.
Strategy 1.1.2	Strive to ensure the availability of service to meet the public transit needs of the citizens and visitors in Pasco County.
Strategy 1.1.3	Identify and address transportation needs of transit-oriented populations in the county.
Strategy 1.1.4	Strive to enhance the interconnectivity of the regional transportation system.
Strategy 1.1.5	Enhance the user-friendliness of customer information and expand its availability.
Strategy 1.1.6	Distribute schedules and system information in public places throughout the county for residents and visitors (e.g., shopping centers, Chambers of Commerce, libraries, etc.).
Strategy 1.1.7	Pursue marketing and advertising opportunities through community associations and clubs.
Strategy 1.1.8	Improve the reliability of service, ensure the cleanliness of vehicles, and provide excellent customer service.
Strategy 1.1.9	Increased fixed-route attractiveness by increasing service levels.

Objective 1.2

Achieve on-time performance of 95 percent or better.

Strategy 1.2.1	Maintain vehicle replacement program and coordinate with the Transit Asset Management Plan.
Strategy 1.2.2	Perform periodic comprehensive operational analyses and review results from on-board surveys to optimize scheduling by route.
Strategy 1.2.3	Research and pursue funding for incorporating advanced technologies.
Strategy 1.2.4	Continually work to improve conditions for all PCPT employees.

Goal 2: Build consensus and community support for dedicated, stable funding sources for countywide public transportation services.

Objective 2.1

Use quantitative analyses to demonstrate the cost effectiveness of PCPT services in operating reports, advisory committee meetings, and Pasco County Commission meetings.

Strategy 2.2.1	Enhance existing performance monitoring program.
Strategy 2.2.2	Implement efficiency improvements as appropriate.
Strategy 2.2.3	Seek additional funding for services and programs.
Strategy 2.2.4	Identify and evaluate other opportunities to enhance revenues.
Strategy 2.2.5	Support community social values by developing facilities that are user-friendly and multimodal and encourage healthy and active lifestyles.

Goal 3: Pursue coordination activities with other jurisdictions and transportation providers.

Objective 3.1

Implement regional coordination and public involvement components in all relevant aspects of the transportation planning process.

Strategy 3.1.1	Ensure coordination and consistency with local, regional, and State plans for the future provision of public transit service in Pasco County.
Strategy 3.1.2	Develop an ongoing public involvement process through surveys, discussion groups, interviews with passengers and drivers, and public workshops.
Strategy 3.1.3	Identify areas for cooperative efforts with neighboring county transit systems, including HART, PSTA, and THE Bus.
Strategy 3.1.4	Develop transportation solutions through public-private partnerships.
Strategy 3.1.5	Investigate the need for non-fixed-route service opportunities and coordination with TDM efforts.
Strategy 3.1.6	Coordinate with Pasco County in its development of transit coordination plans for all town centers as outlined in the 2025 Comprehensive Plan.
Strategy 3.1.7	Remain engaged in the Tampa Bay Regional Transit Feasibility Plan's consideration of potential transit catalyst project alignments and modes that may affect Pasco County.

Goal 4: Enhance the accessibility of transit services.

Objective 4.1

Strive to ensure accessibility at all transit facilities within 10 years.

Strategy 4.1.1	Conduct transit infrastructure assessment.
Strategy 4.1.2	Continue to improve infrastructure including benches, shelters, signage, and accessibility at bus stops.
Strategy 4.3.3	Ensure that all new transit infrastructures meet accessibility requirements for all ages and abilities.

Goal 5: Pursue transit-friendly land use and regulations.

Objective 5.1

Review all relevant land development proposals and regulations to ensure transit-friendly development.

Strategy 5.1.1	Support the use of development incentives for developers and major employers to promote public transportation (e.g., impact fee credits to developers for transit amenities).
Strategy 5.1.2	Improve connectivity of sidewalks and bicycle facilities along existing and future public transportation corridors.
Strategy 5.3.3	Coordinate with local jurisdictions, planning agencies, and the development community to encourage transit-supportive development patterns and investments.
Strategy 5.3.4	Support community initiatives that align affordable housing with transit service.
Strategy 5.3.5	Consider transportation investments that meet the intent of market areas.

Section 7: Transit Demand Assessment

The purpose of this section is to summarize the demand and mobility needs assessment conducted as part of *Access Pasco*. When combined with the baseline conditions assessment, performance reviews, and findings from public outreach and situation appraisal, the demand assessment yields another building block for evaluating the community's transit needs for the next 10 years.

Transit demand and mobility needs were assessed using the following techniques:

- **Market Assessment** – Two market assessment tools were used to assess demand for transit services for the next 10 years. The tools assessed traditional and discretionary transit user markets in Pasco County for various time periods.
- **Ridership Demand Assessment** – Projected ridership demand was developed at the route-level and system-wide, assuming the maintenance of 2018 transit service levels and facilities. The projections were prepared using Transit Boardings Estimation and Simulation Tool (TBEST), the FDOT-approved ridership estimation software for TDPs.

These assessment techniques and their results are summarized in this section to support the assessment of transit demand in Pasco County.

Market Assessment

The TDP market assessment includes an evaluation from the perspectives of the discretionary rider market and the traditional rider market, the two predominant ridership markets for bus transit service. Analytical tools for conducting each market analysis include a Density Threshold Assessment (DTA) for the discretionary market and a Transit Orientation Index (TOI) for the traditional market. These tools can be used to determine whether existing transit routes are serving areas of Pasco County considered transit-supportive for the corresponding transit market. The transit markets and the corresponding market assessment tools are described below.

Discretionary Rider Markets

The discretionary market refers to potential riders living in higher-density areas of the county that may choose to use transit as a commuting or transportation alternative. The DTA uses industry-standard thresholds to identify the areas within Pasco County that experience transit-supportive residential and employee density levels today, as well as in the future. Pasco County dwelling units and employment data developed as part of the adopted 2040 LRTP were used to conduct the DTA. Through a process of data interpolation, existing (2019) and future (2028) dwelling unit and employment data were derived and analyzed.

Three density thresholds, developed based on industry standards/research, were used to indicate whether an area contains sufficient density to sustain some level of fixed-route transit operations:

- **Minimum Investment** – reflects minimum dwelling unit or employment densities to consider providing basic fixed-route transit services (i.e., local fixed-route bus service).
- **High Investment** – reflects increased dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., increased frequencies, express bus) than areas meeting only the minimum density threshold.
- **Very High Investment** – reflects very high dwelling unit or employment densities that may be able to support more significant levels of transit investment (i.e., very high frequency services, premium transit services, etc.) than areas meeting the minimum or high-density thresholds.

Table 7-1 presents the dwelling unit and employment density thresholds (in terms of TAZ) associated with each threshold of transit investment.

Table 7-1: Transit Service Density Thresholds

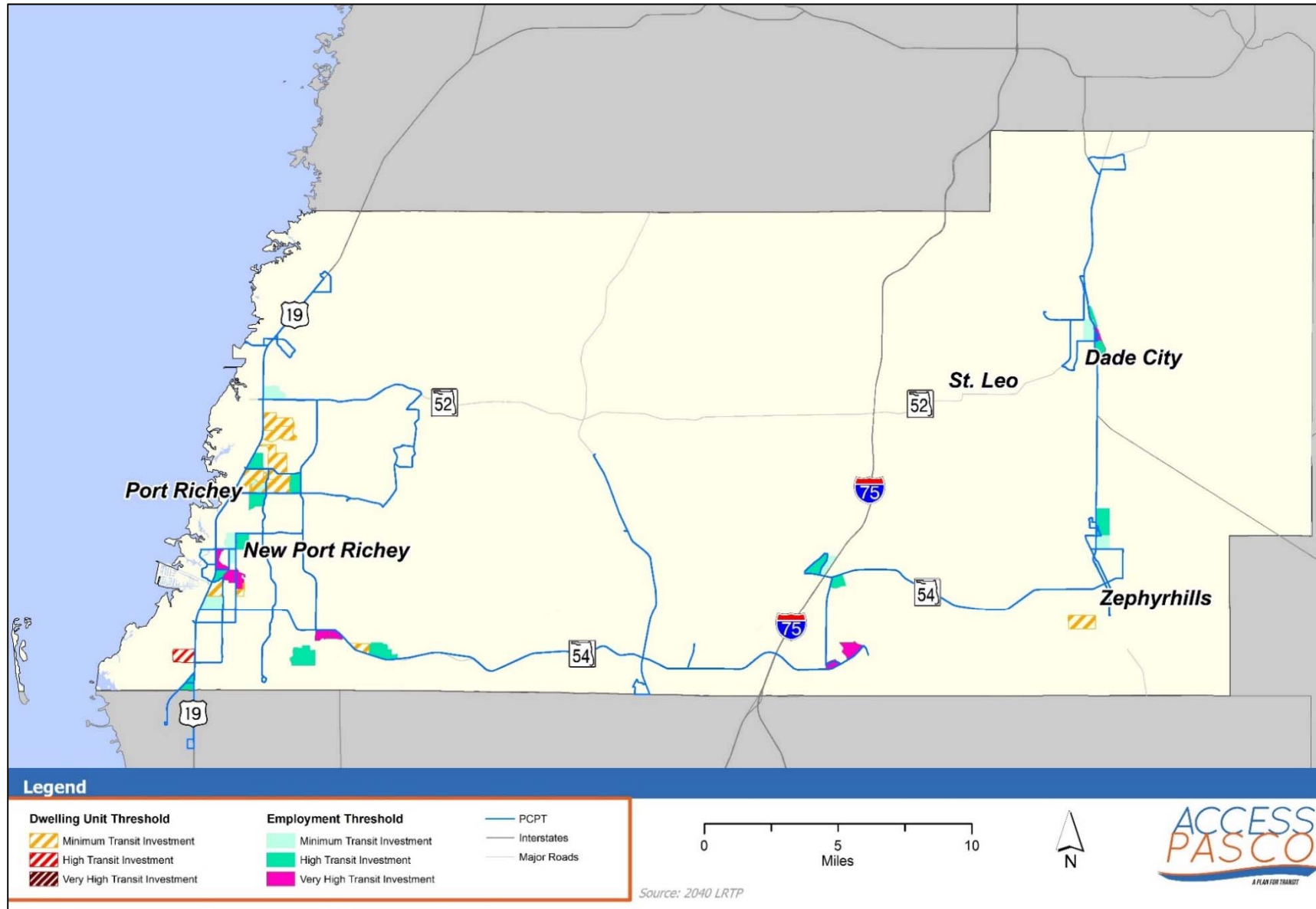
Level of Transit Investment	Dwelling Unit Density Threshold ¹	Employment Density Threshold ²
Minimum Investment	4.5–6 dwelling units/acre	4 employees/acre
High Investment	6–7 dwelling units/acre	5–6 employees/acre
Very High Investment	≥ 8 dwelling units/acre	≥ 7 employees/acre

¹ TRB, National Research Council, TCRP Report 16, Volume 1 (1996), *Transit and Land Use Form*, November 2002, MTC Resolution 3434 TOD Policy for Regional Transit Expansion Projects.

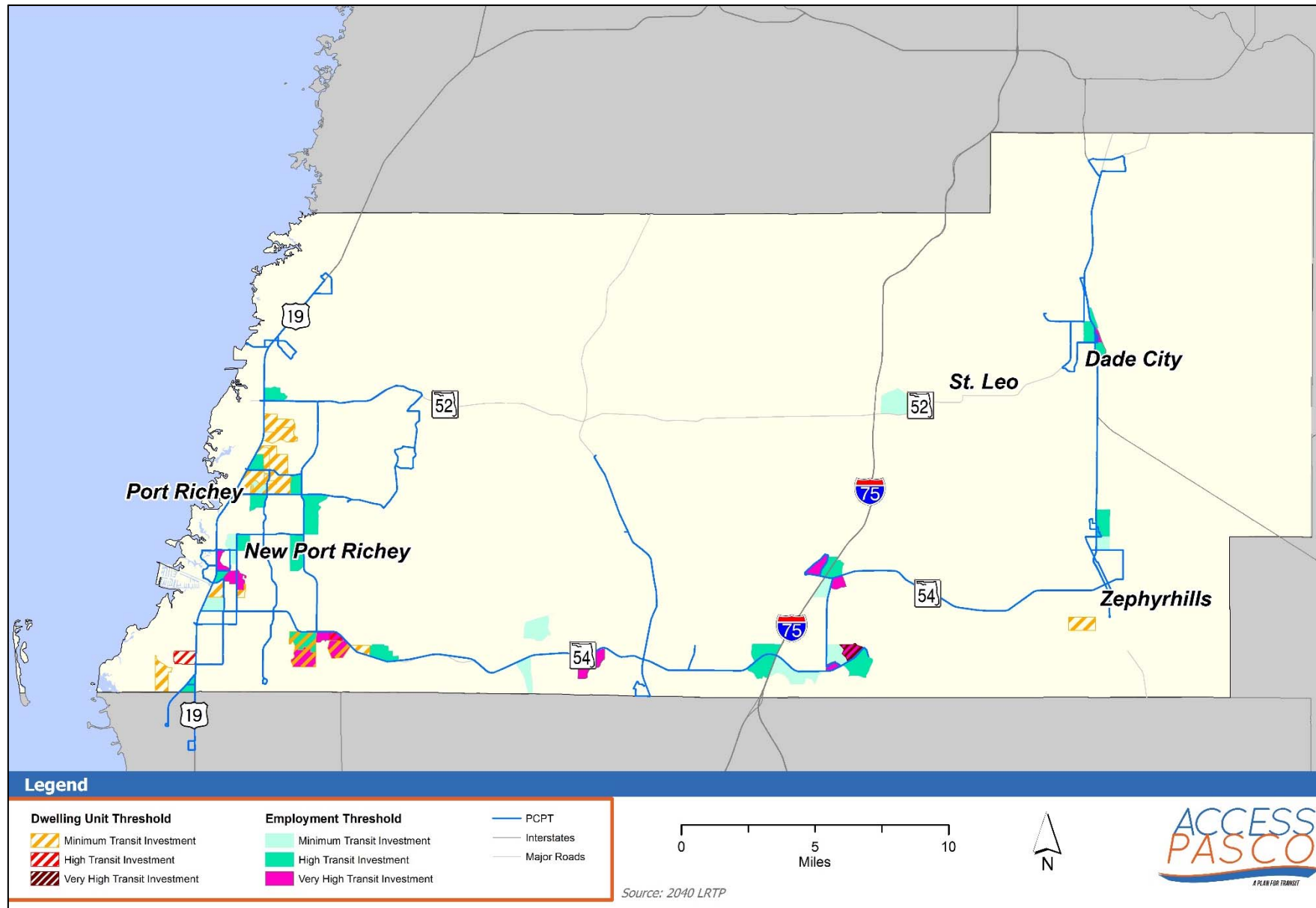
² Based on review of research on the relationship between transit technology and employment densities.

Maps 7-1 and 7-2 illustrate the results of the 2019 and 2028 DTA analyses conducted for Pasco County, identifying areas that contain sufficient density to sustain differing levels of transit investment based on existing and projected dwelling unit and employment densities. These maps also illustrate the existing PCPT transit route network to gauge how well it covers the areas of Pasco County that are considered supportive of transit investment.

Map 7-1: 2019 Density Threshold Assessment – Pasco County



Map 7-2: 2028 Density Threshold Assessment – Pasco County



The 2019 DTA analysis indicates that the discretionary transit markets are derived from both population and employment densities and can be summarized as follows:

- The majority of the areas exhibiting at least a minimally supportive dwelling unit or employment density for transit investment in both 2019 and 2028 are located in the western and southern areas of Pasco County, particularly along the US-19 and SR-54/56 corridors.
- Additionally, the majority of these areas are adjacent to the existing PCPT network, although with differing degrees of connectivity as gauged by the number of routes near these areas, and inversely, the majority of PCPT's existing routes are adjacent to areas that meet either the minimum employment or dwelling unit thresholds.
- The areas that meet "High" or "Very High" dwelling unit density thresholds for transit investment based on the 2019 DTA are east of US-19 in Holiday, and based on the 2028 DTA, are east of US-19 in Holiday and at SR-54 and Starkey Boulevard. However, from 2019 to 2028, there are a number of new areas projected to meet the "Minimum" dwelling unit density threshold for transit investment, most of which are located along and south of SR-54 and along US-19.
- The areas that meet "High" or "Very High" employment density thresholds for transit investment based on the 2019 DTA are:
 - Areas in Dade City along US-301/US-98; Townview Medical Arts Center/Florida Hospital in Zephyrhills on US-301
 - Between the Grove and Walmart; The Shops at Wiregrass in Wesley Chapel
 - At Mitchell Boulevard and Little Road; Mitchell Ranch Plaza on SR-54; West Pasco Industrial Park
 - In New Port Richey along US-19 south of Main Street and west of Madison Street
 - At Embassy Crossing Shopping Center on US-19
 - At Little Road and Ridge Road
 - At Ridge Road and Regency Park Boulevard
- Based on the 2028 DTA, all previously-listed areas continue to meet "High" or "Very High" employment and dwelling unit density thresholds, as do additional areas mostly located in proximity to these areas; however, some notable areas of growth include along SR-56 and in Wesley Chapel, at SR-54 and Sunlake Boulevard, and along Little Road at SR-54 and Ridge Road.

Traditional Rider Markets

A traditional rider market refers to population segments that historically have had a higher propensity to use transit or are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low-income and/or have no vehicles. For some individuals, the ability to drive is greatly diminished with age, and they must rely on others for their transportation needs. Likewise, younger persons not yet of driving age but who need to travel to school,

employment, or for leisure may rely more on public transportation until they reach driving age. For lower-income households, transportation costs are particularly burdensome, as a greater proportion of income is used for transportation-related expenses than higher-income households. Households with restricted income, and particularly those with no private vehicle, are more likely to rely on public transportation for travel.

A Transit Orientation Index (TOI) was developed to assist in identifying areas of the county where these traditional rider markets exist. To create the TOI for this analysis, demographic data from the ACS 5-Year Estimates (2011–2015) were analyzed at the block group level for the demographic and economic variables shown in Table 7-2.

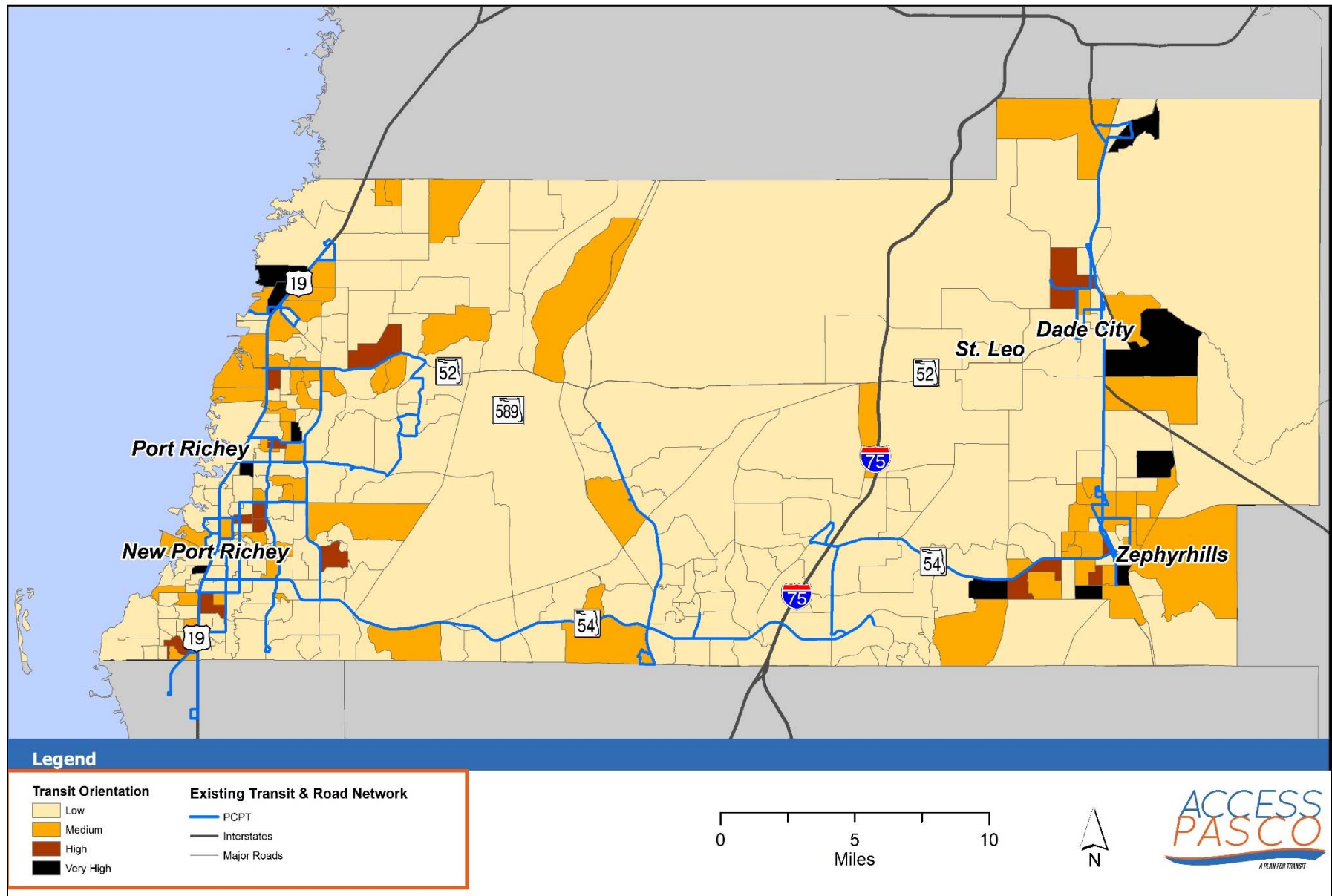
Table 7-2: TOI Variables

TOI Variable	Units
Population Age 14 and Under	Youth residents
Low-Income Population	\$25,000 or less annual income for 4-person household
Households with No Vehicles	Zero-vehicle households
Population Age 65 and Over	Older adults

Using data for these characteristics and developing a composite ranking for each census block group, each area was ranked as “Very High,” “High,” “Medium,” or “Low” in their respective levels of transit orientation. Map 7-3 illustrates the 2015 TOI, reflecting areas throughout the county with varying traditional market potential. The existing transit route network shows how well PCPT covers those areas. Based on this analysis, the following conditions were observed:

- Areas exhibiting a “Very High” or “High” orientation toward transit are located primarily along the US-301 corridor in Dade City and Zephyrhills and along US-19. A few areas exhibit a “Medium” orientation toward transit, including along SR-54, US-41, and SR-52; however, they often are not contiguous with other areas of high transit orientation.
- The specific areas that exhibit a “Very High” orientation toward transit include Lacoochee along US-301 in northeastern Pasco County, along US-98 south of Dade City, between Chancey Boulevard and SR-54 in Zephyrhills, at Trouble Creek and US-19, at Ridge Road and US-19, and north of Hudson and west of US-19 in northwestern Pasco County.
- Pockets that exhibit a “High” orientation towards transit are located northwest of Dade City, between Chancey Boulevard and SR-54 in Zephyrhills, along Grand Boulevard and US-19 between Elfers and Holiday, along Main Street and Rowan Road in New Port Richey, and along SR-52 between Hicks Road and Colony Road.

