



# TRANSPORTATION DISADVANTAGED SERVICE PLAN 2020 - 2025

May 2020

Submitted by:



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## DEVELOPMENT PLAN

### Introduction to the Service Area

#### Background of Pasco County's Transportation Disadvantaged Program

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

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

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

#### *Designation Date/History*

As a result of 1989, legislation (Chapter 427, F.S. and Rule 41-2, Florida Administrative Code [F.A.C.]), the Pasco County Metropolitan Planning Organization (MPO) became the Designated Official Planning Agency (DOPA) and thus assumed responsibility for carrying out the transportation disadvantaged (TD) legislation. In October 1990, the Pasco County MPO recommended PCPT to be the Community Transportation Coordinator (CTC) for Pasco County; the Commission for the Transportation Disadvantaged (CTD) approved, and PCPT is still the CTC to this day. The latest MOA was approved on January 24, 2012. PCPT is currently coordinating the TD services with all participating local for-profit and not-for-profit transportation providers operating in Pasco County.

Until recently, PCPT had contracted with several private, for-profit companies to augment transportation service. Trips provided by these companies are funded through the TD Trust Fund, Community Development Block Grant (CDBG), and Title III-B under OAA. These programs allowed PCPT to expand TD service to its current levels. Currently, PCPT does not have any private contracts in place, but they do use private contractors to augment services as needed.

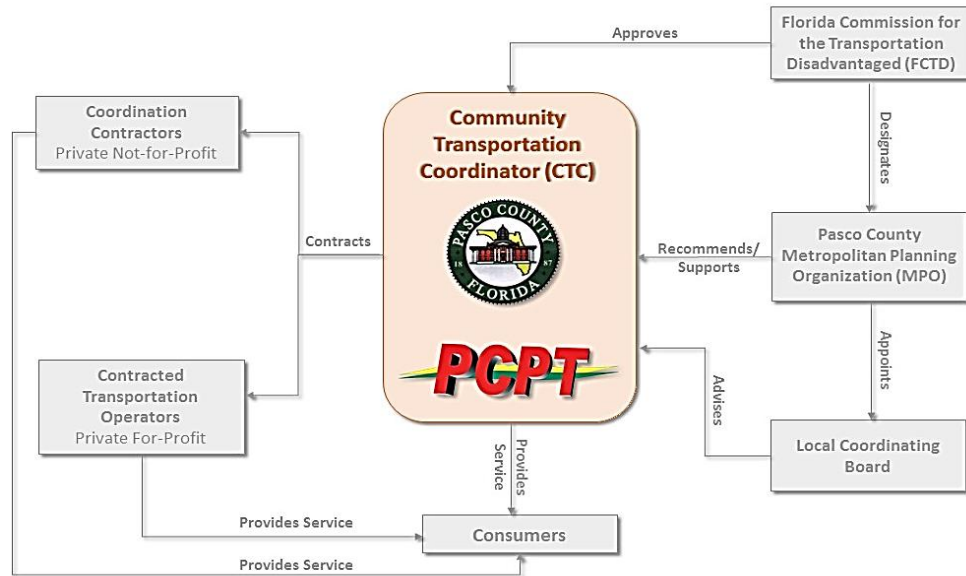
The TD Local Coordinating Board (LCB) was established as mandated by Chapter 427, F.S. and Rule 41-2, F.A.C. The purpose of the LCB is to determine local transportation service needs and to provide information, advice, and direction on the coordination of services to Pasco County providers. Members of the LCB, most of whom are appointed, hold positions of responsibility within their respective agencies and represent their agency during LCB discussions, including policy development, and voting. The LCB consists of representatives from the following agencies or special interest groups:

- Elected official (acts as Chair of LCB)
- Florida Department of Transportation (FDOT)
- Florida Department of Children and Families
- Florida Division of Vocational Rehabilitation representing the Department of Education
- Veterans (recognized by the local Veterans Service Office)
- Persons who are economically disadvantaged in Pasco County (recognized by the Florida Association for Community Action)
- Local Florida Department of Elder Affairs
- Persons with disabilities
- Two citizen advocates in Pasco County; one must be a transit user
- Agency for Health Care Administration
- Persons over age 60
- Local private, for-profit transportation industry
- Public education community
- Children at risk
- Regional Workforce Development Board
- Local medical community

The MPO may appoint additional agency and non-agency individuals as non-agency members. Except for the Chair and State agency representatives, non-agency members of the LCB are appointed for staggered three-year terms.

The organization chart in Figure 1 identifies all involved in the provision of TD services in Pasco County, including the CTD, Pasco County MPO, LCB, and CTC.

**Figure 1: Organization Chart, Pasco County TD Program**



## Consistency Review of Other Plans

At the State, regional, and local levels, several agencies/organizations conduct studies to produce plans and policies for addressing local and regional transportation issues that may impact TD services. The following transit policies and plans that may be relevant to this Transportation Disadvantaged Service Plan (TDSP) were reviewed to ensure consistency with the existing transportation goals and are summarized in Table 1, with an emphasis on issues having implications for PCPT and the coordinated transportation system in Pasco County:

- State
  - State of Florida Transportation Disadvantaged 5-year/20-year Plan
- Regional
  - Tri-County Access Plan (TCAP)
  - Tampa Bay Area Regional Transit Authority (TBARTA) Master Plan
  - Tampa Bay Regional Transit Feasibility Study
  - TBARTA Transit Development Plan (TDP)
- Local
  - Dade City Comprehensive Plan
  - Zephyrhills Comprehensive Plan
  - Pasco County Comprehensive Plan
  - Pasco County 2015 TDSP
  - Pasco County Mobility 2045 Long Range Transportation Plan (LRTP)
  - New Port Richey Comprehensive Plan
  - PCPT 2018–2029 TDP
  - Pasco County Transportation Improvement Program (TIP)
  - Pasco County Mobility 2040 LRTP

**Table 1: Review of Plans, Policies, and Programs**

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
<i>State Plans &amp; Policies</i>						
<b>State of Florida Transportation Disadvantaged 5-Year/20-Year Plan</b>	Florida	2007	State	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.
<i>Regional Plans &amp; Policies</i>						
<b>Tri-County Access Plan</b>	Hillsborough, Pinellas, and Pasco	2014	Regional Transit Needs Plan	Hillsborough, Pinellas, and Pasco Counties	Addresses the Hillsborough County, Pasco County, and Pinellas County MPOs' partnership with FDOT D7 to promote coordinating services within the tri-county area to benefit the TD population.	<p>The following needs were identified through the Tri-County Access Plan process:</p> <ul style="list-style-type: none"> <li>• Regional paratransit services</li> <li>• Projects benefiting seniors and individuals with disabilities</li> <li>• Fixed route improvements, including improved frequency, later evening and weekend service</li> <li>• Infrastructure and technology improvements</li> <li>• Additional transportation services to quality of life/social activities</li> <li>• Service connecting to major hospitals and hubs</li> <li>• Regional fixed-route/express services</li> </ul>
<b>TBARTA Master Plan</b>	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.
<b>Tampa Bay Regional Transit Feasibility Plan</b>	Hillsborough, Pinellas, and Pasco	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. A regional transit vision network was also identified.
<b>TBARTA TDP</b>	Hillsborough, Hernando, Manatee, Pinellas, and Pasco	2020	TDP	TBARTA	First regional TDP for the Tampa Bay area that serves as a vision and a strategy to connect Hernando, Hillsborough, Manatee, Pasco, and Pinellas counties with transit services.	<p>Proposed a set of short-term improvements to existing regional routes, and long-term improvements for new regional connections. Some of these improvements relevant to Pasco County include:</p> <p><u>Short-Term:</u></p> <ul style="list-style-type: none"> <li>• PCPT Route 19 - Increased frequency and additional weekend service</li> <li>• Route 54 &amp; Route 21 - Increased frequency, increased service hours, and additional weekend service</li> </ul> <p><u>Long-Term:</u></p> <ul style="list-style-type: none"> <li>• Express service on US 41 from Tampa to Brooksville</li> <li>• Express service on Veterans/Suncoast Expressway from Tampa to Brooksville</li> <li>• Express service on I-75 from SR 52 to Bradenton</li> <li>• Rail service from Tampa to Brooksville</li> <li>• Regional Rapid Transit from Wesley Chapel to Downtown St. Petersburg</li> <li>• Regional TD services</li> <li>• Commuter Services/vanpools</li> <li>• Innovative Transit Technologies</li> </ul>



Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
<i>Local Plans &amp; Policies</i>						
<b>Dade City Comprehensive Plan</b>	City of Dade City	2010	Comp. Plan	Dade City	Addresses land use, transportation, capital projects, public facilities, recreation, governmental 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"> <li>• 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.</li> <li>• Bicycle and pedestrian connections from residential areas will be provided to transit terminal areas.</li> <li>• Site plan review and traffic circulation system will encourage transit-friendly design features along roadways.</li> <li>• Participation in TDM measures with MPO and FDOT will encourage use of transit.</li> </ul>
<b>Zephyrhills Comprehensive Plan</b>	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"> <li>• Site plan review and traffic circulation system will encourage transit-friendly design features along roadways.</li> <li>• Participation in TDM measures with MPO and FDOT will encourage use of transit.</li> </ul>
<b>Pasco County Comprehensive Plan</b>	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.
<b>Pasco County Transportation Disadvantaged Service Plan (TDSP)</b>	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"> <li>• 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)</li> <li>• Augmenting current fixed-route service gaps (relies on <i>Access Pasco</i> to identify areas of existing service enhancements but exhibit gaps)</li> </ul> <p>Transferring eligible and qualified riders from paratransit service to fixed-route system to improve cost effectiveness and resource efficiency.</p>
<b>Pasco County MOBILITY 2040 LRTP</b>	Pasco County	2015	LRTP	Pasco MPO	Major update to LRTP that includes County's 20-year vision of transportation projects for community.	<p>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:</p> <ul style="list-style-type: none"> <li>• Premium 15-minute service on Bruce B. Downs Boulevard, SR-54/56, and US-19</li> <li>• Commuter express service on I-75, US-19, Suncoast Parkway</li> <li>• Later (after 11:00 pm) and more frequent (30 minutes) service on all existing routes</li> </ul>



Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
						Multimodal Transit Center along US-19 and more bus shelters
<b>New Port Richey Comprehensive Plan</b>	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"> <li>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.</li> <li>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, street-fronting buildings).</li> <li>Assess feasibility of implementing maximum parking requirements along designated public transit corridors.</li> <li>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.</li> </ul> <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"> <li>Connect planned transit hub at Southgate Shopping Center to uses and neighborhoods along US-19 with bicycle and pedestrian connections to support transit use.</li> <li>Encourage Employment Districts to develop in a transit-friendly manner.</li> <li>Work with North Bay Hospital to address improving transit connections for area hospitals.</li> <li>Provide incentives for the construction of new transit facilities.</li> </ul> <p>Promote development of exclusive transit lanes, pull-out areas, shelters, and other amenities (including lighting and landscaping).</p>
<b>Access Pasco TDP Major Update</b>	Pasco County	2018	TDP	PCPT	Last major TDP update, serves as guide for fixed-route system and complementary service required by the Americans with Disabilities Act (ADA) over next 10 years.	<ul style="list-style-type: none"> <li>Looks to establish intercounty, regional transit connectivity along two major corridors by 2024:</li> <li>Commuter express service along SR 50 from Brooksville to I-75; would connect east Hernando County to rest of TheBus system, connecting jobs and services in Brooksville and most of central and west side of Hernando County with the east.</li> <li>Commuter express service on Suncoast Parkway to connect to major employment/ shopping centers south of Hernando County; would connect to future PCPT route on SR 52 to extend service through Pasco and into Hillsborough.</li> </ul>
<b>Pasco County Transportation Improvement Program (TIP)</b>	Pasco County	2019	TIP	Pasco MPO	Annual program update that includes listing of all federally-funded roadway, sidewalk, transit, and other modal projects in county.	<ul style="list-style-type: none"> <li>Assumes a small increase in TD funding every year from 2019 through 2024.</li> <li>Includes commitment to funding existing fixed-route and paratransit services, as well as administrative and maintenance costs, purchasing new vehicles, and ongoing bus stop and shelter improvements/installations.</li> </ul>
<b>Mobility 2045</b>	Pasco County	2019	L RTP	Pasco MPO	Guides multimodal transportation system improvements in Pasco County until 2045.	<ul style="list-style-type: none"> <li>Identified transit service improvements prioritized using multi-criteria evaluation process.</li> <li>New premium transit service improvements include Regional Rapid Transit on I-275, SR 54 Premium Service (potentially BRT service in exclusive lane), US 19 Premium Bus Service, Bruce B. Downs/Wesley Chapel BRT, Dale Mabry/US 41 Premium Transit, Regional Rail on US 41.</li> <li>New express service improvements include SR 54 Cross County Express, US 19 Express, Suncoast Express, Regional Express on I-75, Wesley Chapel/USF Express, Spring Hill Connector Limited Express, SR 52 Cross County Express.</li> </ul>

## Public Participation

The LCB holds a public hearing annually at its May meeting at which the public is invited to share ideas and opinions of transportation services in Pasco County. In addition, all other quarterly LCB meetings include public comment periods. The TDSP update will be presented at the LCB meeting on May 28, 2020.

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

The TDSP can also serve as the Locally Coordinated Human Services Transportation Plan (LCHSTP), which is required by FTA to identify needs and their potential solutions for older adults, persons with disabilities, low-income persons, and youth to access funding from several grant programs. The Pasco, Pinellas, and Hillsborough Metropolitan Planning Organizations (MPOs), as in previous years, coordinate the identification of the needs of these target populations and potential solutions, resulting in development of a regional chapter in each MPO's respective TDSP. Regional chapter development was guided by the MPOs in coordination with FDOT District 7 and used both technical analysis and public outreach to identify the unmet needs of the target populations in the local community and regionally. The TDSP regional chapter highlights the current demographics in each county compared to state of Florida averages, reviews services currently available, identifies barriers prohibiting access to current services, and identifies new programs that could assist the target populations with improved mobility and greater transportation access for a better quality of life. Information contained in this chapter will assist with project eligibility for funding under the Section 5310, Enhanced Mobility for Seniors and Individuals with Disabilities, and for job access and reverse commute activities funded by Formula Grants for Urban and Rural Area under Section 5307 and 5311, respectively. The Tri-County Access Plan is available on Pasco County's website at <https://www.pascocountyfl.net/DocumentCenter/View/13492/>.

## Local Coordinating Board Certification

The Pasco County TDSP Update will be presented for approval to the LCB on May 28, 2020. The signed LCB Certification on the next page and the LCB roll call voting sheet in Table 2 will be completed after the meeting.

### LOCAL COORDINATING BOARD CERTIFICATION

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

05/28/2020 \_\_\_\_\_  
 Date Local Coordinating Board Chairperson

Approved by the Commission for the Transportation Disadvantaged By Nikki Alvarez-Sowles  
 Nikki Alvarez-Sowles, Esq., Clerk & Comptroller

\_\_\_\_\_  
 Date Executive Director

**Table 2: LCB Roll Call Voting Sheet**

Member Name	Affiliation/Representative	Voted
Commissioner Ron Oakley	Elected Official (Chairperson)	Yes
Dave Newell	FL Department of Transportation	Absent
Michael Mahoney	FL Department of Children & Families	Yes
Robert Borskey	District School Board	Absent
Kathryn Saksefski	Department of Education	Yes
Damien Barnes	Veterans Services	Yes
VACANT	FL Association for Community Action	NIA
VACANT	Elderly Population	NIA
Joe DiDomenico	Persons with Disabilities	Yes
Diane Elrod	Citizen Advocate	Absent
Debbie Malone	Citizen Advocate	Yes
N/A	Local Public Transit System (except if CTC)	NIA
Rebecca W. Shields	Children at Risk	Yes
Jason Martino	FL Department of Elder Affairs	Yes
Sherri Cook	Private For-Profit Transportation Industry	Absent
<del>Ian Martin</del> Emily Hugbart	FL Agency for Health Care Administration	Yes
Jose Mendoza	Regional Workforce Development Board	Yes
Mike Napier	Local Media Community	Yes
Mike Lacey	Agency for Persons with Disabilities	Yes

## Service Area Profile/Demographics

### Service Area Description

Pasco County is bordered by Hernando County to the north, Sumter County to the northeast, Polk County to the east, and Hillsborough and Pinellas counties to the south. Paratransit service is provided throughout Pasco County; however, service demand is concentrated primarily south of Ridge Road and west of Little Road in West Pasco County. This urbanized area has the greatest demand, as it has a high number of older adult and low-income residents. Service is also provided to the small urbanized areas of Zephyrhills and Dade City.

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

### Demographics

#### Land Use

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

Land use patterns in Pasco County show a concentration of residential density and non-residential intensity in the areas along the US-19 corridor (which includes the municipalities of Port Richey and New Port Richey), Land O' Lakes from Bell Lake Road and US-41 to the Hillsborough County line, and the activity centers at the intersections of I-75 and SR-54/56, I-75 and SR-52, and US-301 from Zephyrhills to Dade City. Mining operations comprise a small amount of the acreage in central Pasco County, and land currently planned for industrial development is located in areas adjacent to the municipalities or constitutes a land use component in a Development of Regional Impact (DRI). Retail and office development are planned along the collector and arterial roadways in proximity to residential developments within urbanized areas or as a component of a unified Plan of Development. A mixed-use Future Land Use designation allows a mix of land uses along I-75 and the interchanges of SR-52, SR-54/56, and CR-41.

The recent/planned construction of several major road projects in the county—Suncoast Parkway, Ridge Road extension, and SR-54/56—has resulted in new areas being considered for development. In addition, a perceived demand for increased multi-family housing in the urbanized areas could result in an increased demand for public transportation. The employment base in Pasco County has been limited to a few manufacturers, the public school system, local government, medical facilities, professional services, and retail establishments. Increasing the employment base in the county is significant to its growth.

Pasco County is continuing to grow at a moderate growth rate, infrastructure construction and expansion are planned through 2035, residential and commercial construction is continuing within planned developments and along major roadway corridors, and there are incentives for attracting new industry to the county.

### *Population and Composition*

Population information from the 2000 and 2010 Census, supplemented with information from the 2018 American Community Survey (ACS), was used to develop a population profile for the study area. As shown in Table 3, the population of Pasco County increased 48 percent from 2000 to 2018, from 344,765 to 510,593. From 2010 to 2018, Pasco County continued to grow at a rate of nearly 10 percent.

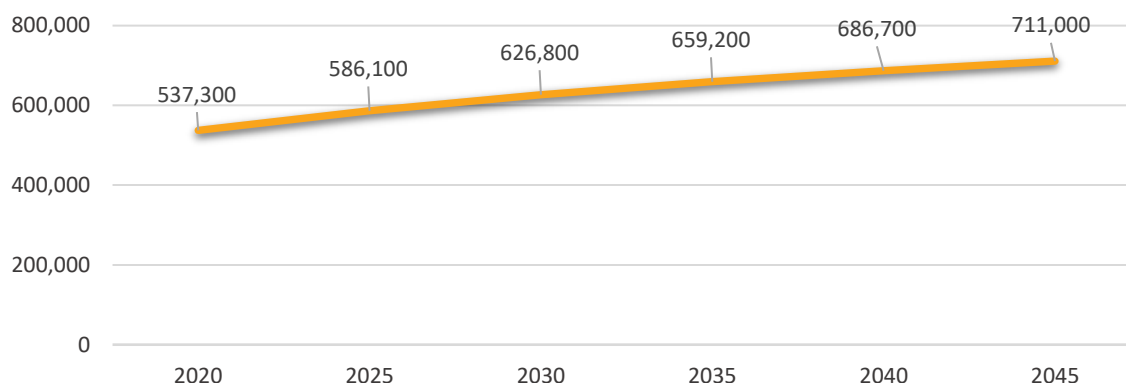
**Table 3: Population Characteristics, Pasco County, 2000–2018**

Characteristic	2000	2010	2018	% Change 2000– 2018	% Change 2010– 2018
Population	344,765	464,697	510,593	48.1%	9.9%
Households	147,566	189,612	199,227	35.0%	5.1%
Number of workers	140,895	208,639	223,789	58.8%	7.3%
Land area (sq. mi.)	745	747	747	0.3%	0.0%
Person per household	2.30	2.42	2.56	11.3%	5.8%
Workers per household	0.95	1.10	1.12	17.9%	1.8%
Persons per square mile of land area	462.77	622.08	683.52	47.7%	9.9%
Workers per square mile of land area	189.12	279.30	299.58	58.4%	7.2%

Sources: 2000 and 2010 Census, 2018 ACS

Florida population projections shown below were prepared by the Bureau of Economic and Business Research (BEBR) and indicate a projected county population growth to 586,100 by 2025, an increase of 9 percent, and to 659,200 by 2035, an increase of 23 percent. Figure 2 shows the population projections for Pasco County from 2020 through 2045.

**Figure 2: Pasco County Population Projections, 2020–2045**



Source: BEBR, Projections of Florida Population by County 2020-2045

A review of population trends was also conducted for the six municipalities in Pasco County using data prepared by BEBR. The trend analysis included New Port Richey, Zephyrhills, Dade City, Port Richey, San Antonio, and St. Leo. Table 4 provides population trends for these municipalities and Pasco County for 2000, 2010, and 2019.

**Table 4: Population and Trends for Cities and Towns, Pasco County, 2000–2019**

Municipality	2000	2010	2019	2010–2019		2000–2019	
				% Change	Recent Trend	% Change	Full Trend
Dade City	6,188	6,437	7,314	13.6%	▲	18.2%	▲
New Port Richey	16,117	14,911	16,027	7.5%	▲	-0.6%	▼
Port Richey	3,021	2,671	2,862	7.2%	▲	-5.3%	▼
St. Leo	590	1,340	1,325	-1.1%	▼	124.6%	▲
San Antonio	684	1,138	1,320	15.9%	▲	92.9%	▲
Zephyrhills	10,833	13,288	16,670	25.5%	▲	53.9%	▲
Unincorporated	307,335	424,912	481,604	13.3%	▲	56.7%	▲
<b>Total County</b>	<b>344,765</b>	<b>464,697</b>	<b>527,122</b>	<b>13.43%</b>	<b>▲</b>	<b>52.89</b>	<b>▲</b>

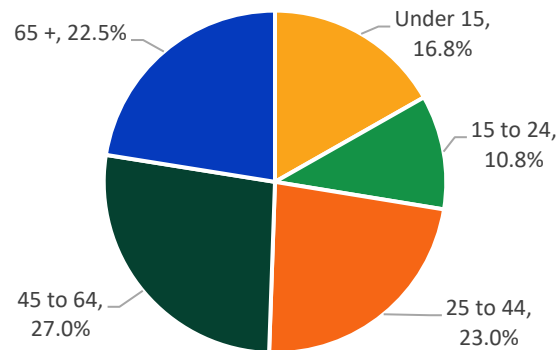
Source: BEBR, Florida Estimates of Population 2019

### Age Distribution

Age is an important factor affecting transit demand. As shown in Figure 3, almost 23 percent of Pasco County's population is age 65 or older. Older persons may be more likely to use public transportation as the aging process begins to limit their ability or preference to drive.