Map 7-3: 2015 Transit Orientation Index – Pasco County



Ridership Demand Assessment

As another component of the transit demand assessment, projected transit ridership demand for the existing and approved 2018 fixed-route transit networks was analyzed using the ridership forecast data from TBEST. This analysis was completed to gauge route-level and system-wide demand, assuming the maintenance of existing or implementation of 2018 transit service levels and facilities.

Forecast Ridership Analysis

TBEST is a comprehensive transit analysis and ridership-forecasting model that can simulate travel demand at the individual route level. The software was designed to provide near- and mid-term forecasts of transit ridership consistent with the needs of transit operational planning and transit development planning. In producing model outputs, TBEST also considers the following:

- **Transit network connectivity** – The level of connectivity between routes within a bus network—the greater the connectivity between bus routes, the more efficient the bus service becomes.
- **Spatial and temporal accessibility** – Service frequency and distance between stops—the larger the physical distance between potential bus riders and bus stops, the lower the level of service utilization. Similarly, less frequent service is perceived as less reliable; as a result, utilization decreases.
- **Time-of-day variations** – Peak-period travel patterns are accommodated by rewarding peak service periods with greater service utilization forecasts.
- **Route competition and route complementarities** – Competition between routes is considered. Routes connecting to the same destinations or anchor points or that travel on common corridors experience decreases in service utilization. Conversely, routes that are synchronized and support each other in terms of service to major destinations or transfer locations and schedule benefit from that complementary relationship.

The following section outlines the model input and assumptions, describes the TBEST scenario performed using the model, and summarizes the ridership forecasts produced by TBEST.

Model Inputs / Assumptions and Limitations

TBEST uses various demographic and transit network data as model inputs. The inputs and the assumptions made in modeling the PCPT system in TBEST are presented below. The model used the recently released TBEST Land Use Model structure (TBEST Land Use Model 2016), which is supported by parcel-level data developed from the Florida Department of Revenue (DOR) statewide tax database. The DOR parcel data contains land use designations and supporting attributes that allow the application of Institute of Transportation Engineers (ITE)-based trip generation rates at the parcel level as an indicator of travel activity. It should be noted, however, that the model is not interactive with roadway network

conditions. Therefore, ridership forecasts will not show direct sensitivity to changes in roadway traffic conditions, speeds, or roadway connectivity.

Transit Network

The transit route network for all existing PCPT routes was created to reflect 2018 conditions, the validation year for the model. General Transit Feed Specification (GTFS) data for PCPT were obtained from PCPT staff and included:

- Route alignments
- Route patterns
- Bus stop locations
- Service spans
- Existing headways during peak and off-peak periods (frequency at which a bus arrives at a stop—e.g., 1 bus every 60 minutes)

The GTFS files/data were carefully reviewed to ensure the most recent bus service alignments, spans, and headways were consistent with the existing conditions and necessary edits were made as needed. Transfer locations were manually coded in the network properties.

Socioeconomic Data

The socioeconomic data used as the base input for the TBEST model were derived from ACS 5-Year Estimates for 2012–2016, the Bureau of Labor Statistics, the Bureau of Economic Analysis, and 2015 parcel-level land use data from the Florida DOR. Using the data inputs noted previously, the model captures market demand (population, demographics, employment, and land use characteristics) within ¼-mile of each stop.

TBEST uses a socioeconomic data growth function to project population and employment data. Using the Tampa Bay Regional Planning Model socioeconomic data forecasts developed for the Pasco County 2040 LRTP, population and employment growth rates were calculated.

Special Generators

Special generators were identified and coded into TBEST to evaluate the opportunity for generating high ridership. Pasco County special generators include the following:

- All Children’s Hospital
- Bayfront Health
- Florida Hospital
- Florida Hospital at Connerton
- Medical Center of Trinity
- Government Center Transfer Point (transfer hub)

- Zephyrhills Transfer Center (transfer hub)
- Gulf View Square Mall
- Tampa Premium Outlet Mall
- Tarpon Mall
- Pasco Hernando State College
- Pasco Hernando State College West Campus
- Wiregrass Park-and-Ride

TBEST Model Limitations

It has long been a desire of FDOT to have a standard modeling tool for transit demand that could be standardized across the state, similar to the Florida Standard Urban Transportation Model Structure (FSUTMS) model used by MPOs in developing long range transportation plans (LRTPs). However, although TBEST is an important tool for evaluating improvements to existing and future transit services, model outputs do not account for latent demand for transit that could yield significantly higher ridership. In addition, TBEST cannot display sensitivities to external factors such as an improved marketing and advertising program, changes in fare structure, fuel prices, parking supply, walkability and other local conditions and, correspondingly, model outputs may over-estimate demand in isolated cases.

Whereas TBEST provides ridership projections at the route and bus stop levels, its strength lies more in its ability to facilitate relative comparisons of ridership productivity. As a result, model outputs are not absolute ridership projections, but rather are comparative for evaluation in actual service implementation decisions. TBEST has generated interest from departments of transportation in other states and continues to be a work in progress that will become more useful as its capabilities are enhanced in future updates to the model. Consequently, it is important for PCPT to integrate sound planning judgment and experience when interpreting TBEST results.

Ridership Forecast

Using these inputs, assumptions, and 2018 route level ridership data obtained from PCPT, the TBEST model was validated. Using the validated model, TBEST ridership forecasts are developed for the starting year (2019) and horizon year (2028). The annual ridership forecasts reflect the estimated level of service utilization if no changes were to be made to any of the fixed-route services.

Table 7-3 shows the projected number of annual riders by route in 2019 and 2028 and the 10-year ridership growth from 2019 to 2028 derived from TBEST.

Table 7-3: 10-Year Ridership Projections and Growth Rates for Existing PCPT Services

Route	Average Annual Ridership, 2019	Average Annual Ridership, 2028	Absolute Change, 2019–2028	10-Year Ridership Growth, 2019–2028
14	73,586	80,070	6,484	8.8%
16	45,768	49,718	3,950	8.6%
18	20,066	21,738	1,672	8.3%
19	258,666	273,271	14,605	5.6%
21	110,638	120,363	9,725	8.8%
23	41,651	45,609	3,958	9.5%
25	32,333	34,794	2,461	7.6%
30	71,610	88,217	16,607	23.2%
31	9,838	11,739	1,901	19.3%
41	4,161	5,051	890	21.4%
54	67,353	79,944	12,591	18.7%
Totals	735,670	810,514	74,844	10.2%

Forecast Ridership Analysis

Based on the TBEST model results shown in Table 7-3, maintaining the status quo will result in only a small increase in overall PCPT ridership over time. According to the projections, overall average annual ridership is expected to increase by 10.2 percent by 2028, a system wide annual growth rate of only 1.0 percent.

The model results show that the most significant ridership growth in the existing PCPT network will occur on the following routes within the next 10 years:

- Route 30
- Route 31
- Route 54

Whereas Route 41 also shows a significant growth (in terms of percent), the absolute gains in ridership are estimated to be much lower than all other routes. This should be evaluated for restructuring or elimination. For PCPT to increase its market share for transit, service expansion will need to strategically occur in areas with routes that show the most ridership growth. The service improvements identified in this plan are a good starting point for working toward greater ridership on PCPT bus routes.

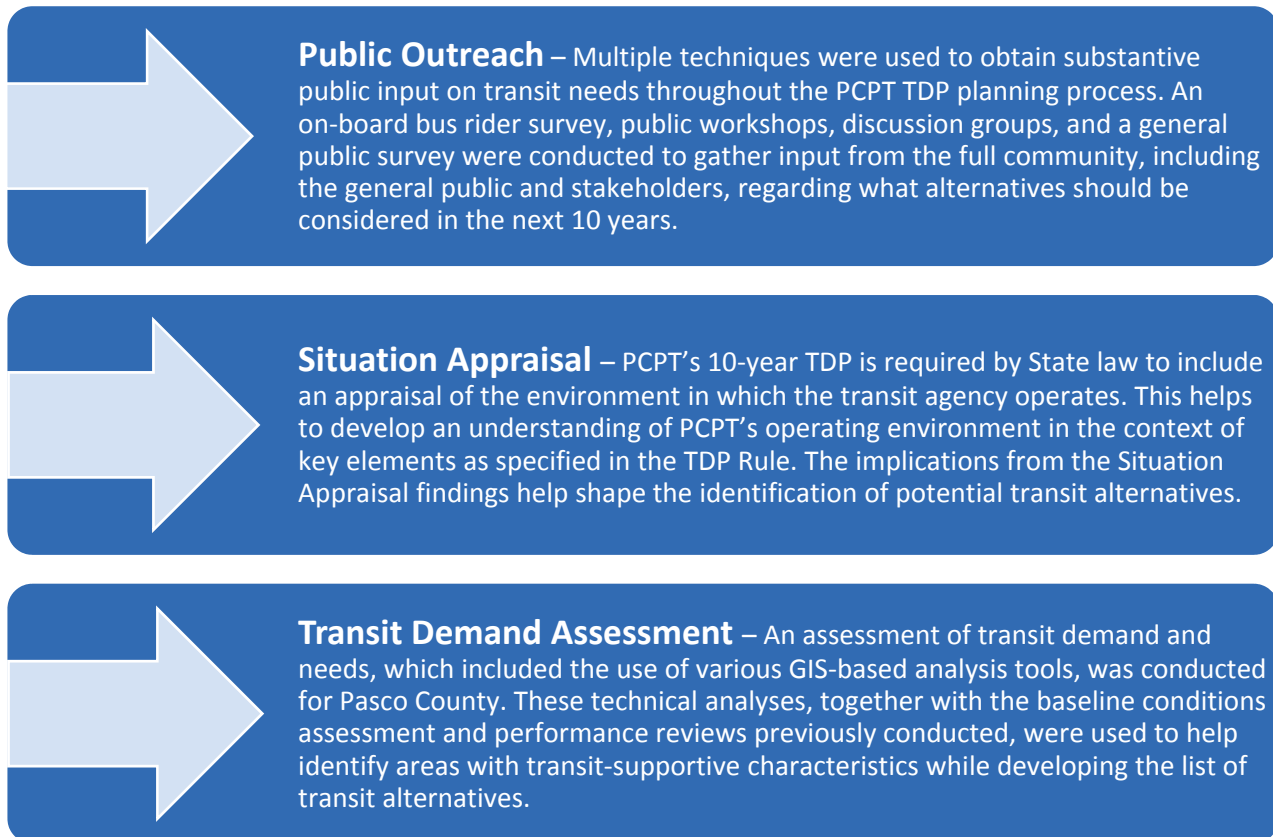
Section 8: Alternatives Development & Evaluation

This section identifies potential transit improvements for *Access Pasco*. The proposed improvements, referred to as alternatives, represent the transit needs for the next 10 years and were developed without consideration of funding constraints.

The identified alternatives are later prioritized using an evaluation process that considers public outreach and potential benefits accrued. The resulting prioritized list of improvements is then used to develop the 10-year implementation and financial plans. As Pasco County continues to grow, these prioritized transit needs will assist PCPT in identifying service improvements as funding becomes available.

Development of Alternatives

The PCPT 2019–2028 TDP transit alternatives consist of improvements that enhance existing PCPT services and expand transit service to new areas. The alternatives reflect the transit needs of the community and have been developed based on information gathered through the following methods:



Based on these methods, alternatives were identified and grouped into four categories:

- Service
- Capital/Infrastructure
- Technology
- Policy

Specific improvements identified within each category are summarized below and depicted in Map 8-1.

Service

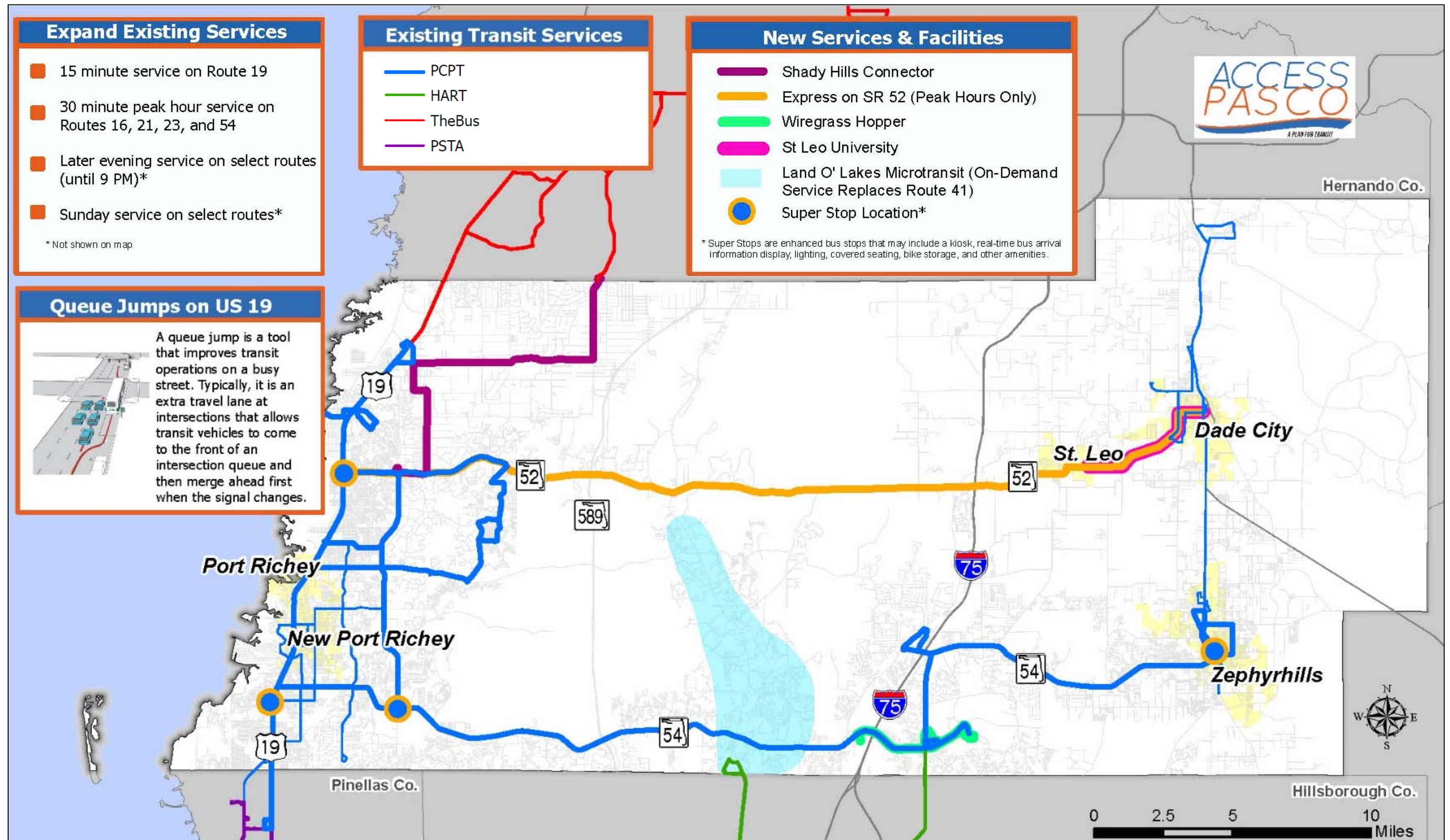
Service improvements include enhancements to existing routes related to frequency, extended service hours, and/or additional days of service. This category also includes service expansion, including new routes/modes for operating in areas not currently served by PCPT.

Improvements to Existing Routes

Increasing frequencies, expanding hours, and adding new days of service for existing bus routes are significant needs as identified through the alternatives development process. These potential improvements to the existing fixed-route network include the following:

- **Enhanced frequency on selected routes** – Input received from various public outreach activities indicated improved frequencies as a key priority. However, due to the additional operating and capital resource needs associated with this type of improvement, frequency improvements quickly can become costly. Therefore, enhanced frequencies should be applied only to routes with the highest ridership and/or serve as key connectors, including the following:
 - *Double frequency on Route 19* – Route 19 currently operates at 30-minute headways and is the most-used route for PCPT. Due to current demand and the population and employment growth anticipated along the US-19 corridor in the next 10 years, frequency should be increased to 15 minutes all day on weekdays and Saturdays.
 - *Double peak hour frequency on key routes* – Current frequencies are approximately 60 minutes for routes 16, 21, 23, and 54. This should be improved to 30 minutes during AM and PM peak travel times (e.g., 6:00–9:00 AM; 4:30–6:30 PM) on weekdays and Saturdays.
- **Extended weekday service on selected routes until 9:00 PM** – A need for adding later service to accommodate workers with later schedules was identified during the public outreach process. Most routes currently end service between 6:00 PM and 7:00 PM on weekdays, with the exception of Route 19, which operates until 10:45 PM. To address the need for later service and to enable connections to and from Route 19 later than 7:00 PM, weekday service on Routes 14, 16, 18, 21, 25, and 54 should be extended until 9:00 PM.

Map 8-1: 10-Year TDP Needs Plan



- **Implementation Sunday service on selected routes** – Bus service on Sundays, currently not provided by PCPT, was indicated as a top need in the next 10 years. To address this need for all weekend service, Sunday service should be implemented at least on the high-performing routes/key corridors including Routes 14, 16, 18, 19, 21, 25, and 54.

New Transit Services

- **Wiregrass Hopper (circulator in Wesley Chapel)** – The fast employment and population growth in Wesley Chapel, combined with public input, supports the implementation of a circulator to connect the key nodes within Wesley Chapel. The circulator service would connect the four major activity centers in the area—Tampa Premium Outlets, The Shops at Wiregrass, Florida Hospital of Wesley Chapel, and PHSC’s Porter Campus on SR-56. Traffic congestion has become a major issue during peak hours and on holidays along SR-56, and a new circulator service may help ameliorate the congestion and parking demand. The circulator would allow people to park at one location, visit multiple destinations, and improve the ability for potential employees to access jobs in this fast-growing retail/commercial hub. The proposed “Wiregrass Hopper” would operate every 20 minutes from 9:00 AM to 10:00 PM on weekdays and Saturdays and 10:00 AM to 6:00 PM on Sundays.
- **SR-52 Commuter Express** – This service adds a cross-county connection and does not require riders north of the SR-54 corridor to travel south to SR-54 to travel across the county. As most of the SR-52 corridor does not contain sufficient population and employment densities to support a local bus service, this plan recommends a peak-hour-only commuter express service operating along SR-52 to connect Dade City with US-19 at Bayonet Point.
- **Shady Hills Connector** – The need for transit service in the Shady Hills area and an additional regional connection to Hernando County were identified as needs. Proposed service should operate with 60-minute headways from 7:00 AM to 7:00 PM on weekdays and Saturdays.
- **Replacement of current Route 41 with microtransit in Land O’ Lakes (US-41 corridor)** – Route 41, which was implemented in early 2017, has continued to perform well below the productivity standards set by PCPT, often with less than 10 riders using it for the whole day. However, the importance of maintaining some form of transit service along the US-41 corridor has been noted, connecting the area to the SR-54/56 corridor. Therefore, a microtransit service along the US-41 corridor should be considered. Microtransit is a smaller-bus, low-cost, on-demand service that functions as a flexible, feeder service to other established routes in a network. This would help riders to connect within its service area and with Route 54 and any existing and planned regional connections to the south. The proposed service is recommended to operate from 8:00 AM to 7:00 PM on weekdays and Saturdays.
- **St. Leo University service** – This route would connect St. Leo University with Dade City and the surrounding areas, providing direct access to various services and locations in Dade City. St. Leo

has 2,200+ undergraduate and 3,600+ graduate students; data show that more than 85 percent of freshmen and more than 60 percent of all undergraduates live on campus. A connection to Dade City would provide students with a convenient and safe travel option to access Dade City during the day and at night. The proposed service is recommended to operate with 60-minute headways from 12:00–10:00 PM on weekdays and Saturdays.

Capital/Infrastructure

- **Establishment of New East Pasco PCPT administration and maintenance facility** – Plans for the construction of the new facility on McKendree Road in San Antonio are already underway, and although not identified by the TDP financial plan, improvements in the overall service quality of PCPT services will be supported through this upgrade. The currently vacant, 18-acre site (on an approximately 25-acre parent tract) will serve as the maintenance and storage facility for PCPT’s east county operations and will include parking for fleet buses and non-revenue vehicles, a vehicle wash station, and offices for administrative personnel.
- **Establishment of bus “super stops”** – The establishment of PCPT “super stop” locations—enhanced bus stops that may include a kiosk, real-time bus arrival information display, lighting, covered seating, bike storage, and other amenities—at key transfer locations on the existing network can improve comfort and ease for riders to access and use PCPT’s services. These stops also can improve PCPT’s ability to reduce travel/transfer times by eliminating the need to go to one main hub, and anchor the development of future transit services.
- **Improved bus stop infrastructure** – Public outreach indicated a significant need to ensure bus stop comfort through the provision of benches and shelters. Riders and bus operators alike noted concerns related to bus stop comfort and emphasized that benches and shelters should be installed a safe distance from the road and be well-lit to provide a safe, comfortable waiting area. These investments would enhance the rider experience and may attract new riders.
- **Improved bus stop accessibility and connectivity** – Providing a safe and accessible bus stop for every rider is important to PCPT. Although PCPT has made significant progress in making its bus stops ADA-compliant, accessible, and connected, public input has revealed the need for more sidewalk connections to bus stops, particularly in areas that are primarily residential in nature. It is recommended that resources be applied to improve safety, ADA accessibility, and connectivity to the pedestrian network.
- **Shared park-and-ride facilities** – Park-and-ride lots extend the range of an agency’s effective service area, enabling riders living outside the area to drive to a park-and-ride facility and leave their cars during the day at no or minimal additional charge. Park-and-ride facilities also provide collection points for travelers to transfer between autos (from a single-occupant vehicle to a carpool or vanpool). When conveniently located, park-and-ride facilities can be integrated into the overall transportation network and encourage a shift from single-occupant vehicles to transit or other alternative modes. However, building lots such as the current Wiregrass Park-and-Ride

in Wesley Chapel is expensive and may take time. Therefore, PCPT should pursue agreements with private or public landowners that allow parking spaces to be shared by transit passengers in underutilized and/or off-peak private lots, and therefore, function as park-and-rides at a low or no cost to PCPT.