**Figure 3: Age Distribution, Pasco County, 2018**



Source: 2018 ACS

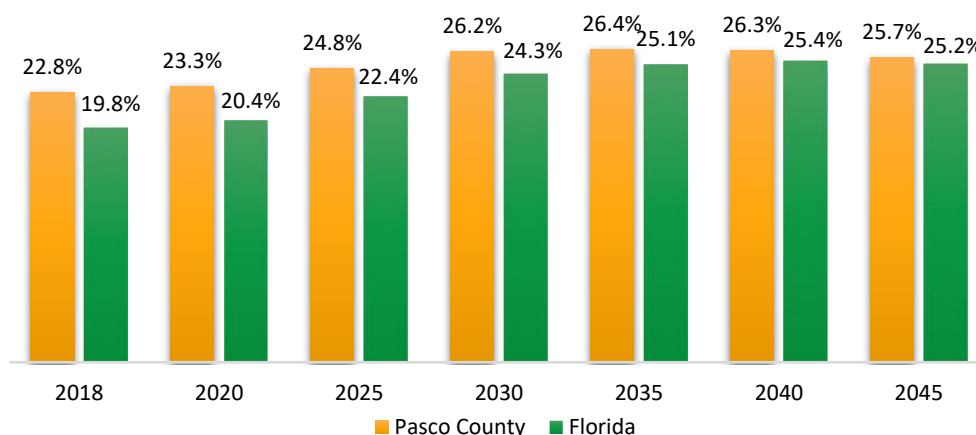
Table 5 shows projections of Pasco County population distribution by age group for 2018 to 2045, and Figure 4 shows the projected older adult population for Pasco County compared to Florida based on data from BEBR's Florida Population Studies Population Projections. Pasco County has a slightly larger proportion of older adults compared to the statewide average. By 2025, the older adult population is projected to increase from 22.8 percent to 24.8 percent in 2025 and to 25.7 percent by 2045. Persons ages 45–64—the next wave of retirees—currently represent approximately 26 percent of the total population in the county.

**Table 5: Population Distribution Projections by Age Group, Pasco County, 2018–2045**

Age	Projection Year							Trend
	2018	2020	2025	2030	2035	2040	2045	
Under 9	10.9%	10.8%	10.9%	11.0%	11.0%	10.8%	10.6%	▼
10–14	5.9%	5.9%	5.6%	5.5%	5.6%	5.7%	5.7%	▼
15–19	5.6%	5.6%	5.5%	5.2%	5.2%	5.3%	5.4%	▼
20–44	28.6%	28.6%	29.2%	29.8%	30.0%	29.3%	29.1%	▲
45–64	26.2%	25.9%	24.1%	22.3%	21.8%	22.5%	23.5%	▼
65 +	22.8%	23.3%	24.8%	26.2%	26.4%	26.3%	25.7%	▲

Source: BEBR

**Figure 4: Population Distribution Projections for Older Adults (Age 65+), 2018–2045**



Source: BEBR

### Persons with Disabilities

According to the ACS, 16.2 percent of Pasco County’s population has some type of disability; Florida’s overall concentration of persons with disabilities is slightly lower than Pasco County’s, at 13.4 percent. As shown in Table 6, about one-quarter of the county population ages 65–74 has a disability, and almost half (47%) over age 74 have a disability.

**Table 6: Persons with Disabilities by Age, 2018**

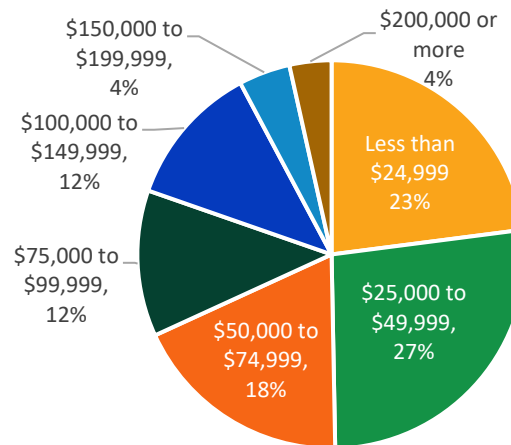
Age	Pasco County	Florida
Under 5	0.6%	0.7%
5–17	7.1%	5.7%
18–34	7.0%	5.9%
35–64	15.3%	12.3%
65–74	25.7%	22.7%
75+	47.1%	46.2%
<b>Total Population</b>	<b>16.2%</b>	<b>13.4%</b>

Source: 2018 ACS

### Income Distribution

Income is an important factor in determining public transit needs. According to the 2018 ACS 5-Year estimate, 23 percent of Pasco County residents had an annual income of less than \$25,000; median and average household incomes in Pasco County were \$50,417 and \$68,215, respectively. Figure 5 shows the distribution of annual household income for residents in Pasco County.

**Figure 5: Annual Household Income, Pasco County, 2018**



Source: 2018 ACS

### Automobile Ownership

Table 7 shows the number of vehicles available by household within Pasco County and Florida. As shown in the table, the county's distribution of household vehicle availability is similar to that for Florida, with an important difference in that the county has a slightly lower percentage of zero-car households compared to the state average. Approximately 40 percent of the households in the county have at least two vehicles available to them. Household vehicle availability plays an important role in determining public transit needs. Zero-vehicle households are traditionally considered transit-dependent because they rely heavily upon transit to fulfill their transportation needs.

**Table 7: Vehicles Available per Household, 2018**

Vehicles Available	Pasco County	Florida
None	5.5%	6.5%
1	41.7%	40.2%
2	38.8%	38.3%
3 or More	13.9%	15.0%

Source: 2018 ACS

## Employment

Table 8 presents a snapshot of the current labor force, employment, and unemployment data for Pasco County and Florida. These figures show that Pasco County has a slightly lower unemployment rate than the state as a whole.

**Table 8: Labor Force Participation, 2018**

Geography	% of Population in Labor Force*	% of Labor Force Employed	Unemployment Rate
Pasco County	53.6%	50.5%	5.7%
Florida	58.7%	55.4%	5.2%

\*Represents percentage of population (age 16 and older) in the labor force

Source: 2018 ACS

Table 9 shows the means of transportation for employed individuals in Pasco County. The 2018 ACS revealed that of the 206,221 workers in Pasco County, those who used public transportation only accounted for 0.4 percent.

**Table 9: Commuting Choices for Employed Persons, Pasco County, 2018**

	Drove Alone	Carpool	Public Transit	Walk/Bike	Taxi/Motor-cycle/Bike	Worked at Home
Workers age 16 and over	80.4%	8.6%	0.4%	1.2%	1.6%	7.7%

Source: 2018 ACS

According to the latest data from the Economic Development Council, the top 20 employers in Pasco County are shown in Table 10.

**Table 10: Major Employers, Pasco County**

Rank	Employer Name	Employees
1	Pasco County School District	10,353
2	Pasco County Government	4,277
3	HCA Healthcare (5 locations)	2,906
4	State of Florida	2,019
5	Medical Center of Trinity	1,370
6	Morton Plan North Bay Hospital/Recovery Center	1,360
7	Pasco County Sheriff	1,343
8	AdventHealth Dade City & Zephyrhills	1,294
9	Florida Medical Clinic (22 locations)	1,176
10	AdventHealth Wesley Chapel	1,145
11	Saint Leo University	853
12	Federal Government	820
13	Saddlebrook Resort	509
14	Pasco-Hernando State College	406
15	Withlacoochee River Electric	376
16	Southeast Personnel Leasing	328
17	Pasco Clerk of the Circuit Court	310
18	AdventHealth Connerton	287
19	Bayonet Plumbing Heating and A/C	254
20	Premier Community HealthCare (8 Locations)	171

Source: Pasco County Economic Development Council

### Major Trip Generators/Attractors

Major trip generators in Pasco County include several large industries, including education, healthcare, retail, and professional services. 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.

The US 19 corridor is lined with many retail businesses and professional services, including Gulf View Mall, making it a major trip generator in the west portion of the county. To the east, 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 several upcoming associated medical-related developments such as doctor's offices and laboratory testing facilities. An education center just east of the mall includes a satellite 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.

## Inventory of Available Transportation Services

Transportation services provided in Pasco County are shown in Table 11. In addition to PCPT, which acts as the public transit provider and the CTC provider, included are other private, public, and non-profit service providers. The table also indicates which services are operated by a CTC contractor.

**Table 11: Inventory of Transportation Services**

Organizations	Type of Service	Address	Phone
Pasco County Public Transportation	Fixed route/ paratransit	8620 Galen Wilson Blvd, Port Richey	(727) 834-3322
Transportation Management Group, LLC	Taxi/Limo	6208 Ridge Rd, Port Richey	(727) 834-4444
Seven 7's	Taxi	17174 US Hwy 19 N, Clearwater	(727) 777-7777
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
Wheelchair/Stretcher Limo, Inc.	Non-Emergency Ambulance	6030 Massachusetts Blvd, New Port Richey	(727) 845-4454
Ambulance Service Non-Emergency	Non-Emergency Ambulance	4111 Land O' Lakes Blvd, Land O'Lakes	(813) 929-2750
Uber	Ridehailing	555 Market St, San Francisco, CA	(800) 353-UBER
Lyft	Ridehailing	185 Berry St, San Francisco, CA	(855) 865-9553

## Service Analysis

A service analysis was completed to estimate the TD population in an effort to establish the need and demand for future TD services. Population projections were completed for 2020 through 2025.

### Forecasts of TD Population

A required element of the service analysis section is the forecast of the TD population within the service area. The travel demand forecasting methodology was updated effective June 2013 to address some of the changes in policy and demographics that have occurred over the past 20 years since the original methodology was established in 1993. TD population and travel demand estimates were calculated for Pasco County using a series of automated formulas in the spreadsheet tool and inputs from the ACS 2014–2018 5-year estimates for population projection, age, income, and disability data, and BEBR population estimates published in April 2019. The pre-coded data included in the spreadsheet tool's automated formulas are derived from the National Household Travel Survey (NHTS) and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP). A detailed methodology for the forecast calculations is provided in Appendix A. The forecast estimates produced by the tool include the general TD population, critical need TD population, and demand for TD trips. The tool eliminates "double counts" by automatically calculating the overlapping populations that occur when individuals fall into one or more of the demographic or socio-economic categories.



As Shown in Table 12, the 2020 general TD population in Pasco County is estimated at 214,274, equivalent to approximately 39 percent of the total countywide population. This population includes all persons with disabilities, older adults, low-income persons, and children who are high-risk or at-risk and is expected to increase by approximately 8 percent over the five-year period to 231,401. Table 13 forecasts an 8 percent increase in annual trips for critical need TD populations between 2020 and 2025.

**Table 12: Pasco County General TD Population Forecast**

General TD Population Forecast	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>						
E – Estimate non-elderly, disabled, low income	10,288	10,447	10,609	10,773	10,940	11,110
B – Estimate non-elderly, disabled, not low income	33,473	33,992	34,519	35,054	35,597	36,149
G – Estimate elderly, disabled, low income	4,109	4,173	4,238	4,304	4,370	4,438
D – Estimate elderly, disabled, not low income	38,945	39,548	40,161	40,784	41,416	42,058
F – Estimate elderly, non-disabled, low income	8,588	8,721	8,856	8,994	9,133	9,275
A – Estimate elderly, non-disabled, not low income	72,346	73,468	74,606	75,763	76,937	78,129
C – Estimate low income, not elderly, not disabled	46,524	47,245	47,978	48,721	49,476	50,243
<b>Total General TD Population</b>	<b>214,274</b>	<b>217,595</b>	<b>220,967</b>	<b>224,392</b>	<b>227,870</b>	<b>231,401</b>
<b>Total Population</b>	<b>545,723</b>	<b>554,181</b>	<b>562,770</b>	<b>571,492</b>	<b>580,350</b>	<b>589,344</b>

Based on 78% of Pasco County population having access within ¼ mile of existing fixed-route system and paratransit service operating service 306 days per year.

Source: University of South Florida Center for Urban Transportation Research (CUTR), Paratransit Service Demand Estimation Tool, 2013

**Table 13: Forecast of Critical Need TD Population & Travel Demand**

Critical Need TD Population Forecast	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>						
Disabled	21,542	21,876	22,215	22,559	22,909	23,264
Low-income, not disabled, no auto/transit	3,298	3,349	3,401	3,454	3,507	3,562
<i>Total critical need TD pop.</i>	<i>24,840</i>	<i>25,225</i>	<i>25,616</i>	<i>26,013</i>	<i>26,416</i>	<i>26,825</i>
<b>Daily Trips – Critical Need TD Population</b>						
Severely disabled	1,056	1,072	1,089	1,105	1,123	1,140
Low income, not disabled, no access	6,263	6,360	6,458	6,558	6,660	6,763
<i>Total daily trips critical, need TD pop.</i>	<i>7,339</i>	<i>7,463</i>	<i>7,589</i>	<i>7,723</i>	<i>7,860</i>	<i>7,999</i>
<b>Annual Trips</b>	<b>2,245,590</b>	<b>2,283,541</b>	<b>2,322,133</b>	<b>2,363,234</b>	<b>2,405,064</b>	<b>2,447,633</b>

## Needs Assessment

PCPT provides all residents with equal access to transportation service, which is supplemented with support from coordination contractors. Non-profit contractors provide trips with destinations outside the fixed-route service area and outside of PCPT's operating hours. Any person who wants to access coordinated transportation services must register by completing an application.

The largest number of residents in need of transportation-related assistance is older adults. Several factors account for their need for public transportation, such as physical or medical limitations, lack of a driver's license, financial constraints, fear of driving, or reluctance to share rides. A large number of physically- and mentally-challenged residents in Pasco County also require assistance, as do low-income residents, including high-risk and at-risk children, primarily because they cannot reasonably afford their

own transportation. According to the Annual Operating Report (AOR) for FY 2018/19, PCPT, in conjunction with the Coordination Contractors, performed a total of 242,115 one-way trips. Of those trips, 35.6 percent were for persons with disabilities and 28 percent were for older adults whose primary destinations were general medical office visits, shopping, and special programs.

Future transportation demands will be affected by demographic changes in employment and population, location of urbanized areas, trip destinations, major new roadway construction that opens new areas to development, and funding availability. Demand for transportation from the TD population in the service area will increase for the groups identified above as the county's population grows. Transportation alternatives could include vanpools, ride sharing, assistance in maintaining privately-owned vehicles, purchase of gasoline, and use of public transportation, both fixed-route and advance-reservation. Also, as the employment base in the county expands, demand for commuter services may also increase. The population growth that has occurred in central Pasco County over the last decade has created a demand for feeder commuter service into Hillsborough County or Hernando County. These factors identified will be considered in the future assessment and enhancement of the public transportation system.

Regional transit needs have been identified in the 2014 Tri-County Area Regional Mobility Needs Plan, TBARTA's 2015 Master Plan, and TBARTA's 2020 TDP. These needs include the following:

- Regional paratransit services
- Projects benefiting older adults and individuals with disabilities
- Fixed-route improvements, including improved frequency and later evening and weekend service
- Infrastructure and technology improvements
- Additional transportation services to quality of life/social activities
- Service connecting to major hospitals and hubs
- Regional fixed-route express and premium transit services

## Barriers to Coordination

The PCPT Bus Pass Program is an initiative that has reduced transportation cost while increasing the use of public transit services by TD recipients. The program's goal is to continually move customers from paratransit to the fixed-route transit system when feasible. Development of this program was considered a reasonable solution to PCPT concerns regarding coordination with the CTD. PCPT implemented its Bus Pass Program in January 2001 for agency clients who used Medicaid transportation up to five days per week. The goal is to try to move paratransit customers to the fixed-route service, when possible. Training is available for individual riders on how to use the fixed-route system, and PCPT provides complimentary bus passes to agencies for use in travel training programs.

According to the 2018/2019 AOR, 30 percent of riders were older adults or children, of which many are not able to use the fixed-route system due to physical or other limitations. Eligibility of the remaining 70 percent can be reviewed on a case-by-case basis to transfer from paratransit to the fixed-route system.

Pasco County still has a relatively large population of older adults and residents with disabilities who need paratransit service. Current resources may not be adequate with a growing population and ever-increasing demand. PCPT will continue to seek additional long-term funding sources.

## Goals, Objectives, and Strategies

Goals, objectives, and strategies were developed through adaptation of legislative and administrative requirements as they relate to TD in the service area. PCPT's mission is to provide safe, reliable, and professional transportation to the citizen and our neighbors in Pasco County. PCPT accomplishes this through providing a cost-effective and efficient transportation system that offers public, specialized, and coordinated transportation services to Pasco County's citizens while remaining sensitive to the special needs of Pasco County's citizens. The broad goals, measurable objectives, and implementation strategies are intended to serve as a guide for planning and quality assurance monitoring for the five-year period of the current MOA.

### Goal 1: Ensure Availability of Transportation Services to TD Population.

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

<b>Strategy 1.1.1</b>	Continually work with coordination contractors and private contractors to provide necessary and appropriate TD services.
<b>Strategy 1.1.2</b>	Remain responsive to the needs of the TD population and the community through customer feedback surveys and public forums.
<b>Strategy 1.1.3</b>	Continually assess and adjust fixed-route schedules to and from major trip generators/attractors and to meet demand for transportation.
<b>Strategy 1.1.4</b>	Continually ensure the availability of team members and assets to serve the needs of the TD public.

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

<b>Strategy 1.2.1</b>	Continually work with agencies to provide service to the community through the Contract Coordinator process.
<b>Strategy 1.2.2</b>	Meet with agencies to give feedback on the TD system's performance and improve coordination of the program.

***Objective 1.3 Improve public awareness of the TD program.***

<b>Strategy 1.3.1</b>	Continually update and distribute information and brochures to the TD population.
<b>Strategy 1.3.2</b>	Continually distribute information on major policy issues that affect users of the TD system, such as system policies, times of operation, availability of service, etc., through news releases to television stations, print media, radio public service announcements, mailings, Internet web pages, etc.

## Goal 2: Ensure Cost-Effective and Efficient Transportation Services

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

<b>Strategy 2.1.1</b>	Review semi-annually the operating data of all agencies in the coordinated system to monitor cost-per-passenger trip and other efficiency measures.
<b>Strategy 2.1.2</b>	Continually implement PCPT's Trip No-Show/Cancellation Policy and Procedures and monitor passenger no-shows to increase driver productivity and client accessibility.

### *Objective 2.2 Maximize the utilization of services available.*

<b>Strategy 2.2.1</b>	Continually offer services to the general public as per the CTC requirements.
<b>Strategy 2.2.2</b>	Continue to refer people who need assistance to travel training programs.
<b>Strategy 2.2.3</b>	Continually coordinate within the coordinated system for supplemental service provision.
<b>Strategy 2.2.4</b>	Conduct ongoing monitoring of dispatch operations.
<b>Strategy 2.2.5</b>	Provide annual employee training programs such as passenger assistance techniques to PCPT and other agencies.

### *Objective 2.3 Develop and promote alternative transportation.*

<b>Strategy 2.3.1</b>	Continue expanding the agency-sponsored Bus Pass Program to allow for substantial cost-savings.
<b>Strategy 2.3.2</b>	Transfer eligible and qualified riders from paratransit service to the fixed-route system to improve cost-effectiveness and resource efficiency.
<b>Strategy 2.3.3</b>	Expand transit services based on recommendations from the 2017 TDP and future updates.

## Goal 3: Provide Quality Service to TD Population

### *Objective 3.1 Demonstrate professionalism and courtesy in customer relations.*

<b>Strategy 3.1.1</b>	Maintain a robust customer service training program and make it available to the contracted carriers.
<b>Strategy 3.1.2</b>	Provide TD policies and procedures to all Pasco County residents via web sites, social media campaigns, training, etc.
<b>Strategy 3.1.3</b>	Use annual surveys to receive feedback from riders and agencies.

### *Objective 3.2 Evaluate the TD Program annually.*

<b>Strategy 3.2.1</b>	Conduct annual rider surveys to ascertain the TD system's performance and improve program efficiency.
<b>Strategy 3.2.2</b>	Maintain the standards and performance measures adopted by the Florida Legislature and CTD.
<b>Strategy 3.2.3</b>	Coordinate semi-annually with TD providers to review and/or establish coordination system activities.
<b>Strategy 3.2.4</b>	Continually utilize the feedback from all sources to make the system more effective and efficient to meet the CTD customers' needs.

***Objective 3.3 Maximize customer comfort and safety.***

<b>Strategy 3.3.1</b>	Maintain and conduct safety training as needed for employees and/or agencies and updates for current employees.
<b>Strategy 3.3.2</b>	Continue the ongoing implementation of the Transportation System Agency Safety Plan (TSASP).

***Objective 3.4 Minimize customer travel wait times.***

<b>Strategy 3.4.1</b>	Continue the ongoing operation of the coordinated service on a 24-hour/7 day per week basis.
<b>Strategy 3.4.2</b>	Continually monitor and improve routing procedures.
<b>Strategy 3.4.3</b>	Maintain on-time performance of 90 percent or better, based on the customer timing point.

**Goal 4: Ensure Necessary Funding to Support the TD Program**

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

<b>Strategy 4.1.1</b>	Continually pursue local government funding to provide the match for the non-sponsored trip/equipment grant annually through the County budget process.
<b>Strategy 4.1.2</b>	Continually identify, evaluate, and pursue possible alternative TD funding available through local, State, and Federal sources.