Technology

- **Real-time bus location information** – With the proliferation of smartphones and expected procurement of ITS technologies by PCPT, the ability to offer real-time bus tracking information will soon become possible. Real-time bus information will soon be available through the RouteShout smartphone mobile app and via in-station sign displays, both of which would improve the riding experience and aid in attracting new ridership.
- **Queue jumps** – Queue jumping is a technological strategy that facilitates and prioritizes the movement of transit vehicles through traffic-signal-controlled intersections. These strategies should be implemented in the most congested corridors to improve on-time performance for transit services. Corridors to consider include US-19 (initially) and SR-54/56 (later). US-19 already includes continuous right-turn lanes, which will greatly facilitate potential queue jump implementation, as the availability of a right-turn lane is a key component of a queue jump. In addition, SR-54/56 should be considered due to existing and expected congestion on that roadway.
- **Mobile fare program** – PCPT should pursue the adoption of the Flamingo Fares program, which continues to be rolled out by neighboring PSTA and HART, to ensure seamless regional travel for riders and improve the overall customer experience using smartcard and mobile fare platforms. Implementation of the Flamingo Fares system will allow customers to cross county boundaries without transfer fees using the same smartcard and/or smartphone app.

Policy

- **Increased rider education and information outreach** – Public input from many stakeholder groups revealed support for PCPT’s current services; however, its services may be underused due to insufficient promotion of existing services, limited updates about services changes, and a lack of general rider education efforts aimed at a number of different rider segments. PCPT has taken major steps to improve rider education and coordination and should continue its efforts toward educating riders and disseminating information about the system. PCPT has the opportunity to capitalize upon its existing system to provide a foundation for ridership growth.
- **Expanded marketing/awareness effort** – In addition to PCPT enhancing its tactical, day-to-day education and informational materials, public input also revealed that a large, coordinated awareness campaign for transit and PCPT services within Pasco County would be beneficial to attracting new ridership. Findings suggest that many travelers may not consider PCPT services to be a viable transportation option only because they do not know enough about it.

- **Continued coordination with HART** – PCPT should continue to work closely with HART, which has continued to improve its Express and Limited Express services operating in northern Hillsborough County and in southern Pasco County. Regional connections were noted as needs during public outreach and as a significant area for cooperation during the Situation Appraisal effort. As the Tampa Bay Regional Transit Feasibility Plan begins to produce more concrete steps toward implementing its recommendations, it will be important for PCPT to coordinate its service delivery around these regional services.
- **Continued coordination with SR-54/56 study** – In addition to coordinating regionally, PCPT should continue to work closely with the Pasco County MPO to stay informed about eventual recommendations for transit on this corridor and to keep abreast of potential impacts and opportunities to PCPT’s existing and potential transit services.
- **Coordination with PSTA on express bus connections** – As PSTA explores options for an express bus service along US-19, PCPT should ensure that its regional connections align with and are scheduled to complement the eventual PSTA route alignment.

Evaluation of Alternatives

The remainder of this section summarizes the evaluation process for service alternatives developed for the *Access Pasco* TDP. Because many alternatives are identified, ranging from expansion of existing routes to implementation of new routes, it is important for PCPT to prioritize these improvements to effectively plan and implement them within the next 10 years using existing and/or new funding sources.

Alternatives Evaluation Methodology

A methodology was developed to evaluate and prioritize the transit alternatives presented in the previous section. To prioritize and program these service improvements, it is important to weigh the benefits of each service improvement against the others. By conducting an alternatives evaluation, PCPT can better prioritize projects and allocate funding using an objective prioritization process. The remainder of this section identifies and defines the evaluation criteria used to prioritize the service improvements.

Three evaluation categories were identified for determining criteria for the evaluation:

- Public Outreach
- Transit Markets
- Productivity & Efficiency

Table 8-1 lists these evaluation categories and their corresponding criteria, the associated measure of effectiveness, and the assigned weighting for each criterion. A description of the elements in the table follows.

Table 8-1: Alternative Evaluation Measures

Category	Criteria	Measure of Effectiveness	Relative Weighting	Overall Category Weight
Public Outreach	Survey Results	Level of interest in specific alternatives (Very High, High, Moderate, None), as indicated by Transit Priorities Survey	15%	30%
	Public Input	Level of interest in specific improvements (Very High, High, Moderate, None), as gathered from overall public input	15%	
Transit Markets	Traditional Market	Percent of corridor in “High” or “Very High” transit orientation area	15%	40%
	Discretionary Market	Percent of corridor area that meet “Minimum” Density Threshold Assessment (DTA) threshold for employment or dwelling-unit density	15%	
	Regional Market	Connectivity to adjacent counties	10%	
Productivity & Efficiency	Productivity	Trips per hour (TBEST generated trips per revenue hour of service)	15%	30%
	Cost Efficiency	Cost per trip (including new trips)	15%	
Total			100%	100%

Public Outreach

An extensive public outreach process was conducted for the *Access Pasco* TDP effort and resulted in numerous opinions and suggestions on transit services from transit users, non-users, operators, and business, academic, social, and medical organizations. In addition, the public outreach process included discussions with policy leaders and PCPT and MPO staff to gauge their views on transit services. Based on an in-depth review of input received, interest in a particular route or type of service was categorized as “None,” “Moderate,” “High,” or “Very High” in the alternatives evaluation process.

Transit Markets

For the evaluation of alternatives, three transit markets were identified:

- **Traditional Market** – Existing population segments that historically have had a higher propensity to use transit and/or are dependent on public transit for their transportation needs. For the alternatives evaluation, the proportion of each corridor operating within a “High” or “Very High” transit-oriented area was calculated.
- **Discretionary Market** – Potential riders living in higher-density areas of the county that may choose to use transit as a commuting or transportation alternative. The proportion of each corridor meeting at least the “Minimum” dwelling unit or employment density threshold in the 2015 DTA was calculated and used for the alternatives evaluation.

- **Regional Market** – Each potential route was assessed for potential regional connectivity. Routes connecting to key areas outside of Pasco County were considered for the alternatives evaluation. Inter-county routes with connections to adjacent counties were scored higher than those limited to serving Pasco County only. Based on conclusions drawn from public involvement input, regional service to adjacent counties is a desired attribute for future PCPT routes.

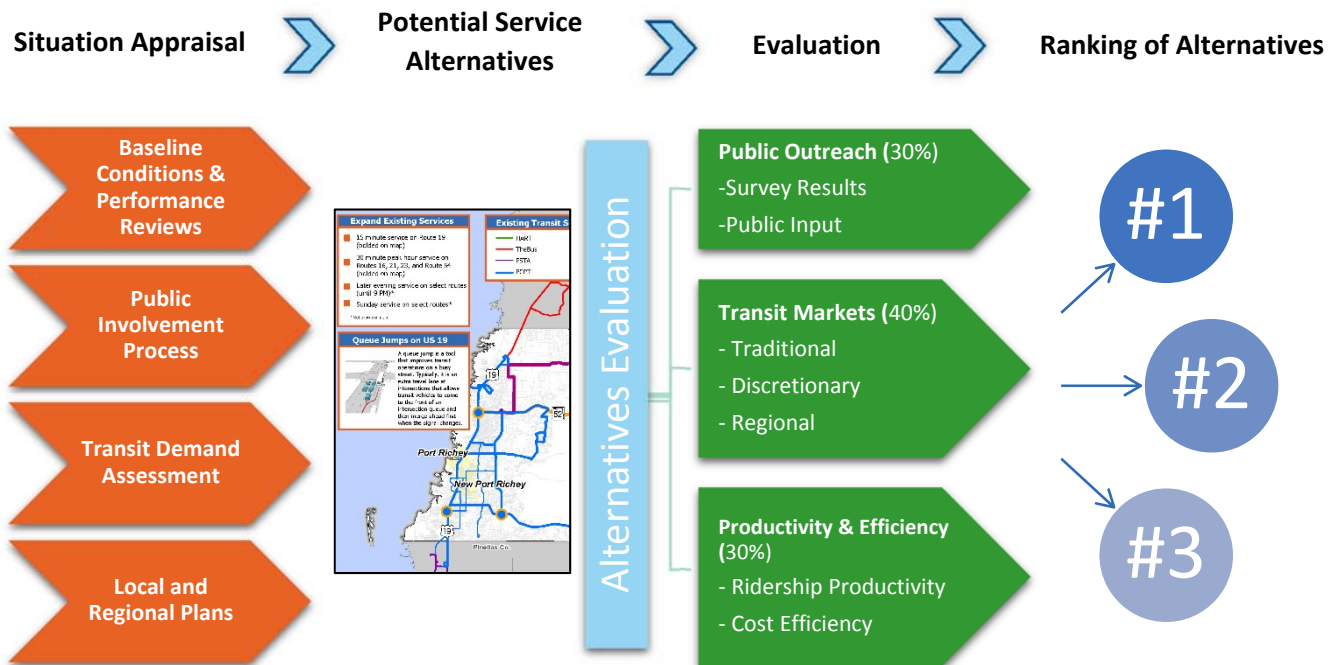
Productivity and Efficiency

Productivity is generally measured in terms of ridership productivity and cost-efficiency measures used by transit agencies to gauge how well it uses existing resources. Ensuring productivity and cost-efficiency is critical to the success of the agency, and services projected to perform well in terms of their productivity and efficiency should receive a higher priority. Forecasts of ridership, revenue hours, and operating costs for each individual alternative are used in this evaluation process.

- **Ridership productivity** – measured in terms of annual passenger trips per revenue hour of service. To provide for an equal comparison between alternatives, passenger trips and revenue hours of service were generated using output from TBEST 2028 ridership data.
- **Cost efficiency** – evaluated for each alternative using a transit industry standard efficiency measure, operating cost per passenger trip, which uses PCPT performance data and T-BEST 2028 ridership data.

Figure 8-1 shows the 10-year transit service alternatives evaluation process, including criteria, measures, and weights used for each category. A summary of various criteria and measures used in each step, as well as the alternatives scoring thresholds, are presented in the remainder of this section.

Figure 8-1: Transit Service Alternatives Evaluation Process



Alternatives Scoring Thresholds

As noted, each criterion is assigned a weight. Weighting the criteria affords the opportunity to measure the relative importance of each among the group of criteria to be applied. For each transit alternative, a score was determined either through the computation of the selected measure or through the educated judgment of the assessor. Scores for the more qualitative criteria (i.e., public input and regional connectivity) were assigned based on a relative comparison of each transit alternative with other transit alternatives. A higher score is consistent with a higher ranking for a given alternative for the criterion being evaluated.

The thresholds for computation-based criteria (traditional market, choice market, trips per hour, and operating cost per trip) were determined using the average of the entire data set and one standard deviation above or below the average. Table 8-2 shows the thresholds and scoring for each criterion used in the alternatives evaluation.

Table 8-2: Alternatives Evaluation – Scoring Thresholds

Criteria	Range	Score
Survey Results – Transit Priorities Survey	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Public Input – General Discussions	None	1
	Moderate	3
	High	5
	Very High	7
Traditional Market Potential (% Serving Traditional Market)	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Discretionary Market Potential (% Serving Choice Market)	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Regional Connectivity	None	1
	Moderate	3
	High	5
	Very High	7
Trips per Hour	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Operating Cost per Trip	More than (Average + 1 SD)	1
	More than Average to (Average + 1 SD)	3
	Between (Average – 1 SD) to Average	5
	Less than (Average – 1 SD)	7

Note: SD = statistical Standard Deviation

Alternatives Evaluation Results Summary

Each alternative received a score by using the process summarized previously. The alternatives were then ranked based on their respective score. Detailed results of the evaluation are presented in Table 8-3, and Table 8-4 presents the detailed results of the project prioritization.

Table 8-3: 10-Year Transit Service Alternatives Ranking

Rank	Proposed Improvement Reordered by Rank	Additional Annual Trips Generated (2028)	Evaluation Score
1	Bus every 15 minutes on Route 19 (on US-19)	183,925	6.20
2	Bus every 30 minutes during peak hours (routes 16, 21, 23, 54)	82,882	5.70
3	Add later service hours (routes 14, 16, 18, 21, 25, & 54)	82,642	4.50
3	Add Sunday service (routes 14, 16, 18, 19, 21, 25, 54)	65,980	4.50
5	Wiregrass Hopper (circulator in Wesley Chapel)	21,838	3.70
5	St. Leo University (connecting to Dade City)	10,620	3.70
7	Express on SR-52 (peak hours only)	4,955	3.30
8	Shady Hills Connector	16,055	2.80
9	Land O' Lakes Microtransit (on-demand service to replace Route 41)	5,687	1.90

Table 8-4: Results of Alternatives Evaluation

Evaluation Criteria		Scoring Details	Bus every 15 min. on Route 19 (on US 19)	Bus every 30 min. during peak hours (Routes 16, 21, 23, & 54)	Add later service hours (Routes 14, 16, 18, 21, 25, & 54)	Add Sunday service (Routes 14, 16, 18, 19, 21, 25, & 54)	Wiregrass Hopper (Circulator in Wesley Chapel)	St. Leo University (Connecting to Dade City)	Express on SR 52 (Peak Hours Only)	Shady Hills Connector	Land O' Lakes Microtransit (On-Demand Service to Replace Route 41)
Alternatives Survey	Composite Score		4.44	4.67	4.42	4.35	4.05	4.08	4.29	3.95	3.95
	Score		5	7	5	5	3	3	5	1	1
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Public Involvement	Level of Interest		High	High	Low	Moderate	High	Moderate	Moderate	Low	Low
	Score		7	7	3	5	7	1	5	3	3
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Traditional Market	% in Trad. Market		7.18%	6.65%	6.26%	6.02%	0.00%	4.21%	4.66%	2.47%	0.00%
	Score		7	7	5	5	1	5	5	3	1
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Choice Market	% in Choice Market		9.79%	7.18%	5.58%	5.61%	4.65%	4.71%	0.89%	0.00%	0.00%
	Score		7	5	5	5	5	5	1	1	1
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Regional Market	Regional Yes/No?		Yes	Yes	Yes	Yes	No	No	No	Yes	No
	Score		5	3	3	3	1	1	3	7	1
	Weight		10%	10%	10%	10%	10%	10%	10%	10%	10%
Trips per Hour	Trip/Hr		9.66	5.53	7.00	6.53	2.44	3.40	2.38	4.29	1.66
	Score		7	5	5	3	3	3	3	3	1
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Operating Cost per Trip	Cost /Trip		\$8.88	\$15.50	\$12.26	\$13.15	\$10.95	\$7.84	\$36.02	\$20.01	\$16.11
	Score		5	5	5	5	5	7	1	3	5
	Weight		15%	15%	15%	15%	15%	15%	15%	15%	15%
Total Score			6.20	5.70	4.50	4.50	3.70	3.70	3.30	2.80	1.90

Section 9: 10-Year Transit Plan

This section presents the recommended 10-year transit plan, including financial and implementation plans for PCPT. First, the transit service, capital/infrastructure, technology, and policy improvements are summarized. Thereafter, a summary of the assumptions for capital and operating costs and revenues used in developing the TDP are presented, followed by the financial plan for the 10-year period. Next, the 10-year implementation program is presented for the *Access Pasco* TDP.

The 10-Year Plan

The recommended improvements included in the 10-year TDP are the result of an extensive public outreach program and data review/evaluation process. The improvements identified fall into the categories of Service, Capital/Infrastructure, Technology, and Policy. These improvements are described in detail below.

Service Improvements

Improve Existing Services

- **Enhanced frequency on selected routes** – The TDP recommends that enhanced frequencies be applied to the following routes:
 - *Double* frequency on Route 19 – Improving the frequency along the US-19 corridor to operate every 15 minutes all day on weekdays and Saturdays will support travel needs amid the anticipated population and employment growth.
 - Double peak-hour frequency on key routes – Doubling the frequencies for key routes (Routes 16, 21, 23, and 54) during each of the AM and PM peak travel periods on weekdays and Saturdays will support the travel needs of commuters.
- **Extended weekday service on selected routes until 9:00 PM** – Providing later service on selected routes can accommodate travelers with later schedules. Later service on Routes 14, 16, 18, 21, 25, and 54 is recommended as part of this TDP.
- **Limited Sunday service on selected routes** – Providing Sunday service on selected routes from 10:00 AM to 6:00 PM, including Routes 14, 16, 18, 19, 21, 25, and 54, would serve a number of important corridors within the county.

Add New Services

- **Wiregrass Hopper** – The TDP recommends that a new circulator service be provided in Wesley Chapel to better connect key nodes within the area. The proposed service would provide convenient and fast connections to the key activity centers for shoppers, employees, and other

travelers all week. The Wiregrass Hopper is recommended to operate every 20-minutes from 9:00 AM to 10:00 PM on weekdays and Saturdays, and 10:00 AM to 6:00 PM on Sundays.

- **Shady Hills Connector** – The TDP recommends that new deviated fixed-route bus service be provided to connect Little Road/SR-52 and Hernando County. The proposed service would connect the Shady Hills area to PCPT’s bus network and add another regional connection on weekdays and Saturdays. The service is recommended to operate with 60-minute headways from 7:00 AM to 7:00 PM on weekdays and Saturdays.
- **SR-52 peak-hour commuter express** – The TDP recommends that a new cross-county connection be provided as an express service operating along SR-52 and connect Dade City in East Pasco to Bayonet Point in West Pasco. The service would be provided during the AM and PM peak travel periods.
- **Land O’ Lakes (US-41) microtransit area** – The TDP recommends that a new microtransit service be provided along US-41 and connect with Route 54. Microtransit is a low-cost, on-demand service that can function as a flexible, feeder service to other established routes. The proposed service would provide a key local and regional connection, providing service on US 41 corridor and connecting the Land-O-Lakes area north of SR 54 to PCPT Route 54 and HART Route 20X. The service is recommended to operate from 8:00 AM to 7:00 PM on weekdays and Saturdays.
- **St. Leo University service** – The proposed service would provide a key connection between the areas west of Dade City and St. Leo University on weekdays and Saturdays. The service is geared towards the university student population and is recommended to operate with 60-minute headways from 12:00 PM to 10:00 PM on weekdays and Saturdays.

Capital/Infrastructure Improvements

- **New East Pasco PCPT administration and maintenance facility** – The TDP recommends that PCPT continue its current plans for the construction of a new administration and maintenance facility in eastern Pasco County (as shown in Figure 9-1) to improve service and financial efficiencies for the system. (It should be noted that cost and revenues of this funded and ongoing project are not included in the financial plan).
- **Bus “super stops”** – The TDP recommends that PCPT establish four “super stops” at key transfer locations, with three in west Pasco and one in east Pasco. These locations would provide PCPT riders multiple “mini-hubs” with kiosks, real-time bus arrival information displays, lighting, covered seating, bike storage, and other amenities.

Figure 9-1: Renderings of East Pasco Administration & Maintenance Facility



- **Improved bus stop infrastructure** – The TDP recommends that PCPT continue its efforts to provide benches and shelters at high-activity bus stops to improve rider comfort and safety. Bus stop upgrades have significant potential to attract new riders and can be paired with marketing efforts.
- **Improved bus stop accessibility and connectivity** – The TDP recommends that PCPT continue its own efforts on bus stop accessibility and compliance and continue to coordinate, where appropriate, to ensure accessible sidewalk connections to bus stops. This includes coordinating with future development approvals and planning efforts.
- **Shared park-and-ride facilities** – The TDP recommends that PCPT explore establishing shared park-and-ride facilities at locations to complement existing and future express services and extend the reach of its service area.

Technology

- **Technology upgrades** – The TDP recommends that PCPT pursue its currently programmed technology projects (Remix software, LYTX system, etc.) to improve the efficiency of current operations and level of customer service.
- **Real-time bus location information** – The TDP recommends that PCPT pursue the necessary technology to provide real-time bus information to riders via the RouteShout smartphone mobile app and in-station sign displays in an effort to improve the riding experience and attract new ridership.

- **Queue jumps** – The TDP recommends that PCPT coordinate with Pasco County to install and implement queue jump technologies to prioritize the movement of transit vehicles through congested traffic-signal-controlled intersections on US 19. With the availability of continuous right-turn lanes, the corridor provides an excellent opportunity for implementing this technology for the most utilized bus route in the county.
- **Mobile fare program** – The TDP recommends that PCPT continue to work with regional partners to finalize the rollout of the regional Flamingo Fares program in Pasco County. The program will ensure seamless regional travel for PCPT riders and improve the overall customer experience using the smartcard and mobile fare platform.

Policy

- **Increase rider education and information outreach** – The TDP recommends that PCPT continue its efforts toward educating riders and disseminating information about the system to ensure that services do not go underutilized and key rider segments are not overlooked.
- **Expand marketing/awareness effort** – The TDP recommends that PCPT continue its coordinated marketing campaign/activities to promote PCPT and transit in the county, as it is vital that Pasco County residents and visitors consider PCPT services as a viable local and regional travel option.
- **Continue coordination with HART** – The TDP recommends that PCPT coordinate with HART on the provision of cross-county express services to ensure adequate connections and appropriate transfer times for passengers, especially related to the Tampa Bay Regional Transit Feasibility Plan.
- **Continue coordination with SR-54/56 study** – The TDP recommends that PCPT continue to work closely with the Pasco MPO to stay informed on eventual recommendations for transit on the SR-54/56 corridor and keep abreast of potential impacts and opportunities to PCPT's transit services.
- **Coordinate with PSTA on express bus connections** – The TDP recommends that PCPT should coordinate with PSTA to ensure that its connections to the regional transit network are provided with the upcoming express bus service by PSTA along US-19.