***Objective 4.2 Encourage public and private agencies to identify and allocate sufficient funding to meet the transportation needs of their clients.***

<b>Strategy 4.2.1</b>	Assist coordinated agencies with the annual transportation budgets to ascertain that their available funding for transportation is not being supplanted by non-sponsored program funds.
<b>Strategy 4.2.2</b>	Encourage and aid not-for-profit agencies to apply for additional funding such as Section 5310.

***Objective 4.3 Ensure that funding continues for intercounty services.***

<b>Strategy 4.3.1</b>	Continue to pursue FDOT Urban Corridor Program Funds to provide the necessary financial support to maintain established Intercounty services.
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## Implementation Schedule

The improvements identified in Table 14 are a mechanism by which the goals, objectives, and strategies discussed previously can be accomplished. As changes in the Coordinated System occur, this section of the Service Plan will be updated annually. Improvements are arranged into four categories—Coordination Improvements, System Policies, System Operations, and Capital Purchases. Coordination Improvements provide refinements and additions to the CTC's existing coordination procedures. System Policies and System Operations include operational policies and programs developed to increase efficiency and reduce overall system cost. Capital Purchases includes all major equipment purchases and estimated costs planned over the next year by PCPT, as established by the Transit Asset Management Plan (TAM Plan) conducted in 2018.

**Table 14: TDSP Implementation Schedule**

Performance Improvement	Strategy/Measure	Implementation Timeframe	Responsible Party	Goal/Objective	Estimated Cost
<b>Coordination Improvements</b>					
Provide service to meet demand for TD trips to maximum extent feasible	Remain responsive to the needs of the TD population and the community through customer feedback surveys and public forums.	Ongoing: Annually	PCPT	Objective 1.1	Staff Time
Improve public awareness of TD Program	Ensure continued distribution of information and brochures.	Ongoing	PCPT	Objective 1.3	Staff Time/ Materials
Minimize customer travel wait times	Continually monitor and improve routing procedures. Maintain on-time performance of 95% or better.	Ongoing	PCPT	Objective 3.4	Staff Time
<b>System Policies</b>					
Annual evaluation of TD Program	Conduct rider surveys. Maintain standards and performance measures laid out in TDSP.	Ongoing: Annually	PCPT/MPO	Objective 3.2	Staff Time/ Materials
Maximize customer comfort and safety	Conduct safety training as needed for new and existing employees. Continue implementation and monitoring of TSASP.	Ongoing	PCPT	Objective 3.3	Staff Time
Demonstrate professionalism and courtesy in customer relations	Maintain a robust customer service training program and make it available to the contracted carriers.	Ongoing	PCPT	Objective 3.1	Staff Time
<b>System Operations</b>					
Deliver cost-affordable service	Review the operating data of all agencies in the coordinated system to monitor cost-per-passenger trip and other efficiency measures.	Ongoing: Semi-Annually	PCPT	Objective 2.1	Staff Time
Maximize utilization of services available	Refer people who need assistance to travel training program.	Ongoing	PCPT	Objective 2.2	Staff Time
Maximize cooperation between entities involved in provision of TD services	Meet with agencies to give feedback on the TD system's performance and improve coordination of the program.	Ongoing	PCPT/MPO	Objective 1.2	Staff Time/ Materials
Promote alternative transportation options	Continue expand agency-sponsored Bus Pass Program. Evaluate eligibility of riders to transfer from paratransit service to fixed-route system.	Ongoing	PCPT	Objective 2.3	Staff Time
Ensure necessary funding to support TD program	Continually identify, evaluate, and pursue possible alternative TD funding available through local, State, and Federal sources.	Ongoing	PCPT	Objective 4.1	Staff Time
<b>Capital Purchases</b>					
Replacement vehicles	5 replacement paratransit vehicles	FY2020	PCPT	n/a	\$504,900
New Vehicles	5 new fixed-route buses	FY2020	PCPT	n/a	\$2,550,000
Bus shelters & signage	Improvements to bus stop amenities to comply with Title VI requirements.	FY2020	PCPT	n/a	\$280,000



## SERVICE PLAN

### Operations Element

#### Types, Hours, and Days of Service

In addition to providing fixed-route bus service, PCPT provides door-to-door advance reservation service to eligible TD riders and sponsored/non-sponsored program recipients in Pasco County. Dispatchers receive reservations, assign routes, and schedule buses on a daily basis. To schedule a trip reservation, riders can call PCPT between 5:30 AM and 7:30 PM, Monday through Friday. ADA eligible passengers can also call on Saturday and Sunday.

PCPT normally schedules trips on a day-to-day basis and not on a reoccurring basis. However, PCPT does allow reoccurring trips (subscription service) for medical appoints for daily medical appointments, i.e. dialysis trips.

#### Accessing Services

##### *Eligibility*

To access a sponsored or non-sponsored trip, eligibility must be determined by filling out the eligibility application (see Appendix B). PCPT staff will determine eligibility based on client information supplied by the agency, a physician's recommendation, and an assessment, if needed, with the applicant.

At the time of registration, the client must answer information on name, address, birthday, Social Security number, race, income/source of income, marital status, gender, access to automobile, number in household, phone number, disability, transport location, nutrition location, emergency contact, mobility aid, and other information that is required to determine eligibility under different funding sources.

In addition, several transportation-related questions are asked to aid in selecting the appropriate mode of transportation based on specific disabilities/health conditions that would require specialized transportation. Upon obtaining this information, a determination of client eligibility is made in accordance with the data collected. If the client's trips are eligible for sponsored service, their information is entered into the reservation system for future reference. The most cost-effective mode of transportation is also determined at this time.

Different funding sources have specific requirements to be eligible for their programs. For example, Title III-B Older Americans Act recipients must be at least age 60, and to qualify under the TD Trust Fund, eligible persons must be transportation disadvantaged, i.e., have no available automobile, be an older adult, a person with a disability, a child at-risk, have a low income, etc.

##### *Prioritization*

The LCB established a priority list of trip purposes for the non-sponsored TD Trust Fund Grant. Trip purpose, in terms of priority, is ranked as follows:

- 1) Medical

- 2) Employment (in county)
- 3) Nutritional (Elderly Nutrition Program/grocery shopping)
- 4) Training/education
- 5) Life sustaining/shopping (personal business/non-grocery shopping)
- 6) Other

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

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

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

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

The LCB's priority ranking is consistent with Rule 41-2, F.A.C. regarding prioritization of trips purchased with CTD funds.

### *Advance Reservations*

To schedule a trip, applicants can call (727) 834-3322 Monday thru Friday between 8:00 AM to 5:00 PM. Trip reservations can be made up to three days prior to the date of service and no more than 14 days prior to the date of service. Subscription trips for clients can be scheduled out to no longer than 6-months. Reservations for two-day or next-day service will be available on an as available basis. PCPT has an answering machine for clients to leave a message and a dispatcher will contact the customer on the next business day. Customers are required to provide their name, address, telephone number, requested date of pickup, requested pickup time, appointment time, and destination.

### *Fixed-Route Transit*

To access fixed-route service, clients need to obtain a schedule from an outlet, including the PCPT office, any County Library, Chambers of Commerce, government centers, area hospitals, The Shops at Wiregrass, Pasco-Hernando State College bookstores, the New Port Richey and Zephyrhills City libraries, or a bus operator. From this schedule, persons can estimate when the bus will reach their stop area. No reservations are required.

## Fares

Passengers usually pay a fare for service. Personal Care Attendants (PCA) on paratransit ride free but PCA's riding fixed-route buses must pay a fare. Children age 4 and under ride for free on transit only. Reduced-fare riders include those who are:

- Age 65 and over
- Student of any age (with valid PCPT Reduced Fare Photo I.D.)
- Person with a certified disability
- Valid Medicare card holder
- Veterans (ride free)

## Contracted Transportation Operators

PCPT currently does not have any contracts in place with private transportation operators.

## Coordination Contractors

Pasco County conducted a survey of agencies in 1991 to determine which organizations were receiving or had received Federal and/or State funding to support their transportation requirements. Funding agencies must notify PCPT any not-for-profit agency that receives public funding. Each coordination contractor and not-for-profit operator shown in Table 15 currently provides specialized transportation for their program participants, and each previously obtained vehicles wholly or in part through a public funding source, i.e., 5310, 5316, or 5317.

PCPT contracted with these agencies under a coordination umbrella to eliminate duplication of services and to provide consolidation where feasible. When required, the LCB reviews each contract submission to determine continued validity and need. Each agency must provide a presentation to the LCB to explain its purpose, requirements, and justification for continuation as a coordinated contractor. All coordination contracts are processed through the LCB and approved by the BCC. All discussions and actions related to coordination contract issues are officially documented in the minutes of each LCB meeting.

**Table 15: Coordination Contractors**

Operator	Clientele	Contact	Operating Hours
Lighthouse for the Visually Impaired and Blind, Inc.	Transportation for blind and visually-impaired citizens to rehabilitative classes and jobs and employees to job-related training and activities	Sandy Barley, Operations Manager	Mon–Fri 8:00 AM–4:30 PM
Gulf Coast Jewish Family and Community Services	Transportation for special-needs clientele between their residential facility and medical health or therapy appointments	Joseph Pacini, Senior Grant Accountant	24/7
A.F.I.R.E. of Pasco County, Inc.	Transportation of developmentally-impaired persons to/from school five days per week and occasional field trips	Dave Alley, Director of Operations	Mon– Fri 7:00 AM–4:00 PM
ARC Nature Coast, Inc	Transportation of specialized-needs clientele between residences and operating center	Naomi Brooks, CFO	7:00 AM –5:00 PM

## Public Transit Utilization

Fixed-route bus service is available to TD individuals in Pasco County through PCPT, which operates fixed-route service Monday through Saturday. The average daily span of service is 14 hours, with some routes starting as early as 5:00 AM and ending as late as 10:40 PM, with an average headway of one hour. Service on Saturday depends on the route, and start times range from 6:00–9:00 AM, with some routes operating as late as 7:00 PM. Due to population and destination densities, much fixed-route service is concentrated in cities to the east and west of Pasco County. Schedules of all existing routes are provided upon request and/or can be viewed on PCPT’s website at <https://www.pascocountyfl.net/246/Fixed-Routes-Schedules>.

## School Bus Utilization

PCPT currently does not utilize school buses in the provision of public transportation services.

## Vehicle Inventory

Appendix C includes a list of paratransit and fixed-route vehicles used by PCPT.

## System Safety Program Plan Certification

PCPT annually updates its SSPP in compliance with Rule 14-90, F.A.C. and maintains an ongoing safety program that includes procedures and guidelines for providing its passengers and employees with a safe environment for using its services or for employment. A copy of the most recent certification is provided in Appendix D.

## Intercounty Services

PCPT, Hillsborough Area Regional Transit (HART), and Pinellas Suncoast Transit Authority (PSTA) have cooperative agreements that provide service across county lines. PCPT’s intercounty routes include the following:

- Route 19, PCPT’s most productive route, operates along US-19 from SR-52 to Tarpon Avenue in Pinellas County
- Route 54 is a cross-county service operating on SR-54 with direct connections to HART and PSTA routes.