10-Year TDP Finance Plan

A finance plan was developed to help facilitate the implementation of *Access Pasco* improvements. First, cost, revenue, and policy assumptions used to develop the financial plan are presented. This is followed by a summary of cost and revenue projections for *Access Pasco*. The summary includes annual costs for the service and technology/capital improvements that are programmed for implementation within the next 10 years together with supporting revenues that are reasonably expected to be available.

Operating Cost Assumptions

Numerous assumptions were made to forecast transit-operating costs from 2019 through 2028. These assumptions are based on a variety of factors, including service performance data from PCPT, discussions with PCPT staff, and information from other recent Florida TDPs. The key operating cost assumptions for *Access Pasco* are summarized below.

- Annual operating costs for fixed-route services were developed in coordination with PCPT staff using historical PCPT performance data. Based on the most recent operating cost per revenue hour data, the cost for future operating enhancements is assumed to be \$86 per revenue service hour for fixed-route services and \$27 per revenue service hour for paratransit services, as well as other services using paratransit vehicles.
- Based on the Consumer Price Index (CPI) data for the last 10 years, from 2008 to 2017, an average annual inflation rate of 1.7 percent is used for all operating cost projections.
- Based on the historical operating cost data, the annual operating cost of continuing the fixed-route network was assumed to be \$4.04 million (in FY 2019 \$). The removal of the cost to operate Route 41 will be replaced by microtransit service, as summarized previously.
- Similarly, continuing paratransit operations was assumed to be \$1.59 million annually (FY 2019\$).
- The three-year average proportion of complementary ADA paratransit operating costs to fixed-route operating costs was estimated at 17.8 percent and was used to estimate the cost to provide complementary ADA service for new local bus services (e.g., Wiregrass Hopper, Shady Hills, and St. Leo University services).

Capital Cost Assumptions

Several assumptions were made to support the cost projections for the capital/infrastructure/technology needed to support the implementation of *Access Pasco*. These capital cost assumptions are summarized as follows:

- New vehicles planned to be purchased under *Access Pasco* include those necessary to replace vehicles within the existing fleet that will reach the end of their useful life within the TDP planning period, and additional vehicles needed to implement the service enhancements. As shown in Table 9-1, the vehicle replacement and acquisition plan includes the replacement of 30 regular bus vehicles (on average, 6 buses every other year) and 21 paratransit vehicles (on average, 5 buses every other year).
- The plan also includes the addition of 18 new regular bus vehicles and 7 paratransit vehicles to provide the new/expanded fixed-route services:
 - Regular buses
 - 4 for improved frequency on Route 19
 - 2 for Express service on SR-52

- 8 for 30-minute service on select routes
- 1 for Shady Hills Connector
- Additional 3 regular buses as spares
- Paratransit vans
 - 1 for Land O' Lakes microtransit
 - 2 for Wiregrass Hopper
 - 1 for St. Leo University service
 - 3 for expanding ADA paratransit services
 - Additional 1 van as a spare

Table 9-1: Vehicle Replacement and Acquisition Plan

Year	Existing Service			New Service		10-Year Total	
	Regular Buses	Paratransit Vehicles	Support Vehicles	Regular Buses	Paratransit Vehicles	Regular Buses	Paratransit Vehicles
2019	7	0	1	0	1 ²	7	1
2020	0	5	1	5 ¹	0	5	5
2021	0	0	0	3 ¹	0	3	0
2022	5	2	0	0	4 ^{1,3}	5	6
2023	0	0	0	10 ¹	1 ⁴	10	1
2024	6	5	1	0	0	6	5
2025	0	0	1	0	0	0	0
2026	6	4	0	0	2 ⁵	6	6
2027	0	0	0	0	0	0	0
2028	6	5	0	0	0	6	5
Total	30	21	4	18	8	48	29

¹ Total includes 1 spare bus.

² Land O' Lakes microtransit service on US-41.

³ Total includes 1 paratransit vehicle to support ADA service for Wiregrass Hopper service.

⁴ Total includes 1 paratransit vehicle to support ADA service for Shady Hills Connector service.

⁵ Total includes 1 paratransit vehicle to support ADA service for St. Leo University service.

- Vehicle cost and life cycle assumptions were developed based on input from PCPT staff (Table 9-2).

Table 9-2: Vehicle Unit Costs/Life Cycle Assumptions

Type	Useful Life (Years)	Unit Cost (2019\$)
Regular Bus	12	\$500,000
Paratransit Bus	7	\$90,000
Support Vehicle	8	\$45,000

- Funds are allocated annually to add new bus stop infrastructure for new transit services and to upgrade existing facilities to meet ADA accessibility requirements, where appropriate, based on estimates from PCPT staff.

- An annual growth rate of 2.0 percent was used for the following capital cost projections based on information from other recent Florida TDPs.
 - Various programmed technology projects were assumed at \$90,000 starting in FY 2019 and each following year.
 - Bus stop and ADA improvements were assumed at \$125,000 and \$150,000, respectively, starting in FY 2019 and for each following year.
 - The new east county PCPT administration and maintenance facility is recognized as part of the 10-year TDP, but is assumed to be fully funded and therefore is excluded from the financial plan.
 - A total of \$3.5 million (FY 2019\$) was assumed for four PCPT super stops.
 - A one-time allocation of \$500,000 (FY 2019\$) was assumed for installing queue jumps on US-19. However, a detailed study by the County will be needed as actual costs may vary due to the number of intersections needing the technology and the unit costs of the needed components needed. The County will also want to evaluate the implications for traffic flow through candidate intersections.

Revenue Assumptions

Several revenue-related assumptions were also used to project streams of revenues to support the 10-year TDP implementation. Revenue assumptions and projections for *Access Pasco* are based on information from PCPT's FY 2019–2026 Budget, discussions with PCPT staff, historical farebox performance data, and information on transit industry/FDOT funding programs. The basic structure/composition of PCPT's mix of funding sources today is expected to continue for the next 10 years. The following additional key assumptions were used to project *Access Pasco* revenues.

- A 10-year total of \$3.7 million in new FDOT Service Development Grant revenues is planned to fund frequency improvements in *Access Pasco*, and another \$2.0 million is assumed to come from local sources to match the grant (along with other existing local support which qualifies to meet the 50/50 match for funding requirement). The related improvements include improved peak frequencies, later service hours, and Sunday service. As per the stipulations for this grant, the funding is only for the initial three years of each improvement and only at 50 percent of the cost. The matching 50 percent funding is assumed from local sources.
- A 10-year total of \$3.0 million in new FDOT Urban Corridor Grant revenues is planned to fund the SR-52 Express and Shady Hills Connector services. This source is assumed to fund each improvement at 100 percent, as allowed by the program.
- An inflation rate of 1.7 percent was used for applicable operating revenue projections, assumed to be the same rate as operating cost projections, and a rate of 2.0 percent was used for applicable capital revenue projections, based on other recent Florida TDPs.

- Based on historical PCPT fare revenue data, a farebox recovery ratio of 19.5 percent was used to project future fare revenues from the new fixed-route transit services.
- The following revenues for the next 10 years were assumed to cover operating costs based on the information from PCPT’s FY 2019-2026 budget.
 - \$0.8 million in Federal Section 5311 funds and \$2.3 million in Federal Section 5307 funds.
 - \$5.8 million in FDOT Urban Corridor funds for Route 19 and Route 54.
 - \$11.4 million in Block Grant funds and an equal amount as match from local sources.
 - \$16.9 million in local government Tax Increment Financing (TIF) funds.
 - \$8.7 million in projected fare and pass revenues from existing services.
 - \$3.0 million in other unspecified sources.
- A total of \$6.3 million in projected fare and pass revenues from new and expanded services is assumed.
- Wiregrass Hopper, the circulator in Wesley Chapel, is assumed to be funded with 50 percent of revenues from private contributions (\$133,000 per year on average) from area businesses.
- In addition, the following capital revenues were assumed for the next 10 years based on information from PCPT’s FY 2019–2026 budget:
 - \$36.7 million in Federal Section 5307 funds
 - \$5 million in Federal Section 5311 funds
- Revenue assumptions for PCPT’s paratransit services, which are based on the 2019–2026 budget, include the following:
 - \$15 million in existing funds from Federal 5307, Federal 5311, TD Trips, Federal IIIB, Community Development Block Grant, fares and donations, and local government

10-Year Cost/Revenue Summary

Table 9-3 summarizes the annual operating and capital costs and supporting revenues for *Access Pasco*. As shown, it would cost \$94.1 million to operate the *Access Pasco* plan in the next 10 years with another \$37.3 million in capital costs to support the necessary fleet and capital infrastructure. The operating costs would continue to be funded mainly with a mix of local, state, and federal sources and fare revenues generated by existing and new transit services.

With the assumptions previously described, the TDP operating plan is funded through FY 2028, and the corresponding capital plan reflects a funding surplus in the amount of \$4.5 million.

Table 9-3: 10-Year TDP – Costs and Revenues (PCPT)

Cost/Revenue	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	10-Year Total
Operating											
Operating Costs											
Maintain Existing Fixed-Route	\$4,036,681	\$4,105,224	\$4,174,930	\$4,245,821	\$4,317,915	\$4,391,233	\$4,465,796	\$4,541,625	\$4,618,742	\$4,697,168	\$43,595,133
Maintain Existing Service - Paratransit	\$1,585,680	\$1,404,367	\$1,423,427	\$1,447,597	\$1,472,177	\$1,497,175	\$1,522,597	\$1,548,450	\$1,574,743	\$1,601,482	\$15,077,694
Improvements to Existing Routes	\$0	\$1,660,673	\$2,131,008	\$2,167,192	\$2,203,991	\$3,639,216	\$3,701,009	\$4,352,219	\$4,426,120	\$4,501,275	\$28,782,704
New Services	\$91,600	\$93,155	\$94,737	\$284,056	\$544,683	\$903,382	\$918,721	\$934,321	\$1,045,466	\$1,063,218	\$5,973,338
ADA Paratransit for New Services	\$0	\$0	\$0	\$0	\$45,608	\$108,687	\$110,532	\$112,409	\$131,306	\$133,535	\$642,078
Total Operating Costs	\$5,713,961	\$7,263,419	\$7,824,102	\$8,144,666	\$8,584,374	\$10,539,691	\$10,718,655	\$11,489,024	\$11,796,376	\$11,996,679	\$94,070,947
Operating Revenues - Fixed Route											
Federal 5311	\$79,344	\$79,344	\$79,344	\$79,344	\$79,344	\$79,344	\$79,344	\$79,344	\$80,691	\$82,061	\$797,505
Federal 5307	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$228,821	\$232,706	\$2,261,526
FDOT Urban Corridor for US 19	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$355,943	\$361,987	\$3,517,930
FDOT Urban Corridor for SR 54	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$225,000	\$228,821	\$232,706	\$2,261,526
FDOT Block Grant Funds	\$1,038,831	\$1,059,608	\$1,080,800	\$1,102,416	\$1,124,464	\$1,146,953	\$1,169,892	\$1,193,290	\$1,213,552	\$1,234,158	\$11,363,965
Fare & Pass Revenue from Existing Services	\$795,200	\$811,104	\$827,326	\$843,873	\$860,750	\$877,965	\$895,524	\$913,435	\$928,945	\$944,718	\$8,698,840
FDOT Urban Corridor for Express on SR 52 (Peak Hours Only)	\$0	\$0	\$0	\$187,710	\$190,898	\$194,139	\$197,435	\$200,788	\$204,197	\$207,665	\$1,382,832
FDOT Urban Corridor for Shady Hills Connector	\$0	\$0	\$0	\$0	\$0	\$174,725	\$355,384	\$361,418	\$367,555	\$373,796	\$1,632,878
FDOT Service Development - Improved Frequencies Peak	\$0	\$0	\$0	\$0	\$0	\$690,900	\$710,768	\$722,836	\$0	\$0	\$2,132,504
FDOT Service Development - Add later service hours	\$0	\$0	\$221,068	\$224,822	\$228,640	\$0	\$0	\$0	\$0	\$0	\$674,530
FDOT Service Development - Add Sunday service	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$294,183	\$299,178	\$304,258	\$897,620
Local TIF Funds	\$1,551,297	\$1,582,323	\$1,613,969	\$1,646,249	\$1,679,174	\$1,712,757	\$1,747,012	\$1,781,953	\$1,812,210	\$1,842,982	\$16,969,926
Local Matching Funds	\$1,343,175	\$1,363,952	\$1,385,144	\$1,406,760	\$1,428,808	\$1,451,297	\$1,474,236	\$1,497,634	\$1,523,064	\$1,548,926	\$14,422,996
New Local to Match Service Development	\$0	\$0	\$221,068	\$224,822	\$228,640	\$698,900	\$597,594	\$0	\$0	\$0	\$1,971,024
Fare Revenue from New/Improved Services	\$1,163	\$325,236	\$417,034	\$460,744	\$472,395	\$822,154	\$836,114	\$965,122	\$982,935	\$999,625	\$6,282,522
Private Contributions for Wiregrass Hopper	\$0	\$0	\$0	\$0	\$127,902	\$130,073	\$132,282	\$134,528	\$136,813	\$139,136	\$800,734
Other Existing Sources	\$237,968	\$249,866	\$262,360	\$275,478	\$289,252	\$303,714	\$318,900	\$334,845	\$340,531	\$346,313	\$2,959,226
Operating Revenues - Paratransit											
Federal 5307 for ADA	\$200,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$200,000
Federal 5311 for ADA	\$79,344	\$79,344	\$79,344	\$79,344	\$80,691	\$82,061	\$83,455	\$84,872	\$86,313	\$87,779	\$822,547
TD Trips	\$662,933	\$676,192	\$689,715	\$703,510	\$717,455	\$727,604	\$739,959	\$752,523	\$765,301	\$778,296	\$7,211,487
IIIB	\$245,924	\$249,874	\$253,904	\$258,014	\$262,395	\$266,850	\$271,381	\$275,989	\$280,676	\$285,442	\$2,650,449
Community Development Block Grant	\$200,000	\$200,000	\$200,000	\$200,000	\$203,396	\$206,850	\$210,362	\$213,934	\$217,567	\$221,261	\$2,073,369
Fares and Donations	\$12,000	\$12,000	\$12,000	\$12,000	\$12,204	\$12,411	\$12,622	\$12,836	\$13,054	\$13,276	\$124,402
Local Government	\$185,479	\$186,957	\$188,464	\$190,001	\$193,227	\$196,508	\$199,845	\$203,238	\$206,689	\$210,199	\$1,960,608
Total Operating Revenues	\$7,432,658	\$7,675,799	\$8,331,540	\$8,695,085	\$8,977,633	\$10,583,208	\$10,832,110	\$10,822,769	\$10,272,855	\$10,447,288	\$94,070,947
Annual Revenues Minus Costs	\$1,718,698	\$412,380	\$507,438	\$550,419	\$393,260	\$43,517	\$113,455	(\$666,255)	(\$1,523,521)	(\$1,549,390)	\$0
Rollover from Previous Year	\$0	\$1,718,698	\$2,131,078	\$2,638,516	\$3,188,935	\$3,582,195	\$3,625,711	\$3,739,166	\$3,072,911	\$1,549,390	\$0
Operating Surplus/Shortfall (Cumulative)	\$1,718,698	\$2,131,078	\$2,638,516	\$3,188,935	\$3,582,195	\$3,625,711	\$3,739,166	\$3,072,911	\$1,549,390	\$0	\$0
Capital											
Capital Costs											
Vehicles	\$3,635,000	\$3,054,900	\$1,560,600	\$3,226,072	\$5,509,580	\$3,858,762	\$50,677	\$4,066,347	\$0	\$4,123,069	\$29,085,008
Replacement Vehicles to Maintain Existing Service	\$3,545,000	\$504,900	\$0	\$2,844,037	\$0	\$3,858,762	\$50,677	\$3,859,584	\$0	\$4,123,069	\$18,786,030
Costs for Improvements to Existing Services	\$0	\$2,550,000	\$0	\$0	\$4,870,945	\$0	\$0	\$0	\$0	\$0	\$7,420,945
Vehicles for New Transit Service	\$90,000	\$0	\$1,560,600	\$382,035	\$638,635	\$0	\$0	\$206,763	\$0	\$0	\$2,878,033
Other Capital/Infrastructure	\$365,000	\$882,300	\$2,200,446	\$1,315,898	\$1,342,216	\$402,989	\$411,049	\$419,270	\$427,656	\$436,209	\$8,203,033
Technology & Queue Jumps	\$90,000	\$601,800	\$93,636	\$95,509	\$97,419	\$99,367	\$101,355	\$103,382	\$105,449	\$107,558	\$1,495,475
Infrastructure and Facilities	\$275,000	\$280,500	\$2,106,810	\$1,220,389	\$1,244,797	\$303,622	\$309,695	\$315,889	\$322,206	\$328,650	\$6,707,558
Total Capital Costs	\$4,000,000	\$3,937,200	\$3,761,046	\$4,541,970	\$6,851,796	\$4,261,752	\$461,727	\$4,485,618	\$427,656	\$4,559,278	\$37,288,042
Capital Revenues											
Federal 5307 for Capital	\$3,652,289	\$3,652,289	\$3,652,289	\$3,652,289	\$3,652,289	\$3,652,289	\$3,652,289	\$3,652,289	\$3,725,335	\$3,799,841	\$36,743,488
Federal 5311 for Capital	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	\$5,000,000
Total Capital Revenues	\$4,152,289	\$4,152,289	\$4,152,289	\$4,152,289	\$4,152,289	\$4,152,289	\$4,152,289	\$4,152,289	\$4,235,335	\$4,300,041	\$41,773,688
Annual Revenues Minus Costs	152,289	215,089	391,243	(\$89,681)	(\$2,699,507)	(\$109,463)	3,690,562	(\$33,329)	3,807,679	(\$239,237)	\$4,485,647
Rollover from Previous Year	0	152,289	367,378	758,621	368,940	(\$2,330,567)	(\$2,440,030)	1,250,533	917,204	4,724,883	\$0
Capital Surplus/Shortfall (Cumulative)	\$152,289	\$367,378	\$758,621	\$368,940	(\$2,330,567)	(\$2,440,030)	\$1,250,533	\$917,204	\$4,724,883	\$4,485,647	\$4,485,647

The distribution of 10-year costs and revenues included in the Plan are shown in Figures 9-2 and 9-3, respectively. Additionally, Figure 9-4 provides a distribution of the 10-year fixed route bus operating revenues by source. Finally, Figure 9-5 provides an annual summary of the existing and new local operating revenues by year for PCPT's fixed route services.

Figure 9-2: 10-Year TDP Operating and Capital Costs (in millions of \$)

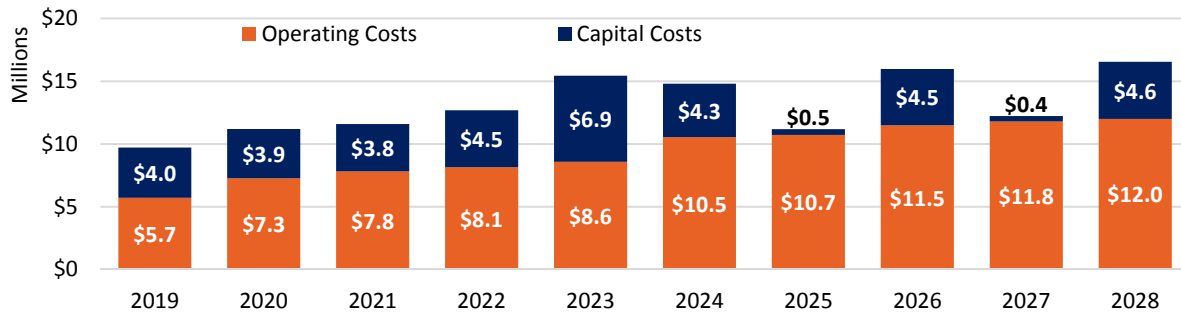


Figure 9-3: 10-Year TDP Operating and Capital Revenues (in millions of \$)

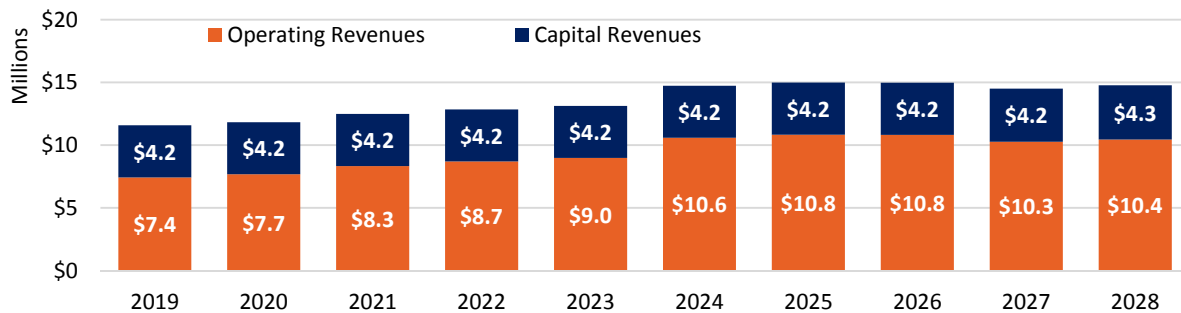


Figure 9-4: Fixed-Route Operating Revenues Distribution by Source

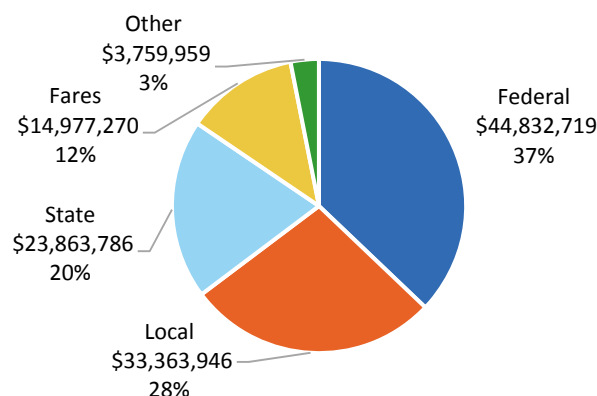
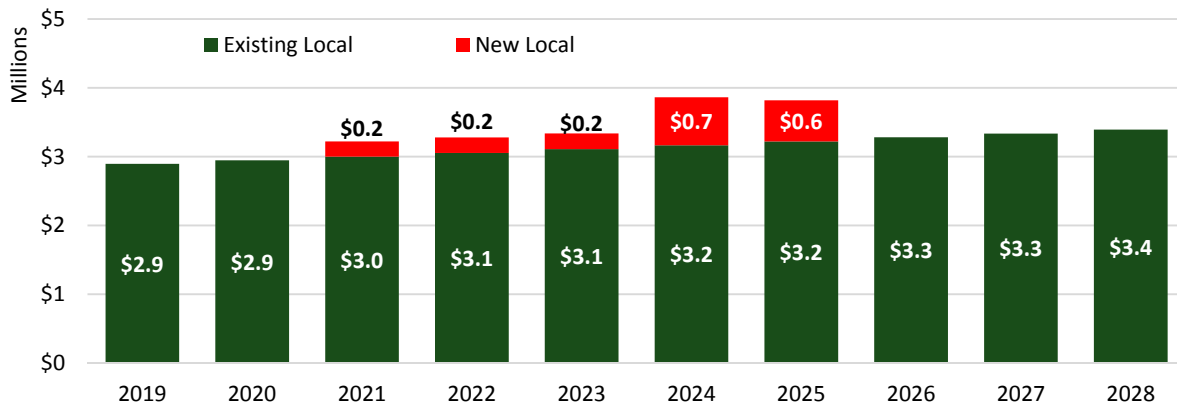


Figure 9-5: Local Revenues for Fixed-Route Operations (in millions of \$)



Ten-Year TDP Implementation Plan

The implementation plan in Table 9-4 outlines service improvements that are included in *Access Pasco* from 2019 through 2028. Table 9-4 also shows implementation years and operating and capital costs associated with each service and capital improvement, and whether existing or new revenues are anticipated to fund the improvement.