PCPT also is currently coordinating with TBARTA for regional transit planning. This includes TBARTA’s first TDP developed in 2020 and its 2035 and 2050 long-range plans, which entail express buses, Bus Rapid Transit (BRT), and light rail in addition to local transit and TD expansion.

## Emergency Preparedness and Response

In the event of a natural disaster, Pasco County’s Office of Emergency Management takes command at the Emergency Operations Center (EOC) and PCPT manages the Mass Evacuation Incident Annex. The primary mission of this Annex is to coordinate evacuation efforts with participating/available public and commercial transportation providers to ensure that persons who desire or require evacuation are transported in a safe and expeditious manner to the nearest appropriate designated shelter.

The transportation evacuation function serves both ambulatory and non-ambulatory persons in the designated or declared evacuation zones. Support is provided during voluntary and mandatory evacuations, and mandatory evacuation zones receive priority support in terms of allocation and assignment of transportation resources. Other functions include:

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

### Educational Efforts/Marketing

Promoting the transportation system is an ongoing activity and is a responsibility of transportation providers to inform the community-at-large of the availability of transportation services to the area's TD population. During this report period, a variety of outreach activities were accomplished; Appendix E includes examples of marketing initiatives.

### Acceptable Alternatives

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

### Service Standards

Pursuant to Rule 41-2.006, F.A.C., the CTC and any transportation operator/agency from whom service is purchased or arranged by the CTC must adhere to BCC-approved standards. The following standards and performance requirements are included in this Service Plan as required by the CTD and adopted by the LCB. PCPT managers/supervisors continually monitor staff/operators to ensure that these standards and performance requirements are met and/or exceeded. Training of new hires and staff is conducted on a continuous basis. New standards/policies are updated as needed.

- **Drug and Alcohol Testing** – Required for safety-sensitive job positions within the coordinated system covering pre-employment, randomization, post-accident, and reasonable suspicion, as required by FHWA and FTA.
- **Passenger Escorts & Children** – An escort of passenger and dependent children to be transported is required, as determined appropriate through the registration and reservation process and able to accompany the passenger for the entire length of the trip at no additional charge.
- **Child Restraints** – A paratransit service provider vehicle operator is required to provide a child restraint device, used in accordance with Federal, State, and local regulations. Customers are

asked during the registration process to provide a car seat, but if unavailable, the operator will provide a car seat. A trip is not denied to customers who cannot provide a child restraint device.

- **Passenger Property** – Property that can be carried by a passenger and/or driver in one trip and can be safely stowed on the vehicle is allowed to be transported with the passenger at no additional charge; individual providers may address additional requirements. (Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices.)
- **Vehicle Transfer Points** – Vehicles transfer points are given consideration as to shelter, security, and safety of passengers.
- **Local Toll-Free Phone Number** – A local toll-free telephone number for complaints, grievances, or consumer comment must be posted inside all coordinated system paratransit vehicles.
- **Out of Service Area Trips** – Trips requested outside the service area may be provided for those that are medically-necessary or life-sustaining or when no local accommodations are available. Trips will be considered upon verification by a medical provider or review of pertinent information and will be contingent upon available funding/resources.
- **Vehicle Cleanliness** – The interior of all vehicles must be free from dirt, grime, oil trash, torn upholstery, damaged or broken seats, and protruding metal or other objects or materials that could soil items placed in the vehicle or provide discomfort for the passenger.
- **Billing Requirements to Contracted Operators** – Billing requirements of the CTC to subcontractors is addressed in the applicable contract. County payment terms are net 30 days. However, if the CTC, without reasonable cause, fails to make payments to the subcontractors and suppliers within seven working days after the receipt by the CTC of full or partial payment, the CTC must pay the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment (F.S. 2000/CH 287/Part I/287.0585, Late payments by contractors to subcontractors and suppliers; penalty).
- **Paratransit Passenger/Trip Database** – A Paratransit Passenger/Trip database is maintained by the CTC and contains information regarding an individual's funding source eligibility profile (includes income, disability, and age at time of registration). Contracted operators receive only essential trip information, and coordination contractors are required to maintain the minimum amount of information to complete the AOR.
- **Adequate Seating** – Adequate seating for paratransit services must be provided to each rider, child, or PCA. No more passengers than the registered passenger seating capacity may be scheduled or transported in a vehicle at any time. For fixed-route transit services provided by larger buses, adequate seating or standing space will be provided to each rider, child, or PCA, and no more passengers than the registered passenger seating or standing capacity may be scheduled or transported in a vehicle at any time.
- **Driver Identification** – Drivers for paratransit services, including coordination contractors, are required to announce and identify themselves by name and company in a manner that is conducive to communicating with the specific passenger upon pick-up of each rider, group of



riders, or representative, guardian, or associate of the rider on a recurring basis. Each driver must have photo identification in view of the passenger; name patches, inscriptions, or badges that affix to driver clothing are acceptable. For transit services, the driver's photo identification must be in a conspicuous location in the vehicle.

- **Passenger Assistance** – Drivers must meet all ADA mandatory requirements for passenger assistance.
- **Communication Equipment** – All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinate system must be equipped with two-way communications in good working order and be audible to the driver at all times.
- **Vehicle Air Conditioning/Heat** – All vehicles ordered or put into service after the adoption of this section of the rule and providing service within the coordinated system must have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.
- **Cardiopulmonary Resuscitation and First Aid** – Cardiopulmonary resuscitation training is required for drivers in the coordinated system, and First Aid training is highly encouraged.
- **Criminal Background Screening** – County-employed drivers are required to undergo a successful criminal background screening and an employment history check before hire or selection. This is completed through a Level II Background Screening.
- **Service Effectiveness** – Service effectiveness is determined by annual evaluations and monitoring of the CTC and its contracted operators. Information is made available to the LCB as part of the CTC evaluation process. In addition, surveys are completed to determine the customer's input on acceptability of service.
- **Monitoring** – Monitoring is conducted in accordance with the CTC Monitoring Procedures of Operators and Coordination Contractors section of the TD Service Plan.
- **Public Transit Ridership** – To set a measurable standard for public transit ridership, PCPT considers statistics on ridership growth (transit and paratransit), population within ¼-mile of the fixed route as per ADA requirements, sponsored bus pass sales, type of passenger (older adult, with a disability, etc.), and number of paratransit riders already transferred to the fixed route.
- **Accidents** – The CTC has established the standard that requires the maintenance of fewer than 1.2 accidents per 100,000 vehicle miles. Accidents are defined as collisions, derailments, personal casualties, fires, and transit property damage greater than \$1,000.
- **Advance Reservations** – Reservation requirements are addressed in the Accessing Services section of the TD Service Plan. Clients are required to make their reservations from one to fourteen days prior to their desired travel day.
- **Call-Hold Time** – PCPT's standard for call-hold time is three minutes or less.
- **Complaints** – Complaints will be investigated and resolved within a reasonable time period relative to the complaint. Formal grievances must be submitted in writing. Complaints should be no more than 3 complaints per 100,000 miles.

- **On-Time Performance** – PCPT’s standard for on-time performance is 95 percent. Customers should be delivered no earlier than 60 minutes before their scheduled appointment time.
- **Pick-Up Window** – PCPT requires a pick-up window for up to one hour before an appointment to facilitate multi-loading. Loading restrictions and/or long-distance trips (cross-county) may be up to two hours.
- **Road Calls** – The CTC has established a standard that requires a maximum of 3 road calls per 100,000 vehicle miles. PCPT defines road calls as breakdowns that require vehicles to be towed or require a mechanic to be dispatched, which causes an interruption in service.
- **Smoking** – No smoking is allowed on vehicles.
- **Eating and Drinking** – No eating or open drinks allowed on buses.
- **Transit Ridership** – Clients able to access fixed-route transit are required to use this mode of travel if available in their area. Ridership statistics are logged on a daily basis, and reports are made available to the LCB and BCC.
- **Late Cancellation/No-Show Policy** – A late cancellation is when users do not provide sufficient time for the transit system to adjust scheduling to not be affected by the cancellation. PCPT considers a late cancellation as anything less than one hour before the originally scheduled trip. A no-show of a scheduled trip is when a passenger is not at the designated pick-up location at the scheduled time of the trip or refuses the trip. PCPT will take every step possible to ensure that a rider is an actual no-show before canceling the trip. Bus operators will wait up to five minutes before determining a rider is a no-show. PCPT’s no-show standard is to maintain fewer than 3 percent of no-shows for all paratransit trips.

### Local Complaint and Grievance Procedures/Process

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

There are two distinct type of grievance—a daily service complaint and a formal grievance, pursuant to Chapter 427, F.S., and Rule 41 2, F.A.C.

#### *Service Complaint*

Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher or to other individuals involved with daily operations and are resolved within the course of a reasonable time period suitable to the complainant. Service complaints may include, but are not limited to:

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior

- Passenger discomfort
- Service denial (refused service to client without an explanation as to why; e.g., may not qualify, lack of funds, etc.)

### *Formal Grievance*

A formal grievance is a written complaint that documents any concerns or an unresolved service complaint regarding the operation or administration of services by the transportation operator, CTC, DOPA, or LCB. The grievant, in his/her formal complaint, should demonstrate or establish concerns as clearly as possible. Formal grievances may include, but are not limited to:

- Chronic, recurring, or unresolved service complaints (see above)
- Violations of specific laws governing the provision of TD services; such as Chapter 427, F.S.; Rule 41 2, F.A.C.; supplemental documents; Sunshine Law; Civil Rights Act of 1964; ADA; etc.
- Contract disputes (agencies/operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

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

Persons wishing to file a grievance can call the PCPT office at (727) 834-3322 to have a grievance form mailed to them. A copy of this procedure is available on a general basis to providers and agencies involved in meeting the needs of the TD population.

## **Cost/Revenue Allocation and Rate Structure Justification**

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

As required by the CTD, PCPT initiated a new rate structure effective July 1, 2020, that is based on a mileage rate only and no longer includes a coordination fee. PCPT provided the applicable rate change documentation to the CTD for approval prior to implementation and is still currently under review. The

FY 2020/2021 rate structure for vehicles operated by the CTC is shown in Table 16. The rate structure for the CTC is consistent with the CTD's Rate Calculation Model shown in Appendix F.

**Table 16: TD Trust Fund Services Rates**

Service Type	Unit Type	Cost per Unit
Ambulatory	Passenger Mile	\$2.60
Wheelchair	Passenger Mile	\$4.46
Bus Pass – Daily	Bus Pass	\$3.75
Bus Pass – Monthly	Bus Pass	\$37.50
Bus Pass – Monthly (Reduced)	Bus Pass	\$18.75

Bus pass fares are also included in Table 16. In FY 2018/2019, there were 28,386 monthly bus pass trips, a 4 percent increase from the previous year. Bus passes are provided to TD-eligible clients who are able to use the fixed-route system. Riders are encouraged to buy a PCPT monthly bus pass or, if eligible, apply for a sponsored bus pass.

## QUALITY ASSURANCE

### CTC Evaluation Process

The CTC is evaluated according to the required sections of the *Quality Assurance and Program Evaluation LCB CTC Evaluation Workbook*, which was developed by the CTD. The purpose of this evaluation is to ensure that the most cost-effective, efficient, non-fragmented, unduplicated, appropriate, reliable, and accountable transportation services are provided to the local TD population.

After the LCB establishes an evaluation period, MPO staff request the necessary statistical data from the CTC. Staff may also contact clients or funding agencies to determine their satisfaction with the TD services received. This information is then tabulated and presented in a draft report. The LCB reviews the draft report, directs staff to make appropriate revisions, and recommends adoption of the document. The evaluation report is forwarded to the Pasco County MPO Board for its review, comment, and adoption, and the adopted evaluation of the CTC is supplied to the Pasco County BCC and CTD.

The most recent completed Annual Evaluation Report was processed and approved through the LCB in February 2018; the Annual Evaluation Report for FY 2018/2019 is currently being prepared.

### CTC Monitoring Procedures of Operators and Coordination Contractors

All public, private non-profit, and private for-profit agencies under contract with the Pasco County CTC/PCPT to provide transportation services will be monitored on a periodic basis to ensure compliance with the contract stipulations. The monitoring process is a continuing program to assess contract compliance. The forms for this process are currently being redeveloped to better meet the needs of the CTC.

## Contracted Operators

In the future, service provided by contracted service operators will be monitored as necessary to ensure quality of service.

## Coordination Contractors

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

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

## Planning Agency Evaluation Process

PCPT regularly attends and provides reports to the MPO Citizens Advisory Committee and is a member of the Technical Advisory Committee. With regular participation, planning staff are well-informed on the status of PCPT functions and prepared to formally evaluate the CTC.

LCB members were invited to review the current TDSP and make recommended changes to the document.

In accordance with Title VI of the Civil Rights Act of 1964 and other non-discrimination laws, public participation is solicited without regard to race, color, national origin, age, sex, religion, disability, familial, or income status. It is a priority of PCPT that all citizens of Pasco County are given the opportunity to participate in the transportation planning process, including low-income individuals, older adults, persons with disabilities, and persons with limited English proficiency. PCPT's Title VI Specialist can be contacted at (727) 834-3200 for submission of discrimination complaints.

## APPENDIX A: TD POPULATION AND DEMAND FORECAST METHODOLOGY



## Forecast of TD Population

Traditional definitions for trip type and category were recommended to be changed based on the development of new approaches for the estimation of paratransit service demand. The new methodology no longer uses the 1993 process terminology to describe trip types (e.g., program trips or general trips) and trip categories (e.g., TD Category I and II). The new methodology quantifies two TD sectors of the service area's total population. The "general" TD population includes all persons with disabilities, older adults, and low-income persons and children who are high-risk or at-risk. The "critical need" TD population includes individuals who due to severe physical limitations or low incomes are unable to transport themselves or purchase transportation and are dependent on others to obtain access to healthcare, employments, education, shopping, social activities, or other life-sustaining activities.

As some individuals may fall into more than one demographic or socioeconomic category, the methodology incorporates provisions for eliminating the double counting of overlapping populations. Once TD populations have been quantified, trips rates are applied to calculate daily and annual travel demand. The updated methodology uses trip rates for persons who live in households with zero vehicles available from the 2009 NHTS.

## Forecast Methodology Inputs

To generate the subset of TD population, the current methodology requires the input of basic countywide information, including the following:

- Last year of the US Census data used – 2018
- Percent of service area population with access to fixed-route transit – 78%
- Number of days per year that demand service operates – 306

Data from the 2014–2018 ACS were gathered and input for the portion of county population identified by age, disability, and poverty status (Table A-1).

**Table A-1: Required Population Data (2018)**

Area Name:	Pasco County			
Last Year of Census Data Used:	2018			
Percent Transit Coverage:	78%			
Number of Annual Service Days:	306			
County Population By Age	Total Pop by Age	Population Below Poverty Level by Age	Total Population with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age
< 5 Years of Age	27,219	6,607	0	0
5-17	79,591	12,508	6,367	1,172
18-34	94,170	12,530	7,340	1,102
35-64	207,979	23,446	28,728	7,702
Total Non Elderly	408,959	55,091	42,435	9,976
65-74	66,747	7,409	16,732	1,985
75+	53,486	4,904	25,018	2,000
Total Elderly	120,233	12,313	41,750	3,985
Total	529,192	67,404	84,185	13,961

County population forecast control totals in five-year increments from 2015 and 2040 were obtained from the latest BEBR forecast of population (Table A-2).

**Table A-2: Pasco County Population Projections**

County Population Projections			
2018	515,077	5-year growth	Annual % Growth
2020	534,500		
2025	579,400	44,900	1.55%
2030	619,900		
2035	654,000		
2040	682,900		
2045	708,900		

Following input of the required data, the methodology spreadsheet tool produced a series of tables that quantify the current General TD and Critical Need TD populations, the forecasted population through 2045, and a forecast of the number of daily and annual trips associated with the Critical Need TD population.

## Calculation of General TD Population

As noted, the revised TD demand methodology no longer uses the 1993 process terminology to describe trips types (e.g., program trip or general trip) and trip categories. The new approach uses general TD populations based on estimates of all persons with disabilities, older adults, low-income persons, and children who are high-risk or at-risk. These population groups are further refined to identify the Critical Need TD population, those who due to severe physical limitations or low incomes are dependent on others for their mobility needs (Table A-3). Additionally, because some individuals in the general TD population may fall into one or more demographic or socio-economic category (age, income, disability), it is necessary to eliminate “double counts” from population totals. The spreadsheet tool calculates the overlapping populations and makes the appropriate adjustments in the totals.

**Table A-3: General TD Population**

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	27,219	5.1%	6,607	1.2%	0	0.0%	0	0.00%
5-17	79,591	15.0%	12,508	2.4%	6,367	1.2%	1,172	0.22%
18-34	94,170	17.8%	12,530	2.4%	7,340	1.4%	1,102	0.21%
35-64	207,979	39.3%	23,446	4.4%	28,728	5.4%	7,702	1.46%
<b>Total Non Elderly</b>	<b>408,959</b>	<b>77.3%</b>	<b>55,091</b>	<b>10.4%</b>	<b>42,435</b>	<b>8.0%</b>	<b>9,976</b>	<b>1.89%</b>
65-74	66,747	12.6%	7,409	1.4%	16,732	3.2%	1,985	0.38%
75+	53,486	10.1%	4,904	0.9%	25,018	4.7%	2,000	0.38%
<b>Total Elderly</b>	<b>120,233</b>	<b>22.7%</b>	<b>12,313</b>	<b>2.3%</b>	<b>41,750</b>	<b>7.9%</b>	<b>3,985</b>	<b>0.75%</b>
<b>Total</b>	<b>529,192</b>	<b>100%</b>	<b>67,404</b>	<b>12.7%</b>	<b>84,185</b>	<b>15.9%</b>	<b>13,961</b>	<b>2.64%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	9,976
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	32,459
G - Estimate elderly/disabled/low income	From Base Data (I14)	3,985
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	37,765
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	8,328
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	70,155
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	45,115
<b>Total - Non-Duplicated</b>		<b>207,783</b>

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	<b>207,783</b>	39.3%

## Calculation of Critical Need TD Population

Once the general TD population has been identified, the population groups are further refined to identify the Critical Need TD population, those who due to severe physical limitations or low incomes are dependent on others for their mobility needs (Table A-4). After the Critical Need TD population is defined, daily trip rates are applied to calculate daily and annual travel demand (Table A-5). The methodology incorporates per-capita trip rates for Florida households with zero vehicles available, as derived from the 2009 NHTS. To establish a rate for the low-income and non-disability population, a base rate of 2.400 is adjusted for trips made on transit (0.389), school buses (0.063), and special services for people with disabilities (0.049). The daily trip rate for individuals with severe disabilities falls within the specialized transit rate of 0.049 trips per day.

**Table A-4: Critical Need TD Population**

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop with Severe Disability by Age	% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	0	4.20%	-	-		
5-17	6,367	4.20%	267	0.34%		
18-34	7,340	6.30%	462	0.49%		
35-64	28,728	13.84%	3,976	1.91%		
<b>Total Non Elderly</b>	<b>42,435</b>		<b>4,706</b>	<b>1.15%</b>	<b>28.60%</b>	<b>1,346</b>
65-74	16,732	27.12%	4,538	6.80%		
75+	25,018	46.55%	11,646	21.77%		
<b>Total Elderly</b>	<b>41,750</b>		<b>16,184</b>	<b>13.46%</b>	<b>11.70%</b>	<b>1,893</b>
<b>Total</b>	<b>84,185</b>		<b>20,889</b>	<b>3.95%</b>		<b>3,239</b>

**Table A-5: Critical Need TD Population Travel Demand**

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
<b>Non-Elderly</b>	3,360	1,346	4,706
<b>Elderly</b>	14,290	1,893	16,184
<b>TOTAL</b>	<b>17,650</b>	<b>3,239</b>	<b>20,889</b>

TRIP RATES USED	
<b>Low Income Non Disabled Trip Rate</b>	
Total	2.400
Less	
Transit	0.389
School Bus	0.063
Special Transit	0.049
	1.899
<b>Severely Disabled Trip Rate</b>	
Special Transit	0.049

<b>Low Income &amp; Not Disabled = C + F</b>	
<b>Assumes</b>	53,443
27.2% xx % without auto access	
	14,536
22.0% xx % without transit access	
	3,198
<b>Calculation of Daily Trips</b>	
<b>FOR THE CRITICAL NEED TD POPULATION</b>	
<b>Calculation of Daily Trips</b>	
<b>Daily Trip Rates</b>	
<b>Total Actual Critical TD Population</b>	<b>Per Person</b>
Severely Disabled 20,889	0.049
Low Income ND ###	1.899
<b>Totals</b>	<b>24,087</b>
	<b>7,097</b>

## Forecast of TD Population and Travel Demand

Using the ACS population source data and growth rates established by BEBR, projections of future General and Critical Need TD population segments were developed (Tables A-6 and A-7). The daily and annual trip demand for critical need paratransit services was calculated by applying the trip rate estimates discussed previously. Annual trips were calculated by multiplying estimated daily trips by the number of days per year that special services operate. As shown in Table A-7, Pasco County's annual demand to serve the Critical Need TD population is projected to increase from an estimated 2,245,590 trips in 2020 to 2,447,633 trips in 2025.