It is important to emphasize that the schedule shown in the table does not preclude the opportunity to delay or advance any projects. As priorities change, funding assumptions do not materialize, or more funding becomes available, this project implementation schedule will be adjusted.

Table 9-4: 10-Year TDP Implementation Plan

Service & Capital/Infrastructure/Technology Improvements	Implementation Year	Days of Service	Annual Operating Cost	Estimated Farebox Recovery	Net Annual Operating Cost	Total Capital Cost	Revenue Source
			(2019\$)	(2019\$)	(2019\$)	(2019\$)	
Improve Existing Services							
Bus every 15 min. on Route 19 (on US 19)	2020	Monday - Saturday	\$ 1,632,946	\$ 318,642	\$ 1,314,303	\$ 2,000,000	Existing
Add later service hours (Routes 14, 16, 18, 21, 25, & 54)	2021	Monday - Friday	\$ 427,496	\$ 83,419	\$ 344,077	\$ -	FDOT Serv. Dev. & Local
Bus every 30 min. during peak hours (Routes 16, 21, 23, & 54)	2024	Monday - Saturday	\$ 1,284,941	\$ 250,735	\$ 1,034,206	\$ 4,000,000	FDOT Serv. Dev. & Local
Add Sunday service (Routes 14, 16, 18, 19, 21, 25, & 54)	2026	Sunday	\$ 522,951	\$ 102,045	\$ 420,906	\$ -	FDOT Serv. Dev. & Local
Add New Services							
Land O' Lakes Microtransit (On-Demand Service to Replace Route 41)	2019	Monday - Saturday	\$ 91,600	\$ 1,163	\$ 90,437	\$ 90,000	Existing
Express on SR 52 (Peak Hours Only)	2022	Monday - Friday	\$ 178,464	\$ 34,824	\$ 143,640	\$ 1,000,000	FDOT Urban Corridor
Wiregrass Hopper (Circulator in Wesley Chapel)	2023	Monday - Sunday	\$ 239,142	\$ 3,037	\$ 236,105	\$ 180,000	Private & Existing
Shady Hills Connector	2024	Monday - Saturday	\$ 321,235	\$ 62,684	\$ 258,552	\$ 500,000	FDOT Urban Corridor
St. Leo University (Connecting to Dade City)	2027	Monday - Saturday	\$ 83,273	\$ 1,058	\$ 82,215	\$ 90,000	Existing
Capital/Infrastructure/Technology							
Technology Projects (Remix, LYTX, etc.) - Annual Allocation	2019-2028	n/a				\$ 90,000	Existing
Bus Stop Infrastructure - Annual Allocation	2019-2028	n/a				\$ 125,000	Existing
ADA Improvements - Annual Allocation	2019-2028	n/a				\$ 150,000	Existing
Shared Park-and-Ride Facilities	2019-2028	n/a				\$ -	-
Real-Time Bus Location Information	2019-2028	n/a				TBD	TBD
Mobile Fare Program	2019-2028	n/a				\$ -	-
Queue Jumps on US 19	2020	n/a				\$ 500,000	Existing
New Admin/Maintenance Facility	2020	n/a				\$ 16,000,000	Existing
Super Stops (4)	2021-2023	n/a				\$ 3,500,000	Existing

Note: New PCPT east admin/maintenance facility costs or revenues are not included in the TDP financial plan.

TBD: To Be Determined

Appendix A

Farebox Recovery Report

Annual Farebox Recovery Ratio Report
PCPT Fixed-Route Bus System, Pasco County, Florida
July 2018

CURRENT FAREBOX RECOVERY RATIO

Farebox recovery (ratio) refers to the percent of a transit system's total operating expenses that are funded with fares paid by passengers and is calculated by dividing the total fare revenue collected by the total operating expenses. This value is reported by transit agencies to NTD using a standardized equation, as required for FTA grant recipients. The farebox recovery ratio for PCPT, the public transportation provider for Pasco County, was 16.47 percent in FY 2016. The background with regards to the farebox recovery ratio includes the following.

PRIOR YEAR FARE STUDIES AND CHANGES

PCPT fares were last increased in 2009 when the base fare was increased to \$1.50 and the reduced fare was increased to \$0.75. The reduced fare is available to students, older adults, individuals with disabilities, and Medicare and Veterans Administration (VA) healthcare cardholders.

PROPOSED FARE CHANGES FOR THE UPCOMING YEARS

Since the fare increase in 2009, no additional fare increases have been proposed.

STRATEGIES THAT WILL AFFECT THE FAREBOX RECOVERY RATIO

The following is a list of strategies PCPT will employ to improve the farebox recovery ratio:

- Continuously monitor performance to determine if adjustments need to be made.
- Minimize costs required to operate and administer transportation services.
- Increase ridership by transitioning paratransit service patrons to fixed-route service.
- Determine most cost-effective service type on all major corridors, given demand, routings, and coverage areas.
- Increase ridership while maintaining costs to operate and administer transportation services by engaging the public to refine services and aim to better meet the needs of customers.
- Improve attractiveness of transit service to riders through the dissemination of real-time bus location information.
- Evaluate fare structure to analyze opportunities for instituting additional passes.
- Work with key employers, community-based contacts, and homeowner associations to expand marketing efforts aimed at increasing ridership and revenue for the fixed-route system.

Appendix B

Transit Vehicle Inventory

FY 2017–2018 Vehicle Inventory

Vehicle Number	Year	Make	Mileage	Useful Life Remaining ¹	Seating Capacity	Service
39891	2004	Gillig	320,687	179,313	38	Fixed-route
39892	2004	Gillig	70,071	429,929	38	Fixed-route
30425	2006	Blue Bird	449,543	50,457	30	Fixed-route
30426	2006	Blue Bird	422,980	77,020	30	Fixed-route
30327	2006	Ford	204,819	-54,819	18	Paratransit
31910	2007	Blue Bird	372,397	-22,397	22	Fixed-route
31911	2007	Blue Bird	371,195	-21,195	22	Fixed-route
31913	2007	Blue Bird	411,505	-61,505	22	Fixed-route
31914	2007	Blue Bird	440,643	-90,643	22	Fixed-route
33412	2007	Blue Bird	345,221	154,779	30	Fixed-route
33414	2007	Blue Bird	322,577	177,423	30	Fixed-route
33415	2007	Blue Bird	337,092	162,908	30	Fixed-route
34944	2009	Ford	156,781	-6,781	18	Paratransit
34945	2009	Ford	177,562	-27,562	18	Paratransit
34876	2010	El Dorado	407,389	92,611	41	Fixed-route
34877	2010	El Dorado	392,508	107,492	41	Fixed-route
34878	2010	El Dorado	485,675	14,325	41	Fixed-route
34879	2010	El Dorado	432,243	67,757	41	Fixed-route
35435	2011	El Dorado	359,217	140,783	41	Fixed-route
35436	2011	El Dorado	346,291	153,709	41	Fixed-route
35566	2011	El Dorado	329,223	170,777	41	Fixed-route
35567	2011	El Dorado	344,989	155,011	41	Fixed-route
35568	2011	El Dorado	399,759	100,241	41	Fixed-route
35569	2011	El Dorado	401,658	98,342	41	Fixed-route
35570	2011	El Dorado	401,718	98,282	41	Fixed-route
35571	2011	El Dorado	358,222	141,778	41	Fixed-route
35572	2011	Chevy	63,074	86,926	12	Paratransit
35573	2011	Chevy	70,136	79,864	12	Paratransit
35574	2011	Chevy	118,186	31,814	12	Paratransit
35575	2011	Chevy	124,450	25,550	12	Paratransit
35576	2011	Chevy	147,069	2,931	12	Paratransit
37391	2014	Gillig	189,548	310,452	38	Fixed-route
37392	2014	Gillig	192,574	307,426	38	Fixed-route
37393	2014	Gillig	158,896	341,104	38	Fixed-route
37394	2014	Gillig	268,069	231,931	38	Fixed-route
37395	2014	Gillig	231,221	268,779	38	Fixed-route
40311	2016	Gillig	69,935	280,065	29	Fixed-route
40312	2016	Gillig	82,908	267,092	29	Fixed-route
39010	2016	Gillig	144,947	355,053	38	Fixed-route
39011	2016	Gillig	135,851	364,149	38	Fixed-route
39012	2016	Gillig	161,056	338,944	38	Fixed-route
40035	2016	Chevy	42,516	107,484	16	Paratransit
40036	2016	Chevy	40,920	109,080	16	Paratransit
40037	2016	Chevy	37,621	112,379	16	Paratransit

FY 2017–2018 Vehicle Inventory (*cont'd*)

Vehicle Number	Year	Make	Mileage	Useful Life Remaining ¹	Seating Capacity	Service
40038	2016	Chevy	38,172	111,828	16	Paratransit
40039	2016	Ford	63,074	86,926	26	Paratransit
40040	2016	Ford	70,136	79,864	26	Paratransit
41592	2017	Gillig	22,685	477,315	29	Fixed-route
41593	2017	Gillig	21,632	478,368	29	Fixed-route
41667	2017	Ford	5,510	144,490	12	Paratransit
41668	2017	Ford	5,965	144,035	12	Paratransit
41669	2017	Ford	6,494	143,506	12	Paratransit
41670	2017	Ford	6,632	143,368	12	Paratransit
41671	2017	Ford	6,855	143,145	12	Paratransit
41672	2017	Ford	5,350	144,650	12	Paratransit

¹ Negative values denote that vehicle mileage is beyond useful life as of December 2017.

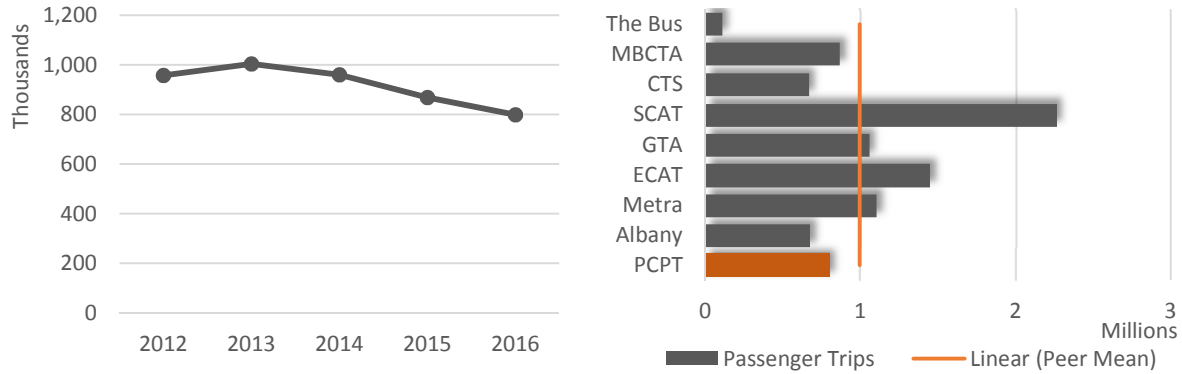
Source: PCPT 2017

Appendix C

Trend and Peer Review Analysis

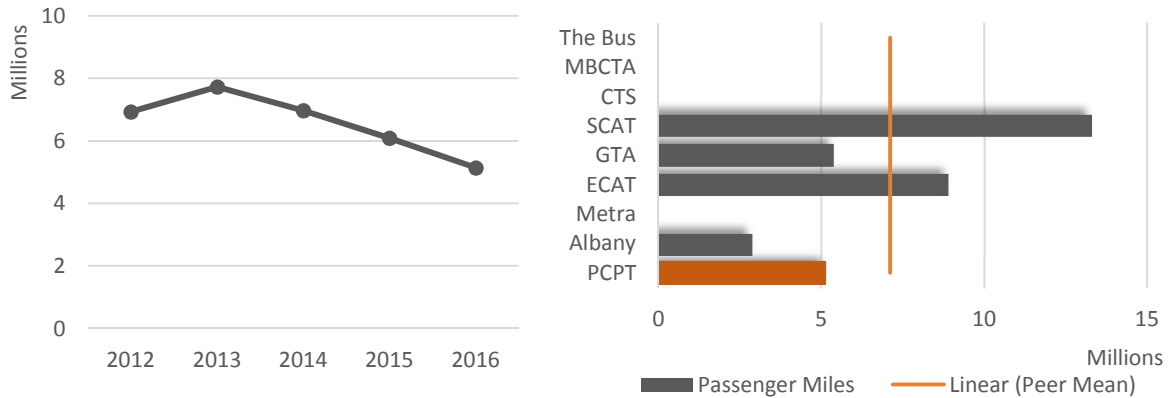
Passenger Trips

Annual passenger trips have declined in recent years, placing PCPT below the peer mean.



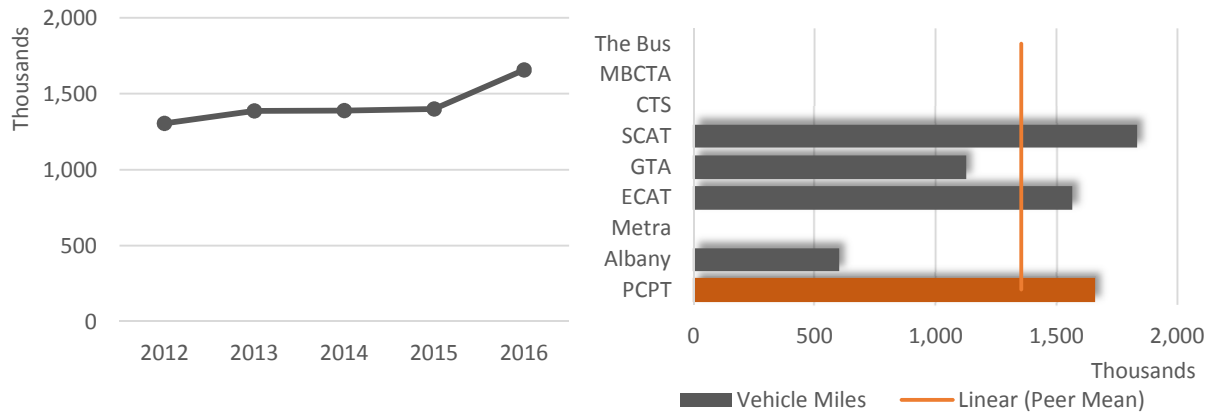
Passenger Miles

Annual passenger trips have mostly declined in recent years, and along with ridership declines place PCPT below the peer mean.



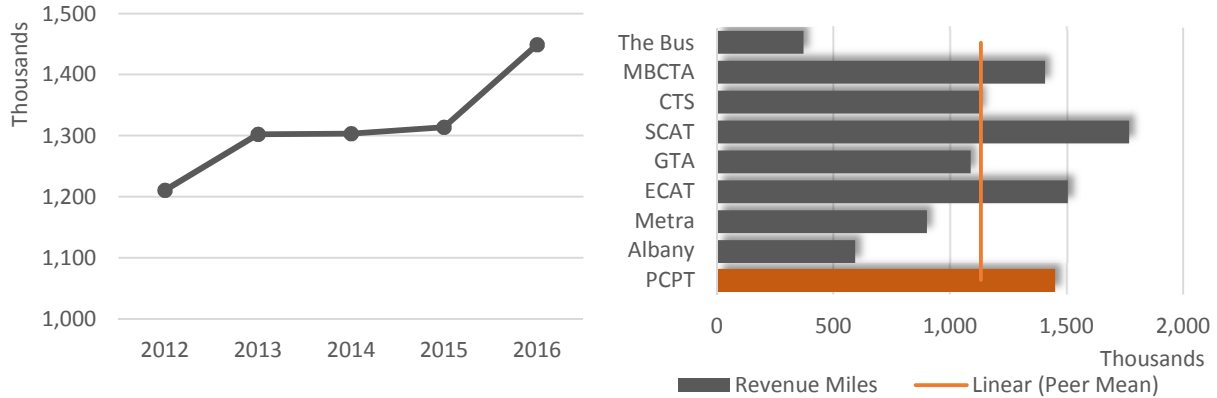
Vehicle Miles

Annual vehicle miles have risen during this period at a steady pace and are increasing as new services are provided by PCPT, and now place PCPT above the peer mean.



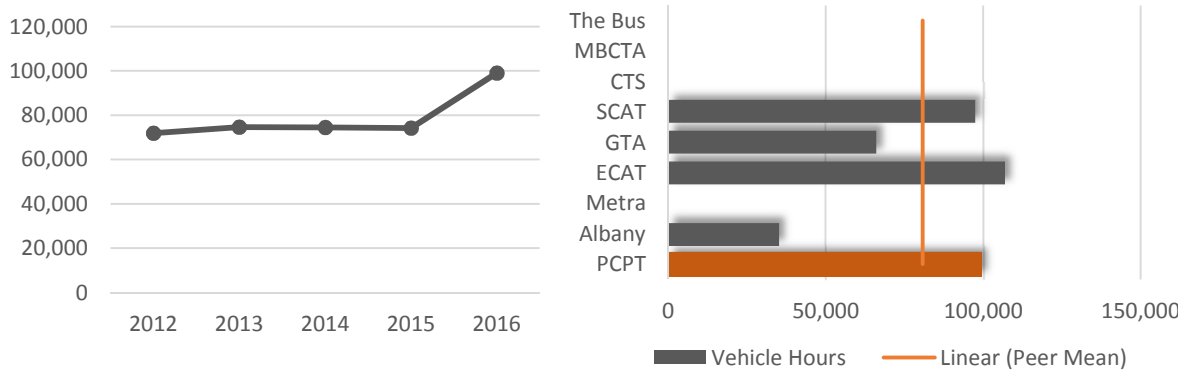
Revenue Miles

Annual revenue miles have risen along with vehicle miles as PCPT continues to expand its services, and place PCPT above the peer mean.



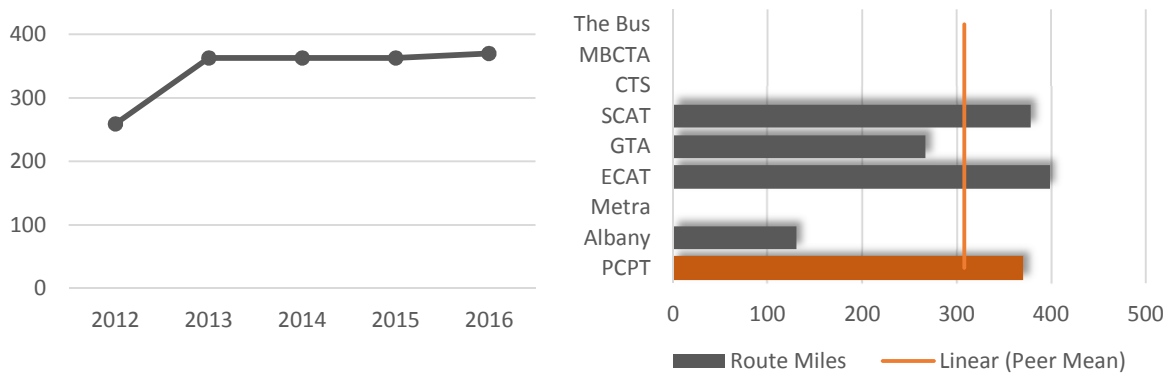
Vehicle Hours

Annual vehicle hours also experienced gains in recent years as service expansions continue, and place PCPT above the peer mean.



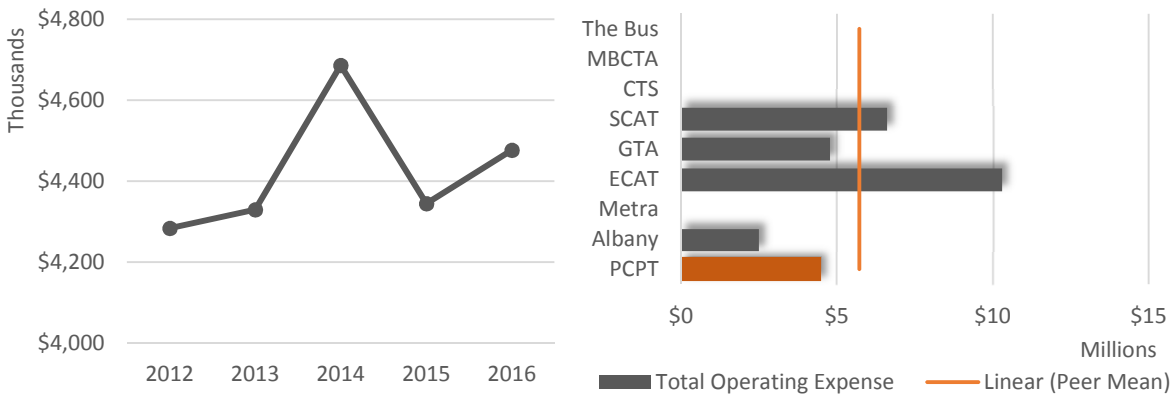
Route Miles

Annual route miles have remained flat, suggesting that service increases as indicated in previous indicators were also accompanied by adjustments to existing services, though PCPT still remains above the peer mean.



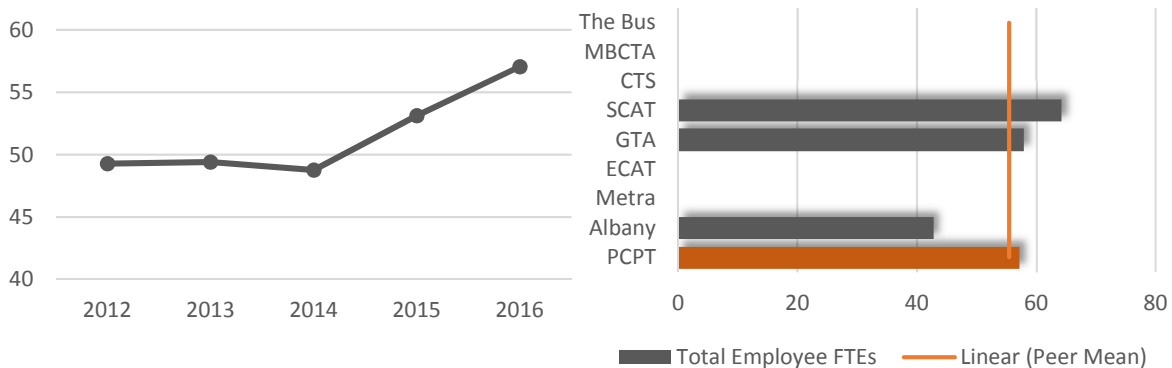
Total Operating Expense

Annual operating expenses have been gradually increasing, aside from a spike in 2014, and PCPT remains below the peer mean.



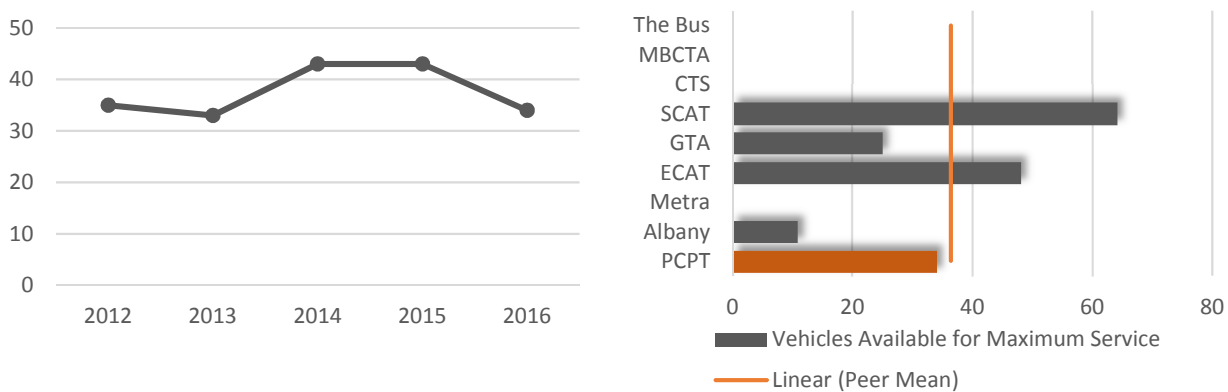
Total Employee FTEs

Annual full-time employees (FTEs) have experienced noteworthy increases in the last two years bringing PCPT to be on par with the peer mean.



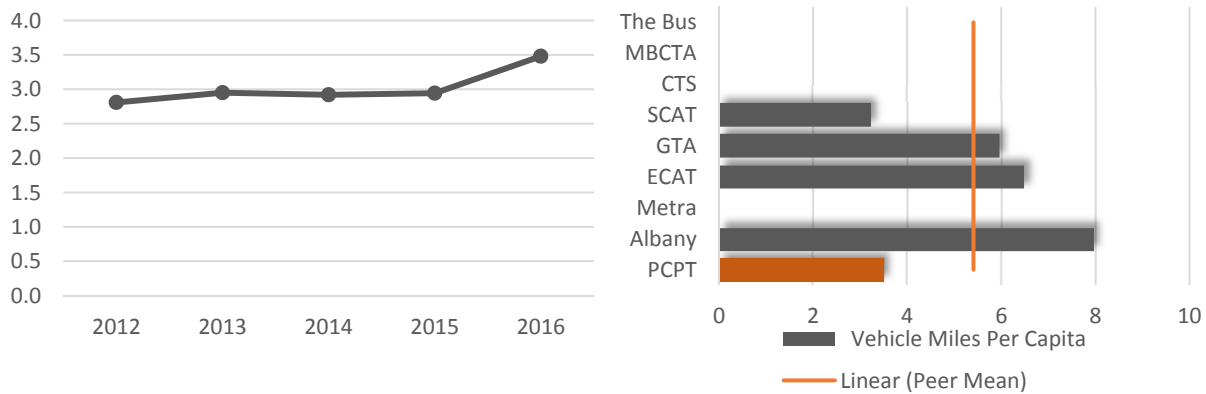
Vehicles Available for Maximum Service

Annual vehicles available for maximum service has fluctuated in recent years, most recently declining; however, PCPT now places below the peer mean.



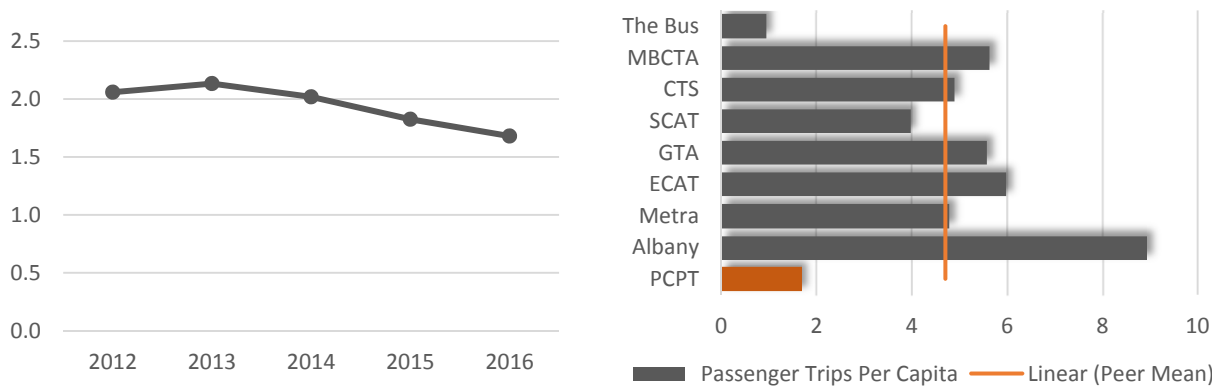
Vehicle Miles per Capita

Vehicle miles per capita have remained largely steady since 2012, yet experienced a noteworthy increase in 2016, likely coinciding with service expansions.



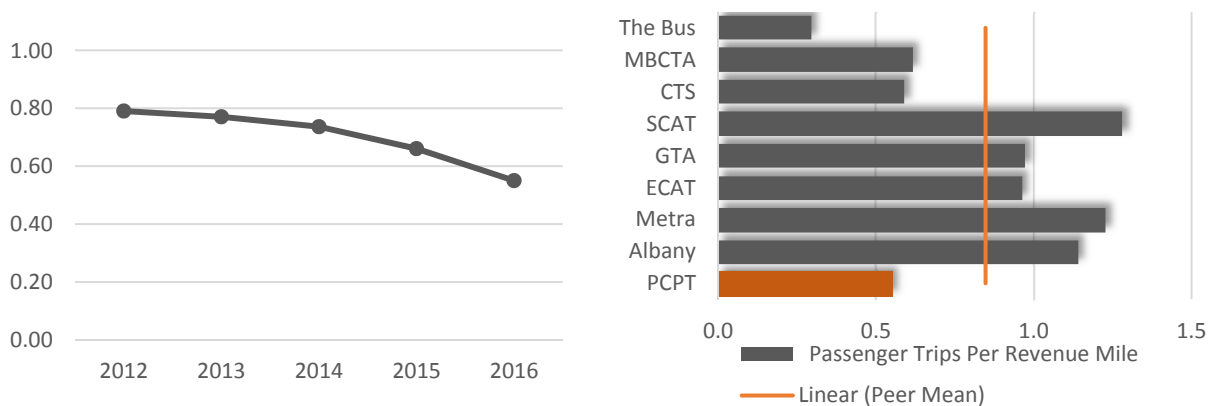
Passenger Trips per Capita

Passenger per capita have declined in almost all of the prior five years, placing PCPT far below the peer mean.



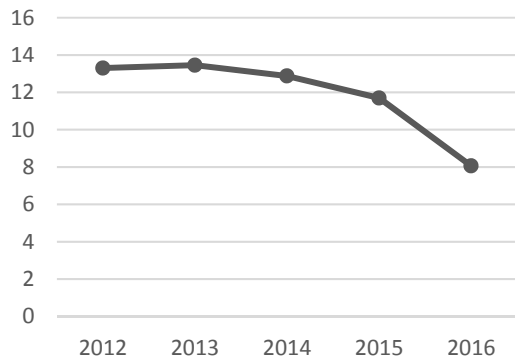
Passenger Trips per Revenue Mile

Passenger per revenue mile have declined in all of the prior five years, placing PCPT far below the peer mean; however, not as far as trips per capita.



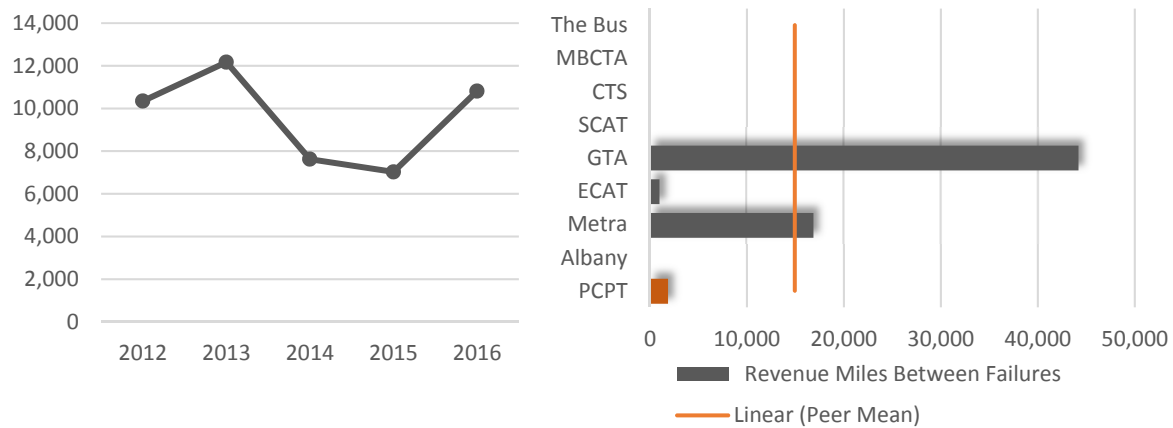
Passenger Trips per Vehicle Hour

Passenger per vehicle hour have declined in all of the prior five years, and at an increasing rate.



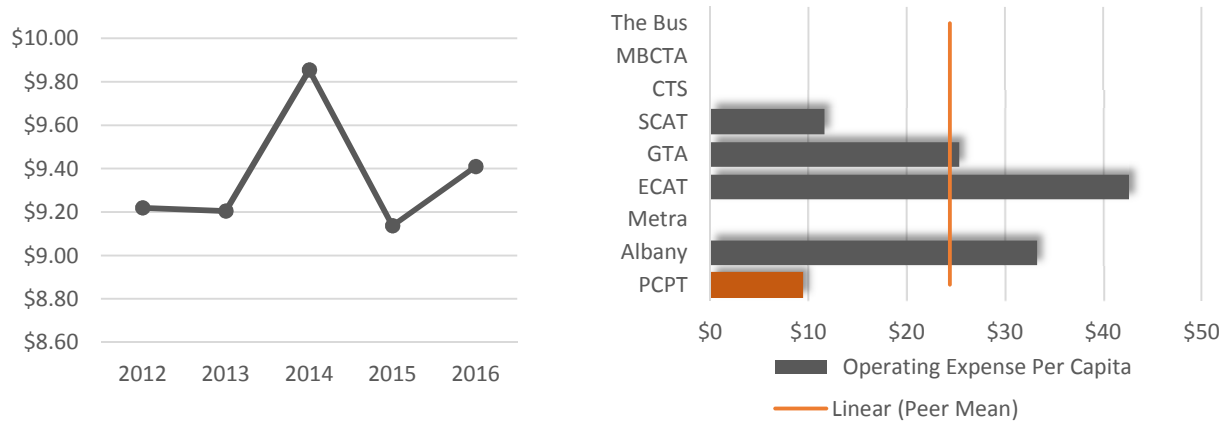
Revenue Miles Between Failures

Revenue miles between failures have fluctuated in recent years, suggesting inconsistent vehicle performance, supported by PCPT's location far below the peer mean.



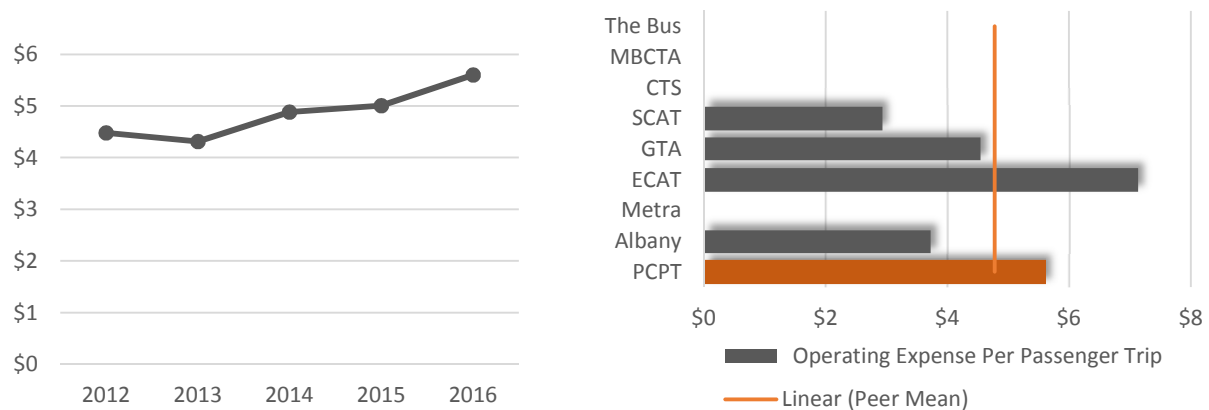
Operating Expense per Capita

Operating expense per capita has fluctuated in recent years, though overall has experienced growth, but PCPT remains below the peer mean.



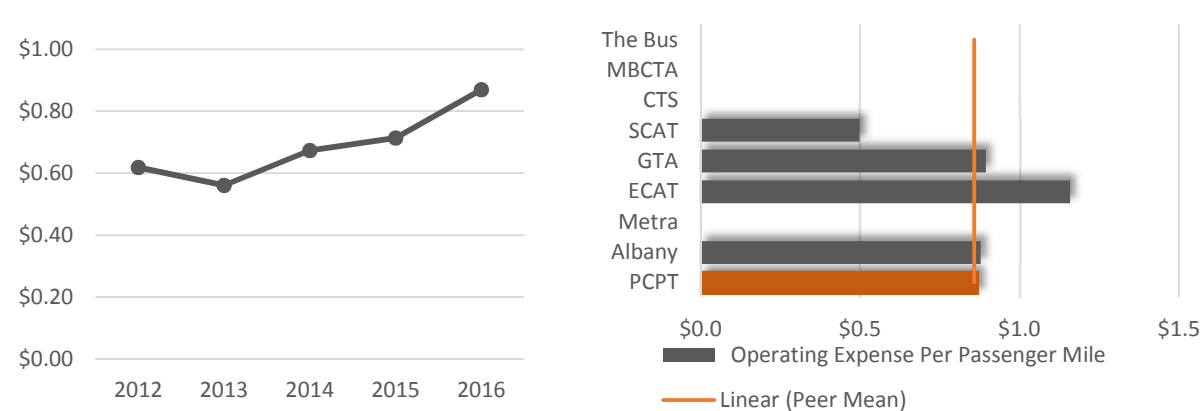
Operating Expense per Passenger Trip

Operating expense per passenger trip has gradually increased since 2013 and now places PCPT above the peer mean.



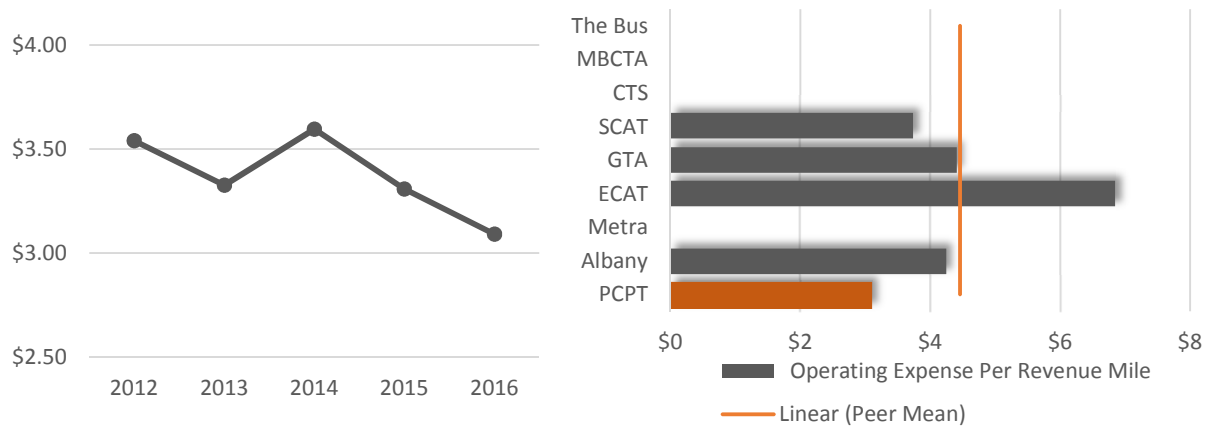
Operating Expense per Passenger Mile

Operating expense per passenger mile has similarly increased since 2013 and PCPT comes in roughly on par with the peer mean.



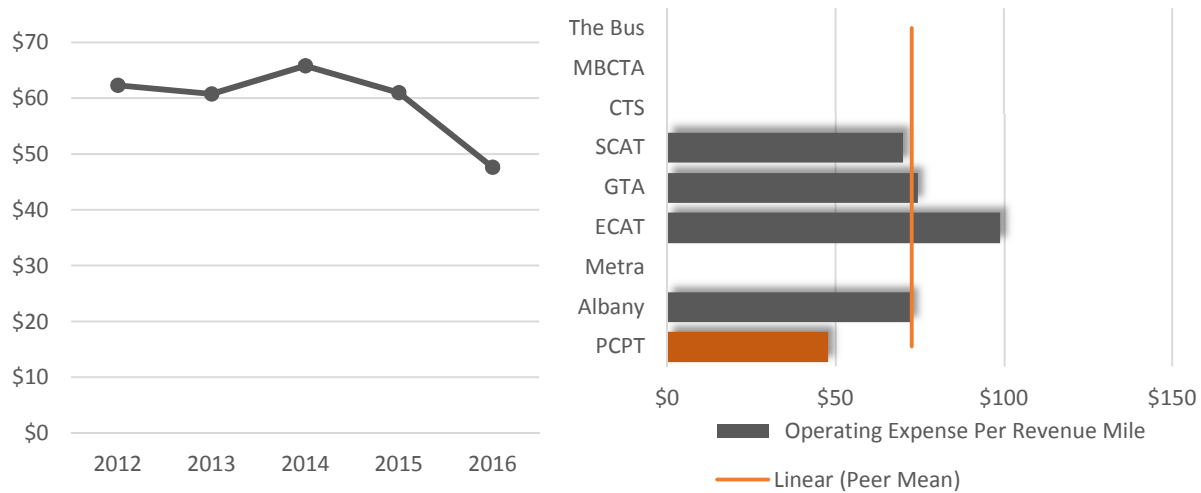
Operating Expense per Revenue Mile

Operating expense per revenue mile has fluctuated since 2012, most recently experiencing a decline which places PCPT below the peer mean.



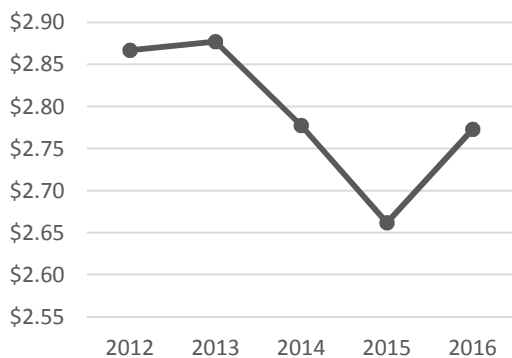
Operating Expense per Revenue Hour

Operating expense per revenue hour peaked in 2014 before declining to its current level, placing PCPT below the peer mean.



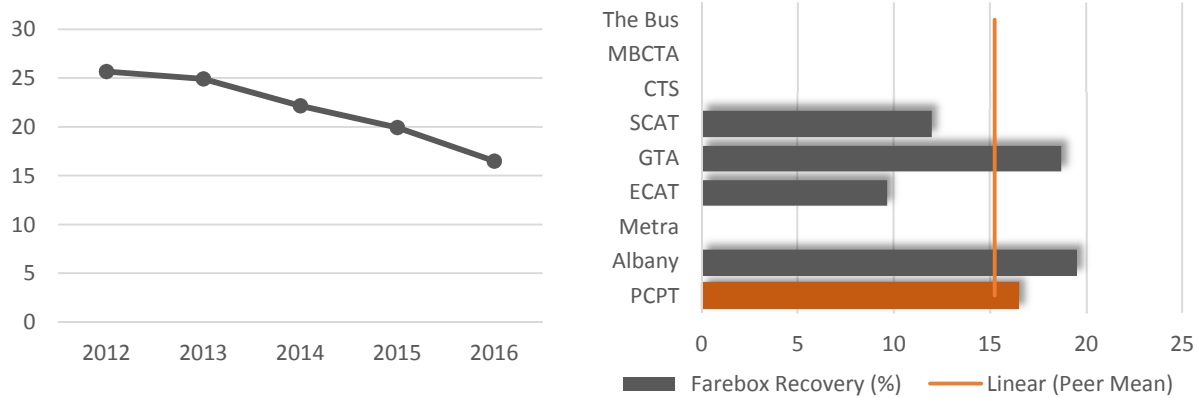
Local Funding per Capita

Local funding per capita peaked in 2013 before declining until 2015 and increasing once again, suggesting that local funding availability is subject to fluctuation going forward.



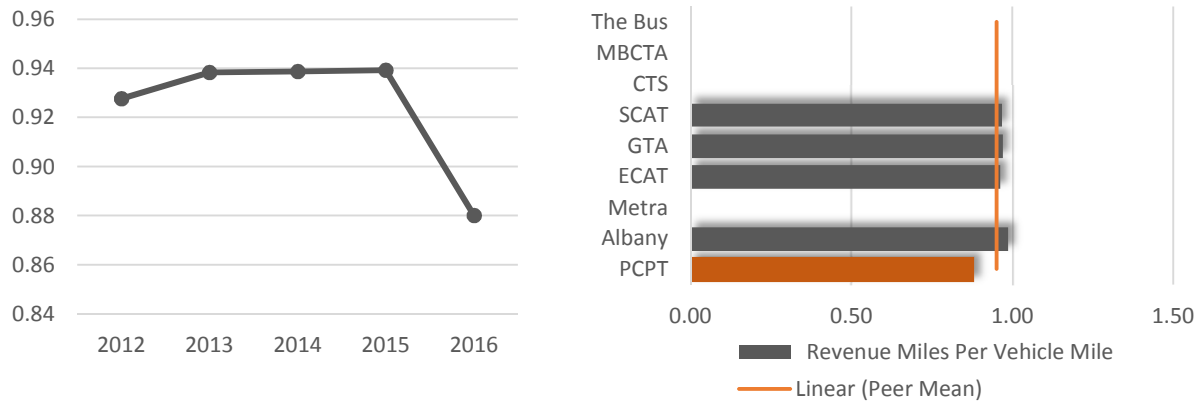
Farebox Recovery (%)

PCPT's farebox recovery ratio has experienced declines in each of the last five years, suggesting that declines in operating expenses were not enough to offset declines in ridership.



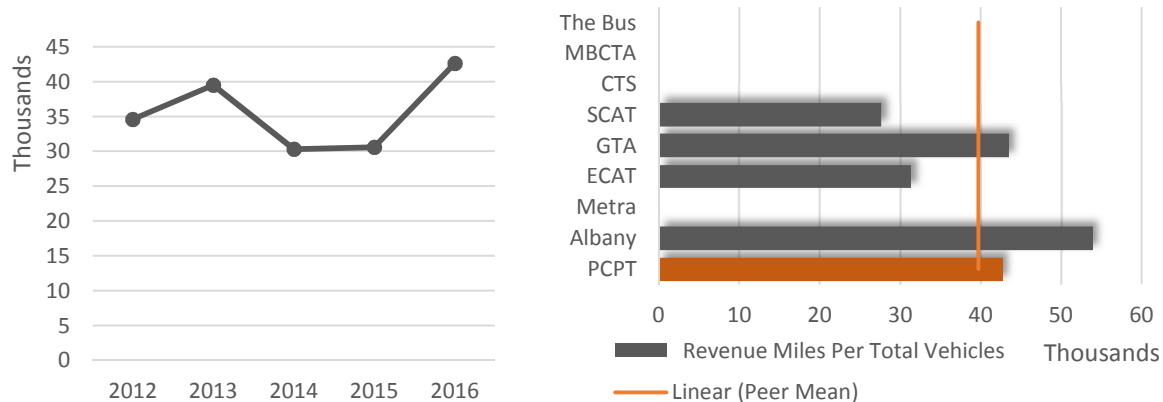
Revenue Miles per Vehicle Mile

PCPT falls just below the peer mean for the ratio of revenue miles to vehicle miles, largely due to the decline in 2016.



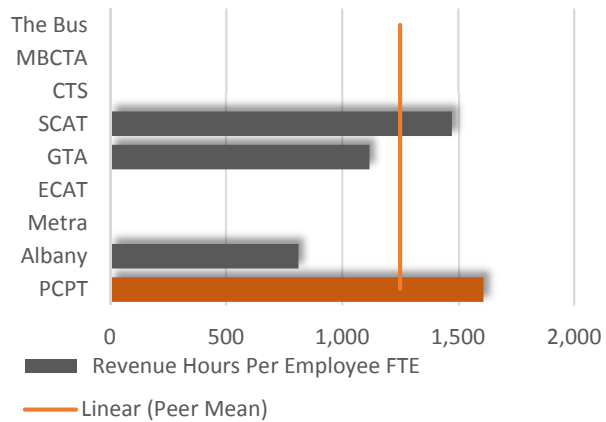
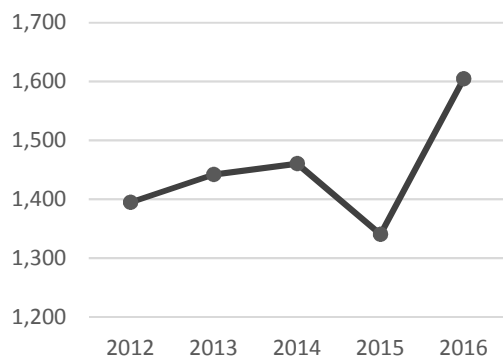
Revenue Miles per Total Vehicles

As the total number of vehicles has fluctuated in recent years, as has the revenue miles per total vehicles, and most recently places PCPT above the peer mean.



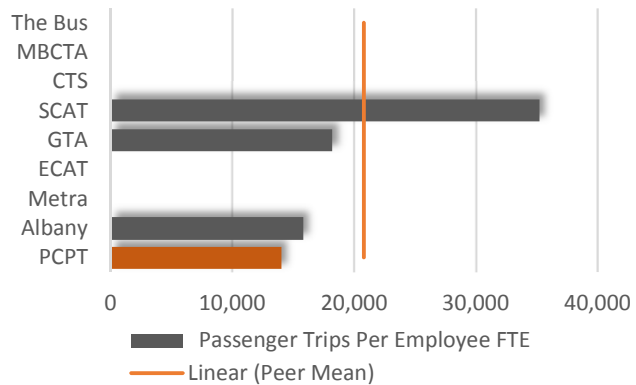
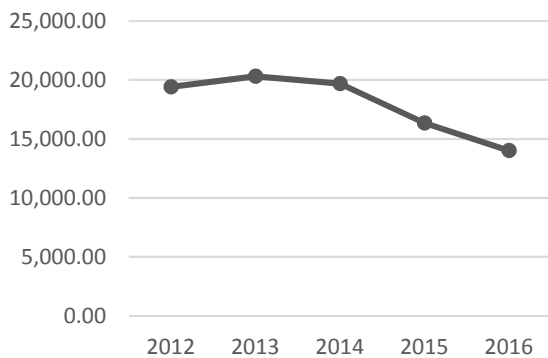
Revenue Miles Per Employee FTE

Even as employee FTEs have increased in recent years, revenue miles per employee FTE continue to increase for PCPT, placing it well above the peer mean.



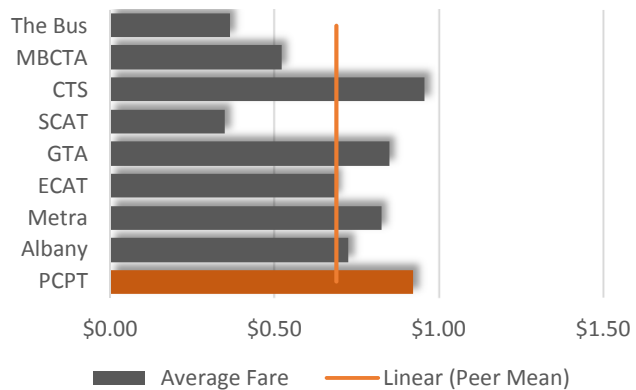
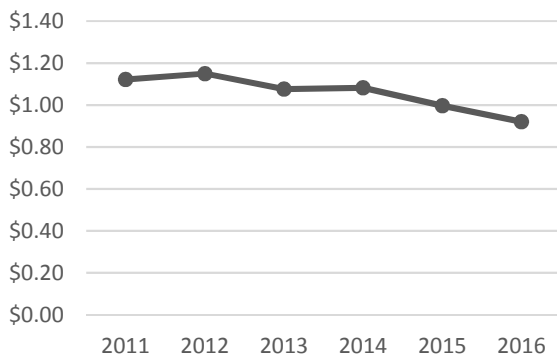
Passenger Trips per Employee FTE

As employee FTEs increase along with passenger trip declines, PCPT continues to fall further below the peer mean for passenger trips per employee FTE.



Average Fare

Coinciding with passenger trip declines, the average fare for PCPT has continued to decline; however, PCPT remains above the peer mean.



Appendix D

Public Involvement Plan



PCPT Transit Development Plan (2019–2028)

Public Involvement Plan

January 2018

Prepared for



*Pasco County Public Transportation (PCPT)
8620 Galen Wilson Boulevard
Port Richey, FL 34668
(352) 521-4587*

Section 1: Introduction

Pasco County Public Transportation (PCPT), the transit agency serving Pasco County, is preparing its 10-year Transit Development Plan (TDP), which will provide a guide for development of the transit system over the next 10 years. As required by State statute, this is a major update to its TDP, which is required every five years. The update covers FY 2019 through 2028.

The Public Involvement Plan (PIP) provides an overview of the public outreach activities that will be undertaken as part of the TDP process. The PIP is designed to comply with TDP State statutory requirements and is consistent with the Pasco County Metropolitan Planning Organization's (MPO) Public Participation Plan (PPP).

Rule 14-73.001 requires that the TDP preparation include the following activities:

- A PIP approved by the Florida Department of Transportation (FDOT) or the local metropolitan planning organization's (MPO) PPP, approved by both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA).
- Description of the process used and the public involvement activities undertaken.
- Solicitation of comments from FDOT, the MPO, and the regional Workforce Development Board (i.e., CareerSource Research Coast) on the mission, goals, objectives, alternatives, and 10-year implementation program.
- Notification of all public meetings at which the TDP is presented to or discussed with FDOT, the MPO, and the regional Workforce Development Board.

Relevant requirements from the overall public participation strategy set out in the Pasco County MPO PPP include for the MPO, to the maximum extent possible, to (1) hold public meetings at convenient and accessible locations and times, (2) employ visualization techniques to describe transportation plans and programs, and (3) make public information available in an electronically-accessible format, such as the MPO's website, as appropriate, to afford reasonable opportunities for consideration of public comment and opinion.

Specific to TDPs, the MPO requires the continual updating of TDP notices and materials to the PCPT website for public reference and minimum review periods and public hearing advertisement requirements for the TDP and encourages tools and techniques for public participation. Furthermore, an MPO Advisory Committee should guide the TDP process on behalf of the MPO and should coordinate with regional agencies such as the Tampa Bay Area Regional Transit Authority (TBARTA), Hillsborough Area Regional Transit (HART), and the Pinellas Suncoast Transit Authority (PSTA) to develop a plan that accurately reflects regional needs (in addition to required Federal, State, and local officials), as outlined in the MPO's PPP.

Section 2: TDP Public Involvement Process

The public involvement process for the development of the TDP seeks PCPT user and non-user public input on transit needs, priorities, and implementation strategies to enhance public transportation in Pasco County and the region. As part of an effort to use the TDP process to improve PCPT's services, this outreach effort will ensure that a broad range of groups is consulted as part of the process, including passengers, major employers, human service providers, bus operators, and the general public.

Key Objectives

The objectives of the TDP PIP include the following:

- To develop a multi-faceted communication model that will keep the general public and all stakeholder groups informed about the status of the project.
- To clearly define the TDP purpose and objectives early in the process.
- To identify and document the concerns, issues, and needs of key stakeholders.
- To provide stakeholders with baseline information about the current state of PCPT and keep them fully informed throughout the study.
- To encourage participation of all stakeholder groups within the project area while paying special attention to underserved communities.
- To provide frequent opportunities and a consistent access point for community input.
- To identify tools to gather information from stakeholders who cannot participate in meetings, such as via email, questionnaires, telephone surveys, social networking tools, etc.
- To respond to community questions and comments when requested and provide contact information.

Phases of Outreach

PCPT's approach to this TDP's outreach process consists of two phases:

- *Phase I* – During this phase, PCPT will conduct outreach to the community to seek public input on transit needs, including service and capital/infrastructure needs for the next 10-years. Discussion group workshops, general public workshops, online surveys, rider and operator surveys, and an MPO Board workshop will be part of this phase.
- *Phase II* – Following extensive evaluation of the input received and development of recommendations, additional outreach will occur to seek public input on the recommendations, including service, priorities, and implementation strategies to enhance public transportation in Pasco County.

Section 3: Public Involvement Activities

Numerous public involvement techniques were selected for inclusion in the PIP to ensure the active participation of the community. Table 3-1 presents the types of activities that will be completed for the TDP and the tools associated with each type of activity.

Table 3-1: TDP Public Involvement Activities

Public Involvement Activity		TDP PIP
Project Advisory Committee Meetings		✓
MPO Board Workshop		✓
MPO Board and Committee Meetings		✓
Website Outreach		✓
Social Media Networking (Facebook/Twitter) and Email Outreach		✓
Collateral Materials and Visual Aids	Fact sheets, business cards, other informational items	✓
	Branding	✓
	Visual aids	✓
Community Engagement, Review, and Comment	Bus rider surveys	✓
	Open house public workshops	✓
	Discussion group workshops	✓
	Comment and suggestions on PCPT services	✓
	Email, mail, in-person, and telephone comments	✓
	Online surveys	✓
Agency Coordination	Regional coordination	✓
	Federal, State, and local officials	✓
Media Relations		✓

The remainder of this section summarizes these activities in detail, including composition of the various committees and workshops and audiences for each of the activities along with an anticipated timeline for completion by month.

Project Kick-off Meeting

A kickoff meeting for the project was held to discuss the project scope, project schedule, milestones, and deliverables. The following items were key topics on the agenda:

- Discuss TDP goals and objectives – what this plan should achieve.
- Establish Project Advisory Committee.
- Discuss strategy for public involvement efforts.

During this meeting, the project team clarified the high-level objectives for the TDP and how they can fit in with other planning efforts in Pasco County. Additionally, key timelines, particularly for near-term anticipated completion dates, were discussed and clarified, and a substantial discussion took place regarding the composition and timeline for the public involvement activities that are set to take place over the next eight months.

Completed: January 16, 2018

Project Advisory Committee

A Project Advisory Committee (PAC) will be formed to monitor and guide the TDP Major Update process, offer input throughout the life of the project, and review all deliverables. PAC membership will be determined cooperatively by PCPT and the Consultant, and FDOT, the MPO, and CareerSource Pasco Hernando will be invited to participate. It is anticipated that two review meetings will be held with the PAC, and input from the meetings will be recorded and summarized as part of the TDP's public outreach section.

Anticipated Completion:

- 1st Meeting – March 2018
- 2nd Meeting – June 2018

Branding

Given the success of the TDP brand developed previously, the Consultant team will continue to use the same brand, *Access Pasco: A Plan for Transit*, during the development of the 2019–2028 TDP. Building on the TDP brand is a critical step toward making the planning and public involvement processes more recognizable to the public. To meet the campaign goal of increased public awareness, a variety of strategies and objectives will be developed, including, but not limited to, the following:

- Re-use of *Access Pasco* logo and color schemes for branding campaign
- Develop/maintain webpage
 - Provide MPO/PCPT with materials to post on the MPO/PCPT website, such as key deliverables, community workshops and meeting schedules, surveys or questionnaires, and other appropriate items, in formats suitable for posting online.

Anticipated Completion: August 2018

MPO Board Transit Workshop

The Consultant will facilitate a workshop dedicated to educating and discussing transit issues in Pasco County. The workshop will seek to assess political leader views on transit's current and future role in the community, transit finance, and other issues relevant to the transit plan. To assist in the preparation of the meeting, the project team will develop a draft agenda, review the agenda with MPO and PCPT staff, prepare the final materials required to support the workshop, and participate in the workshop as appropriate. After the meeting, a summary of the discussion will be prepared.

Anticipated Completion: March 2018

On-board Survey

A bus on-board survey will be conducted on 90 percent of PCPT scheduled fixed-route bus runs for a typical weekday and Saturday of service to obtain information related to the demographic attributes, travel behaviors, and rider satisfaction of current riders for market research purposes. This information will enable PCPT to focus on relevant transit needs and issues such as modifying bus schedules, locating bus stops, modifying fare structure, planning for future service, focusing on marketing campaigns, and identifying historical trends in rider satisfaction.

The on-board survey methodology and implementation will be coordinated closely with PCPT staff to ensure that study objectives are met and data collection efforts are efficiently integrated with PCPT operations. In addition, PCPT's most recent survey questionnaire will be consulted to promote consistency of questions. The completed on-board surveys are expected to cover a sample of all routes and runs for all times of day for a representative weekday and Saturday of service levels. The survey will accommodate English, Spanish, and Vietnamese languages, as necessary; upon individual request, other languages will be accommodated by Pasco County as possible.

In support of this effort, the following activities will be completed by the Consultant:

- Creation of a flyer placed on buses to notify passengers of upcoming on-board survey
- Creation of a letter to notify bus operators of upcoming on-board survey
- Collection of a sufficient amount of data to meet sampling requirements
- Organization of collected data according to route
- Assurance that all bus riders have an equal chance to complete a survey
- Offer of incentives to ensure that surveyors remain productive and collect a high number of responses
- Compilation of cross tab reports and statistics
- Assurance of quality control and accuracy standards throughout the on-board survey effort

The Consultant will be responsible for documentation of the on-board survey, including methodology, data collection approach, findings, and conclusions, all provided in a user-friendly manner with easy-to-understand charts and graphs and with specific responsibilities outlined in the project scope.

Anticipated Completion: March 2018

Online Surveys

The Consultant will conduct two surveys of the general public (targeting non-riders) to obtain information related to attitudes, latent demand, and general support of the community related to public transit services and to augment findings of the on-board survey.

The first survey will be conducted prior to the development of potential service alternatives for the TDP, and the second will be developed as part of the alternatives refinement and prioritization process. The surveys will be available online, through social media, and in hard copy formats. Access to the online versions will be provided via links on the MPO, PCPT, *Access Pasco 2019-2028* TDP, and other websites as available. A tablet-based and/or hard copy format will be provided at workshops, listening sessions, bus pass outlets, and partnering agencies. Participants in the public workshops will be encouraged to complete the surveys via tablets to improve the ease and accuracy of data collection and reporting.

Email-blasts, social media, and websites will be used to promote the online survey effort. In addition, stakeholders attending the discussion groups will be requested to disseminate the survey links, and project business cards will be designed and used to promote the availability of the online surveys. Attendees at the discussion group and PAC members will be asked to distribute the business cards through their places of business, and PCPT and MPO staff will distribute cards at other locations for distribution.

Anticipated Completion: March and June 2018

Discussion Group Workshops

Four discussion group workshops will be planned and held on two separate days in different locations in the county to ensure representation that is geographically distributed. These workshops typically will involve a smaller group of participants (8–12 persons) in an intimate meeting setting that promotes more in-depth, open-ended discussion about issues, needs, and opportunities from the perspectives of non-users. To generate interest and participation, the project team will work with MPO/PCPT staff to identify and invite potential participants to each workshop. Each discussion group will be attended by participants of similar backgrounds to provide for more robust discussion. Potential workshop candidates may include members from the following four broad backgrounds:

- Social service agencies
- Bus operators

- Business, education, and medical entities
- Pasco County MPO Citizen's Advisory Committee

The project team will be responsible for summarizing the findings and themes collected as part of the discussion groups.

Anticipated Completion: February and March 2018

Open House Public Workshops

The Consultant will facilitate four open house-style public workshops as part of the TDP outreach process. These will be held as standalone events, piggy-backing on already-planned community events such as farmer's markets or festivals or at locations where the general public gathers, such as shopping malls, or at transit hubs to obtain input from the general public about the TDP update process.

Two workshops will be planned early in the process to collect input on needs, with two held later in the project to collect input on potential alternative improvements. These workshops will include displays and interactive information exchange, public opinion surveys (tablet and/or hard copy), and enlistment for social media engagement. The events will be designed to capture information from seasonal and permanent residents about community values, needs, and priorities.

Event locations will be selected to ensure geographic coverage and expanded citizen participation. The findings and themes collected during the public open houses will be summarized for use in subsequent parts of TDP planning.

Anticipated Completion: February and April 2018

Review Comments and Suggestions from PCPT

The Consultant will review any available comments and suggestions collected by PCPT from Pasco County citizens (riders and non-riders) regarding existing and future transit services in the county for consideration in the TDP. The major themes and topics of this feedback will be summarized as part of the TDP's public outreach section.

Anticipated Completion: February and June 2018

Social Media Outreach

The project team will develop content for social media such as Facebook and/or Twitter. After consultation with PCPT/MPO staff, the content will be provided to PCPT staff for posting on PCPT's Facebook page. It is envisioned that posts to Facebook will occur once or twice per month.

Anticipated Completion: August 2018

TDP Presentations

Four presentations of the TDP will be conducted at publicly-advertised meetings after the draft has been reviewed by the MPO and PCPT. These presentations will be provided to the MPO Board and its committees, as directed by PCPT staff.

Anticipated Completion: June–August 2018

Web and Email Outreach

The PCPT website will be used as a platform to distribute the public outreach information described, including fliers, links to surveys, information about public workshops and other project meetings, project materials as appropriate, and contact information so the public can engage directly with the PCPT or the project team.

Additionally, the project team will facilitate the dissemination of emails to key contacts within the community, as provided by PCPT, to provide information and updates similar to that available on the TDP webpage. The project team will coordinate with PCPT and develop content for up to three e-mail blasts:

- At project initiation/beginning of public outreach
- To encourage participation in online survey/outreach events
- To notify recipients of Phase II of TDP outreach

Anticipated Completion: February–August 2018

Other Outreach Efforts

As part of the public outreach effort, fliers, fact sheets, and other materials will be developed as public involvement tools to distribute information about public outreach activities and upcoming public workshops, facilitate education about the PCPT system during outreach events, and provide participants with a means for asking questions. Potential public involvement tools and resources include the following:

- *Fact sheets* will include information to distribute to the public at outreach events and public workshops and will offer an overview of the TDP and PCPT and promote the value and

importance of public involvement. They also will direct and encourage the public to reach out to PCPT staff to share questions and concerns.

- *Media releases* will be prepared and provided to the County Public Information Office for distribution as appropriate.
- *Fliers* will be developed to share information with the public, provide TDP updates, and educate the public on the public involvement process and the value of their participation. Fliers will direct the public to visit the TDP website and the *Access Pasco* Facebook page to stay involved with and informed about the development of the TDP.
- *Project presentations* that are user-friendly and graphical will be developed to support the communication and adoption of the TDP and will be available for use by PCPT staff beyond the adoption of the TDP.
- *Presentation boards* will include exhibits such as service and demographic maps, plan proposals, and more at public workshops.

Section 4: Public Outreach Schedule

A public outreach schedule has been developed to ensure completion and approval of the TDP by the Pasco MPO Board and PCPT by September 1, 2018. Figure 4-1 presents the tentative schedule for the public outreach activities included in the 2019–2028 *Access Pasco* TDP.

Figure 4-1
Tentative Public Involvement Schedule

Activity		Schedule									
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	
1	Project Kickoff Meeting	✓									
2	Public Workshop #1										
3	Public Workshop #2										
4	Discussion Group Workshop #1										
5	Discussion Group Workshop #2										
6	Bus On-Board Survey										
7	MPO Board Workshop										
8	Discussion Group Workshop #3										
9	Discussion Group Workshop #4										
10	Online Survey #1										
11	PAC Review Meeting #1										
12	Public Workshop #3										
13	Public Workshop #4										
14	Online Survey #2										
15	PAC Review Meeting #2										
16	Present Draft Report To MPO Board, TAC, and CAC										
17	Review General Comments and Suggestions on PCPT										
18	Web, Email, and Social Media Outreach										
19	Present Final Report To MPO Board										

Appendix E

Public Involvement Materials



Fact Sheet

What is PCPT?

Pasco County Public Transportation (PCPT) provides bus services in east and west Pasco County, Land O' Lakes, and along State Road 54/56. Regular service includes 11 routes—3 in East Pasco, 6 in West Pasco, and 2 in Central Pasco. Services are also available for persons unable to access transit because of a disability or distance from a route. Most routes operate 5 AM–8 PM on weekdays and Saturdays with 30- to 60-minute frequency. The regular cash fare is \$1.50, with discounts offered for students, older adults, individuals with disabilities, and Medicare and VA healthcare card holders.



What is Access Pasco?

Access Pasco: A Plan for Transit is being developed by PCPT to serve as a guide for the future of public transportation in Pasco County from 2019 to 2028. It will represent the transit agency's vision to promote transit growth and improvement over the next decade.

Why Do We Need Your Input?

Public participation is an important part of developing *Access Pasco*, and numerous public outreach activities will support the plan, including discussion groups, a bus on-board survey, an MPO Board workshop, open house public workshops, online surveys, social media interaction, general marketing and awareness campaigns, and web and email outreach. Your participation and input are needed so we can learn more about the public transportation needs and issues in Pasco County and the region.



For more info, visit www.pascocountyfl.net or contact PCPT at (727) 834-3200



WE WANT YOUR INPUT!



If you are unable to attend one of the workshops, written comments will be accepted through March 15, 2018, and may be sent to:

PCPT
Attn: Chris DeAnnuntis
8620 Galen Wilson Boulevard
Port Richey, FL 34668

For disability accommodations, within at least five (5) business days before the meeting, please contact PCPT at (727) 834-3200 or visit www.ridepcpt.com



PCPT Ten-Year Transit Development Plan Open House Public Workshops

Pasco County Public Transportation (PCPT) is planning for its future, and we want your input! Please stop by any time during the following two public workshops and let us know how you think PCPT should grow.

Workshop #1 Saturday, February 17, 2018 (10 AM – 1 PM)

Wiregrass Mall Center Court
(coincides with Fresh Market)
Paseo Drive, Wesley Chapel, FL 33543
(PCPT Bus Route 54)

Workshop #2 Thursday, February 22, 2018 (9 AM – 12 PM)

West Pasco Government Center Courtyard
8731 Citizens Drive, New Port Richey,
FL 34654
(PCPT Bus Routes 14 & 23)



In accordance with Title VI of the Civil Rights Act of 1964 and other nondiscrimination laws, public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, familial, or income status. It is a priority for the PCPT that all citizens of Pasco County are given the opportunity to participate in the transportation planning process including low-income individuals, the elderly persons with disabilities, and persons with limited English proficiency. You may contact PCPT at (727) 834-3200 if you have any discrimination complaints.

PCPT NEEDS YOUR INPUT!



**Help us prioritize the improvements
for PCPT's Ten-Year Transit Development Plan!**

If you are unable to attend one of the workshops, written comments will be accepted through June 15, 2018, and may be sent to:

PCPT
Attn: Chris DeAnnuntis
8620 Galen Wilson Boulevard
Port Richey, FL 34668

For disability accommodations, within at least five (5) business days before the meeting, please contact PCPT at (727) 834-3200 or visit www.ridepcpt.com



Open House Public Workshops

Pasco County Public Transportation (PCPT) is planning for its future, and we want your input! Please stop by any time during the following two public workshops and let us know how you think PCPT should grow.

Workshop #1 **Saturday, May 19, 2018 (10 AM – 1 PM)**

Wiregrass Mall Center Court
(coincides with Fresh Market)
Paseo Drive, Wesley Chapel, FL 33543
(PCPT Bus Route 54)

Workshop #2 **Tuesday, May 22, 2018 (9 AM – 12 PM)**

West Pasco Government Center Lobby
8731 Citizens Drive, New Port Richey,
FL 34654
(PCPT Bus Routes 14 & 23)



In accordance with Title VI of the Civil Rights Act of 1964 and other nondiscrimination laws, public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, familial, or income status. It is a priority for the PCPT that all citizens of Pasco County are given the opportunity to participate in the transportation planning process including low-income individuals, the elderly persons with disabilities, and persons with limited English proficiency. You may contact PCPT at (727) 834-3200 if you have any discrimination complaints.



PASCO COUNTY PUBLIC TRANSPORTATION (PCPT) SURVEY

Please take a minute to help us plan for transit needs in Pasco County!

(1) How much awareness is there in the community about transit/public transportation?

- ☐ High
- ☐ Moderate
- ☐ None at all
- ☐ Do not know

(2) What do you think of PCPT transit service?

- ☐ It must be provided
- ☐ It might be useful
- ☐ It does not matter to me
- ☐ Not sure it is useful
- ☐ We do not need it

(3) What is your perception of transit's role in the community?

- ☐ Absolutely necessary
- ☐ Somewhat important
- ☐ Somewhat unimportant
- ☐ Unnecessary

(4) Is traffic congestion a problem in Pasco County?

- ☐ Yes
- ☐ No

(5) If you answered yes to question 4, what role do you see transit playing in alleviating the situation?

- ☐ It will relieve congestion
- ☐ It may provide some help
- ☐ It will have no effect
- ☐ It may create some additional traffic issues
- ☐ It will make congestion worse

(6) Have you used Pasco County transit service?

- ☐ Yes
- ☐ No

(7) Do you think there is a need for additional transit service in Pasco County?

- ☐ Yes
- ☐ No

(8) If you answered yes to question 7, select the TOP THREE transit improvements you would most like to see?

- ☐ More Frequent Bus Service
- ☐ Express Service, where? _____
- ☐ Later Service
- ☐ Increased Coverage Area, where? _____
- ☐ Sunday Service
- ☐ More Benches and Shelters
- ☐ Better Sidewalk Connections to Bus Stops
- ☐ Other, specify _____

(9) What do you think is a reasonable one-way fare to pay for transit service?

- | | |
|---|---|
| <input type="checkbox"/> \$0.00 to \$0.50 | <input type="checkbox"/> \$1.51 to \$2.00 |
| <input type="checkbox"/> \$0.51 to \$1.00 | <input type="checkbox"/> More than \$2.00 |
| <input type="checkbox"/> \$1.01 to \$1.50 | |

(10) Do you believe there is a willingness in the community to consider additional local funding for transit?

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Definitely | <input type="checkbox"/> Not at all |
| <input type="checkbox"/> Somewhat | <input type="checkbox"/> Do not know |

(11) Are you willing to pay additional local taxes for an expanded transit system?

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Definitely | <input type="checkbox"/> Not at all |
| <input type="checkbox"/> Somewhat | <input type="checkbox"/> Do not know |

(12) Your age is...

- | | |
|---|---|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 41 to 60 years |
| <input type="checkbox"/> 18 to 24 years | <input type="checkbox"/> Over 60 years |
| <input type="checkbox"/> 25 to 40 years | |

(13) What is the range of your total household income for 2017?

- | | |
|--|--|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$30,000 - \$39,999 |
| <input type="checkbox"/> \$10,000 - \$19,999 | <input type="checkbox"/> \$40,000 - \$49,999 |
| <input type="checkbox"/> \$20,000 - \$29,999 | <input type="checkbox"/> \$50,000 or greater |

(14) What ONE technology improvement would you like to see?

- ☐ Bus location tracking app
- ☐ Next bus information at major bus stops
- ☐ Mobile fare payment options
- ☐ Communications of alerts, service changes, detours

Please continue survey on the other side of this page.



PASCO COUNTY PUBLIC TRANSPORTATION (PCPT) SURVEY






Ten-Year Transit Development Plan May 2018

Please take a minute to help us plan for transportation needs in Pasco County!

Please rate each of the following potential service improvements.

	Very Favorable		Neutral		Not Very Favorable
<u>Potential Improvements to Existing Transit Services</u>					
Bus every 15 min. on Route 19 (on US 19)	5	4	3	2	1
Bus every 30 min. during peak hours (Routes 16, 21, 23, & 54)	5	4	3	2	1
Add later service hours (Routes 14, 16, 18, 21, 25, & 54)	5	4	3	2	1
Add Sunday service (Routes 14, 16, 18, 19, 21, 25, & 54)	5	4	3	2	1

Potential New Transit Service

	Wiregrass Hopper (Circulator in Wesley Chapel)	5	4	3	2	1
	Express on SR 52 (Peak Hours Only)	5	4	3	2	1
	Shady Hills Connector	5	4	3	2	1
	St. Leo University (Connecting to Dade City)	5	4	3	2	1
	Land O' Lakes Microtransit (On-Demand Service to Replace Route 41)	5	4	3	2	1

Technology/Capital

Real-time bus location information	5	4	3	2	1
Mobile fare payment options	5	4	3	2	1
Bus priority/Queue Jumps on US 19	5	4	3	2	1
Establish Transit Super Stops	5	4	3	2	1
Add more bus shelters and benches	5	4	3	2	1
Better sidewalk connections to bus stops	5	4	3	2	1
Add park-and-ride lots	5	4	3	2	1

Please provide any additional comments below



Pasco County Public Transportation (PCPT) On-Board Survey



PCPT would like your input to help improve its transit service. Please help us serve you better by completing this survey. Thank you.

1. Where are you coming from on this trip? (Please ✓ only **ONE**)

- | | |
|-------------------------------------|---------------------------|
| 1__ Work | 5__ Medical |
| 2__ Social/Recreation/Entertainment | 6__ School/College |
| 3__ Shopping/Errands | 7__ Other (specify) _____ |

2. How did you get to your **FIRST** bus stop of this trip? (Please ✓ only **ONE**)

- | | |
|---|----------------------------------|
| 1__ Walked/Wheelchair ➡ # blocks? _____ | 4__ Was dropped off |
| 2__ Bicycled ➡ # blocks? _____ | 5__ Rode with someone who parked |
| 3__ Drove & parked ➡ # miles? _____ | 6__ Other (specify) _____ |

3. Where are you going on this trip? (Please ✓ only **ONE**)

- | | |
|-------------------------------------|---------------------------|
| 1__ Work | 5__ Medical |
| 2__ Social/Recreation/Entertainment | 6__ School/College |
| 3__ Shopping/Errands | 7__ Other (specify) _____ |

4. LIST ALL of the **BUS ROUTES** in the **EXACT ORDER** you will use to make **THIS ONE-WAY TRIP**:

FIRST Bus	➡	SECOND Bus	➡	THIRD Bus Route

5. Typically, how many **ONE-WAY** bus trips do you make **PER WEEK** using the bus?

- 1__ 1-2 trips 2__ 3-4 trips 3__ 5-6 trips 4__ more than 6 trips

6. What is the **MOST IMPORTANT** reason you ride the bus? (Please ✓ only **ONE**)

- | | |
|--|-------------------------------------|
| 1__ I do not have a valid driver's license | 5__ The bus is more convenient |
| 2__ I do not have access to a car/vehicle | 6__ The bus fits my budget better |
| 3__ Parking is too expensive/difficult | 7__ The bus is safer/less stressful |
| 4__ I am unable to drive | 8__ Other (specify) _____ |

7. If the bus **WERE NOT AVAILABLE TODAY**, how would you travel to your destination?

- | | |
|-----------------------|---------------------------|
| 1__ Drive | 4__ Taxi |
| 2__ Ride with someone | 5__ Wouldn't make trip |
| 3__ Bicycle | 6__ Other (specify) _____ |

8. How many working vehicles (cars, motorcycles, trucks, vans) are at your home? (Please ✓ only **ONE**)

- 1__ 1 2__ 2 3__ 3 or more 4__ None

9. How long have you been using PCPT bus service?

- | | |
|------------------------|------------------|
| 1__ 0 to 6 months | 4__ 2 to 5 years |
| 2__ 7 months to 1 year | 5__ > 5 years |
| 3__ 1 to 2 years | |

10. What type of fare do you **USUALLY** pay when you ride the bus? (Please ✓ only **ONE**)

- | | |
|--------------------------------------|--|
| 1__ Full Fare (\$1.50) | 6__ Reduced Fare 20-Ride Pass (\$12.50) |
| 2__ Reduced Full Fare (75¢) | 7__ Unlimited Monthly Pass (\$37.50) |
| 3__ 1-Day Pass (\$3.75) | 8__ Reduced Unlimited Monthly Pass (\$18.75) |
| 4__ Reduced 1-Day Pass (\$1.85) | 9__ Other (specify) _____ |
| 5__ Full Fare 20-Ride Pass (\$25.00) | |

11. How do you **USUALLY** get information on bus service? (Please ✓ only **ONE**)

- | | |
|--------------------------|---------------------------|
| 1__ Printed bus schedule | 5__ Bus drivers |
| 2__ Website bus schedule | 6__ Bus signs/shelters |
| 3__ Google | 8__ Friend/relative |
| 4__ Call PCPT | 9__ Other (specify) _____ |

PLEASE CONTINUE ON BACK OF SURVEY ➡

12. What three **SERVICE IMPROVEMENTS** would make PCPT better for you to use? (Please ✓ **THREE**)

1__ More frequent service on existing routes

2__ More service on Sundays

3__ Later evening service

4__ New routes/service. Where? _____

5__ Express service. Where? _____

6__ Better connections to other counties. Where? _____

7__ More benches, shelters, bike racks at bus stops. Where? _____

8__ Better sidewalk connections to bus stops

9__ Other (Specify) _____

13. Do you use or own a **CELL PHONE**? (Please ✓ only **ONE**)

1__ Yes, it's a smartphone with a data plan / internet connectivity

2__ Yes, but I have no data plan / Wi-Fi capability

3__ No

14. Which two of the following technology improvements would make PCPT better for you to use? (Please ✓ **TWO**)

1__ Smartphone app with real time bus arrival information

2__ Real-time schedule information at major stations

3__ Mobile fare payment app

4__ Electronic bus stop announcements on buses

5__ Real-time schedule information on buses

15. How many months out of the year do you reside in Pasco County?

1__ Less than 6 months

2__ 6 months to 1 year

3__ Permanent resident

16. Your age is?

1__ Under 18

2__ 18 to 24

3__ 25 to 40

4__ 41 to 60

5__ Over 60 years

17. What was the range of your total household income for 2012?

1__ Under \$10,000

2__ \$10,000 to \$19,999

3__ \$20,000 to \$29,999

4__ \$30,000 to \$39,999

5__ \$40,000 to \$49,999

6__ \$50,000 or more

18. Are you male or female? 1__ Male 2__ Female

19. Are you of Hispanic, Latino, or Spanish origin? 1__ Yes 2__ No

20. What is your race? (Please ✓ only **ONE**)

1__ American Indian or Alaska Native

2__ Black/African American

3__ White

4__ Asian

5__ Native Hawaiian or Other Pacific Islander

6__ Two or more races

7__ Other (specify) _____

21. How satisfied are you with PCPT service?

Circle a score where 10 is the **MOST** satisfied and 1 is the **LEAST** satisfied

Most

10

9

8

7

6

5

4

3

2

1

Least

22. Please add any other comments or suggestions on PCPT services:

THANK YOU FOR COMPLETING THE SURVEY!



Bus Operator Survey

Please take a few moments to answer the following questions. This survey is part of an effort to improve PCPT service. Please do NOT put your name or other identifying mark on the survey. When complete, please return the survey to the Operations Manager's mailbox or _____.

1. The following is a list of possible complaints PCPT riders may voice to bus operators. Please read the list of common complaints below carefully and **mark the 3 complaints that you hear most frequently from riders.**

- | | |
|--|--|
| <input type="checkbox"/> need more frequent service | <input type="checkbox"/> need more later service. Until what time? _____ |
| <input type="checkbox"/> bus doesn't go where I want | <input type="checkbox"/> need better sidewalk connections to bus stops |
| <input type="checkbox"/> bus is late | <input type="checkbox"/> need express service. Where? _____ |
| <input type="checkbox"/> bus leaves stop too early | <input type="checkbox"/> need better connections to other counties. Where? _____ |
| <input type="checkbox"/> bus is not clean | <input type="checkbox"/> need more bus shelters/benches |
| <input type="checkbox"/> bus is not comfortable | <input type="checkbox"/> bus schedule too hard to understand |
| <input type="checkbox"/> safety/security at bus stop | <input type="checkbox"/> fare is too high |
| <input type="checkbox"/> safety/security onboard bus | <input type="checkbox"/> other (please specify) _____ |

2. Do you think these complaints are valid? Please explain.

3. What do riders like about PCPT? Please **list the 3 compliments that you hear most frequently from riders.**

4. Do you know of any **safety problems** on any routes? Please explain.

5. Provide **specific service improvements** to PCPT bus routes. Include information for routes that you drive and that you don't drive. Examples of service improvements include improving bus running times, adding new destinations/areas, improving service frequency, combining services with other PCPT routes, etc.

Route	Service Improvement Needs/Comment

6. Use the space below to provide any other comments that could help improve PCPT service.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

THANK YOU FOR YOUR HELP!



Appendix F

Performance Monitoring Program

Performance Monitoring Program

Performance Measures and Indicators

Once the proposed transit services are implemented, the following performance indicators and measures should be monitored by PCPT on a quarterly basis for its fixed-route and microtransit services as part of the recommended performance-monitoring program:



Passenger Trips – Annual number of passenger boardings on the transit vehicles.



Revenue Miles – Number of annual miles of vehicle operation while in active service (available to pick up revenue passengers).



Revenue Hours – Number of annual hours of vehicle operation while in active service (available to pick up revenue passengers).



Passenger Trips per Revenue Hour – Ratio of passenger trips to revenue hours of operation.

However, as fixed-route-type services typically take up to three years to become established and productive, the performance data up to that point should be reviewed and interpreted cautiously. Furthermore, microtransit services will be a newly implemented service type in Pasco County and therefore have few benchmarks with which to compare initially. Although adjustments/modifications are encouraged, outright discontinuations based on performance monitoring data alone are discouraged.

Evaluation Methodology and Process

This process is based on two measures, trips per mile and trips per hour, which are weighted equally to derive an overall route score. An individual route's score for a particular measure is based on a comparison of the measure as a percentage of the system average for that particular measure. These individual measure scores are added together and divided by two to get a final aggregate score. This final composite performance score is an indication of a route's performance for the two measures when compared to the system average for those measures. A higher score represents better overall performance when compared to other routes.

The noted comparative performance evaluation can be beneficial, but caution should be exercised when using the final scores and rankings, because these figures are comparing routes to one another and may not reflect the specific goals established for a particular route (i.e., geographic coverage vs. ridership performance). The process is particularly useful, however, in highlighting those routes that may have

comparative performance-related issues. These routes can then be singled out for closer observation in future quarters or years to determine specific changes that may help mitigate any performance issues.

Once a route score is determined, routes can be ranked to show the highest performing and lowest performing routes. The rankings are a useful proxy for determining the comparative performance of any route, as well as highlighting changes in performance over time. To track the performance variation over time, three performance levels have been developed:

- **Level I – Good ($\geq 75\%$)** – Transit routes in this category are performing efficiently compared with the average level of all the agency’s routes.
- **Level II – Monitor (30–74%)** – Routes in this category exhibit varying levels of performance problems and require more detailed analysis (e.g., ride checks, on-board surveys, increased marketing efforts, etc.) to aid in identifying specific changes that can be made to help improve the route’s performance.
- **Level III – Requires Attention ($\leq 29\%$)** – Routes in this category exhibit poor performance and low efficiency. Recommendations for these routes may include truncation of the route, reduction in the route’s number of revenue hours, or discontinuation of the route.

Figure F-1 illustrates the three evaluation levels and notes the recommended thresholds for each level.

Figure F-1: Route Performance Evaluation Levels