**Table A-6: Forecast of General TD Population**

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025
<b>Overlapping Circle Component</b>								
<b>E</b> - Estimate non-elderly/disabled/ low income	9,976	10,131	10,288	10,447	10,609	10,773	10,940	11,110
<b>B</b> - Estimate non-elderly/ disabled/not low income	32,459	32,962	33,473	33,992	34,519	35,054	35,597	36,149
<b>G</b> - Estimate elderly/disabled/low income	3,985	4,047	4,109	4,173	4,238	4,304	4,370	4,438
<b>D</b> - Estimate elderly/ disabled/not low income	37,765	38,350	38,945	39,548	40,161	40,784	41,416	42,058
<b>F</b> - Estimate elderly/non-disabled/low income	8,328	8,457	8,588	8,721	8,856	8,994	9,133	9,275
<b>A</b> - Estimate elderly/non-disabled/not low income	70,155	71,242	72,346	73,468	74,606	75,763	76,937	78,129
<b>C</b> - Estimate low income/not elderly/not disabled	45,115	45,814	46,524	47,245	47,978	48,721	49,476	50,243
<b>TOTAL GENERAL TD POPULATION</b>	<b>207,783</b>	<b>211,003</b>	<b>214,274</b>	<b>217,595</b>	<b>220,967</b>	<b>224,392</b>	<b>227,870</b>	<b>231,401</b>
<b>TOTAL POPULATION</b>	<b>529,192</b>	<b>537,394</b>	<b>545,723</b>	<b>554,181</b>	<b>562,770</b>	<b>571,492</b>	<b>580,350</b>	<b>589,344</b>

**Table A-7: Forecast of Critical Need TD Population & Travel Demand**

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025
<b>Total Critical TD Population</b>								
<b>Disabled</b>	20,889	21,213	21,542	21,876	22,215	22,559	22,909	23,264
<b>Low Income Not Disabled No Auto/Transit</b>	3,198	3,248	3,298	3,349	3,401	3,454	3,507	3,562
<b>Total Critical Need TD Population</b>	<b>24,087</b>	<b>24,461</b>	<b>24,840</b>	<b>25,225</b>	<b>25,616</b>	<b>26,013</b>	<b>26,416</b>	<b>26,825</b>
<b>Daily Trips - Critical Need TD Population</b>								
<b>Severely Disabled</b>	1,024	1,039	1,056	1,072	1,089	1,105	1,123	1,140
<b>Low Income - Not Disabled - No Access</b>	6,073	6,167	6,263	6,360	6,458	6,558	6,660	6,763
<b>Total Daily Trips Critical Need TD Population</b>	<b>7,097</b>	<b>7,217</b>	<b>7,339</b>	<b>7,463</b>	<b>7,589</b>	<b>7,723</b>	<b>7,860</b>	<b>7,999</b>
<b>Annual Trips</b>	<b>2,171,571</b>	<b>2,208,271</b>	<b>2,245,590</b>	<b>2,283,541</b>	<b>2,322,133</b>	<b>2,363,234</b>	<b>2,405,064</b>	<b>2,447,633</b>

## APPENDIX B: PARATRANSIT ELIGIBILITY FORMS



West (727) 834-3322  
Central (813) 235-6073  
East (352) 521-4587  
Fax (727) 859-0589  
TTY Access 7-1-1

Date: \_\_\_\_\_

Dear Transportation Applicant:

Enclosed you will find a Pasco County Public Transportation (PCPT) application for Paratransit services. Please complete the attached application, sign and mail the application back to PCPT at the address on the form.

PCPT will use this form to assess your transportation needs and to determine your eligibility for transportation within our various transportation opportunities. PCPT will notify you of the review findings, within twenty-one (21) days of receipt of your completed application.

If you do not receive any response within 20-days you returning this application, please contact PCPT at 727-834-3322 to follow up on your application.

If you have any questions or concerns, please contact PCPT.

Respectfully,

Kurt M. Scheible  
Public Transportation Director

**PUBLIC SERVICES BRANCH**

727.834.3322 | Pasco County Public Transportation | 8620 Galen Wilson Boulevard | Port Richey,  
FL 34668

**PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)**

**8620 Galen Wilson Boulevard  
Port Richey, Florida 34668  
(727) 834-3322**

**FOR OFFICAL PCPT USE ONLY**

Eligible for ADA \_\_\_\_\_

Eligible for TD \_\_\_\_\_

Eligible for III-B \_\_\_\_\_

**ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES**

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ Social Security # \_\_\_\_\_

Street Address \_\_\_\_\_ Apt # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ County \_\_\_\_\_ Zip \_\_\_\_\_

Name of Condo/Apartment, Sub-Division or Mobile Home Park \_\_\_\_\_

Closest Major Intersection \_\_\_\_\_

Telephone (home) \_\_\_\_\_ (work) \_\_\_\_\_ Date of Birth \_\_\_\_\_ Sex (M) (F) \_\_\_\_\_

\*The information below is optional and is used for statistical reporting purposes only. It is not used to determine eligibility for service.

\*Race/Ethnicity: American Indian \_\_\_\_\_ Asian or Pacific Indian \_\_\_\_\_ Black, Not Hispanic Origin \_\_\_\_\_  
Hispanic \_\_\_\_\_ White, Not Hispanic Origin \_\_\_\_\_

\* Any Cultural Considerations \_\_\_\_\_

\*Marital Status \_\_\_\_\_

Household Yearly Income \_\_\_\_\_ Source of Income \_\_\_\_\_ Number in Household \_\_\_\_\_

Other Household Members (Please list each member)	Name	Relationship	Age	Driver's License(Y/N)	Vehicle Type
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Do you own a vehicle? Yes \_\_\_\_\_ No \_\_\_\_\_ Do you have a Driver's License? Yes \_\_\_\_\_ No \_\_\_\_\_  
Type of vehicle(car/van, etc) \_\_\_\_\_ Does any member of your household own a vehicle? Yes \_\_\_\_\_ No \_\_\_\_\_  
Do you have friends or family members in the County who can transport you? Yes \_\_\_\_\_ No \_\_\_\_\_ If not, why? \_\_\_\_\_

Please list all Hospitals, Doctors and Medical Facilities that you visit on a regular basis:

<u>NAME OF HOSPITAL/DOCTOR/FACILITY</u>	<u>NUMBER OF TYPE OF TREATMENT</u>	<u>DESCRIBE MONTHLY VISITS</u>	<u>HOW YOU PREVIOUSLY GOT THERE</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

#### AVAILABILITY OF FEDERALLY FUNDED OR PUBLIC TRANSPORTATION

Yes / No

1. \_\_\_\_\_ Do you live on a bus route? What is the distance to the nearest bus stop? \_\_\_\_\_
2. \_\_\_\_\_ Have you used the bus system for transportation in the past?
3. \_\_\_\_\_ Do you have any limitations that would prevent you from using the bus system now?  
If YES, please describe your limitations below. Be specific.

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4. \_\_\_\_\_ Are you enrolled in any other programs that will pay for or provide transportation? If yes, please describe them below.

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#### SPECIAL NEEDS

Please check or list any special needs, services or modes of transportation you require during transportation:

Powered Wheelchair/Scooter \_\_\_\_\_ Cane \_\_\_\_\_  
Manual Wheelchair \_\_\_\_\_ Respirator/Portable Oxygen \_\_\_\_\_  
Walker \_\_\_\_\_ Service Animal \_\_\_\_\_  
Personal Care Attendant (PCA) \_\_\_\_\_ Cue Cards \_\_\_\_\_

Other: \_\_\_\_\_

- Are you able to transfer from your wheelchair to a car easily?  
\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Not Applicable  
If yes: \_\_\_\_\_ Independently \_\_\_\_\_ Only with assistance
- Wheelchair Dimensions \_\_\_\_\_ Combined weight of chair and passenger \_\_\_\_\_  
Is wheelchair equipped with seat belts? \_\_\_\_\_ Yes \_\_\_\_\_ No  
Other (please identify): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Can you climb three 12-inch steps to board a bus that has handrails?  
\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes  
If no or sometimes, please explain.  
\_\_\_\_\_  
\_\_\_\_\_

- Some bus trips may require you to get off one bus and onto another to complete your trip. Can you do this on your own? \_\_\_\_\_  
Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_  
If no or sometimes, please explain.  
\_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_ My disability prevents me from getting to the bus stop.  
\_\_\_\_\_ I could use the regular PCPT fixed route bus after receiving travel training.  
\_\_\_\_\_ I can use the regular PCPT fixed route bus under certain circumstances. Please explain.  
\_\_\_\_\_  
\_\_\_\_\_
- If you need transportation to a shelter in the case of an emergency; please contact Pasco County Customer Service to register. The contact phone numbers are as follows; (727)-847-2411, (352)-523-2411 or (813)-996-2411.
- Please provide the name, address and phone number of an emergency contact person:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Is your health condition or disability temporary? \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, expected duration until \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_(\_\_\_\_\_months)
- PCPT's regular bus drivers call out bus stops at major transfer and destination points and all major intersections. They will also call out special stops upon request. With this help, can you recognize the right stop and get off the bus when you need to?  
Yes \_\_\_\_ No \_\_\_\_ Sometimes \_\_\_\_  
If no or sometimes, please explain.  
\_\_\_\_\_  
\_\_\_\_\_
- Using a mobility aid, or on your own, how far are you able to travel without the assistance of another person?  
\_\_\_\_\_ 1/2 block (Less than 200 ft.) \_\_\_\_\_ 1 or 2 blocks (circle one) \_\_\_\_\_ 1/4 mile (3 blocks)  
\_\_\_\_\_ 1/2 mile (6 blocks) \_\_\_\_\_ 3/4 mile (9 blocks) \_\_\_\_\_ other (please explain)  
\_\_\_\_\_  
\_\_\_\_\_

NOTE: If someone other than the applicant has completed this form please provide the appropriate information in the space below.

Name	Relationship to Applicant	Daytime Telephone
Address	City	State
		Zip

*This information is available in an accessible format upon request. To request these formats, please contact PCPT.*

I understand that the information obtained in this certification process will only be used by *PCPT* to determine eligibility for Paratransit services, and that this information will only be shared with other transit providers or transportation programs to facilitate travel and/or coordinate services. This information will be kept confidential and will NOT be utilized for any other purpose, unless so authorized by the applicant in writing or unless otherwise ordered released by a court of law or equity. However, I understand that PCPT may need to contact an authorized professional to verify the information on this application regarding how my status prevents me from using the *PCPT* fixed route schedule bus system.

**Collection of Social Security Numbers Notice  
(Program Participants)**

Florida Statute 119.071(5) and Title 42 Code of Federal Regulations, Section 435.910, require any agency that collects Social Security numbers to provide a written explanation to the individual of the reason for its collection.

**Why is Pasco County Public Transportation collecting your Social Security Number?**

Pasco County Public Transportation is collecting your Social Security number as part of its responsibility to determine transportation eligibility. We do this to assess transportation services that are funded by the state or federal government for which you may qualify.

The provision of your Social Security number is mandatory and your information will remain confidential and protected under penalty of law. We will not use or give out your Social Security number for any other reason, including referrals to other agencies, unless you have signed a separate form consenting to the release of information to another agency.

I understand and affirm that the information provided in this Application is truthful and accurate to the best of my knowledge, and authorize the release of this information to PCPT for the purpose of evaluating my eligibility to participate in the Paratransit services program. I understand that providing false or misleading information, or making fraudulent claims, or making false statements on behalf of others constitutes a felony under the laws of the State of Florida. I agree to notify the *PCPT* office of any changes in my status immediately and understand that this may affect my eligibility to use these services. I understand the reason why Pasco County Public Transportation collects my Social Security number.

Applicant Signature\_\_\_\_\_

Date \_\_\_\_\_

**Health Insurance Portability and Accountability Act (HIPAA) and Privacy Practices**

The HIPAA and Privacy Practices notice is provided with this application. It shall be the policy of PCPT to safeguard and keep confidential, all information about clientele of any service within its purview. This policy will apply to both written and oral communication, and will include personal and/or medical information. I understand that this information is confidential and will not be shared with any other person or agency, with the possible exception of another transit provider or transportation program to facilitate travel in those areas. **PCPT may verify this information with the health care professional.**

This is to certify that I have read, understood, and received a copy of the above notice.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_



## DISABILITY VERIFICATION

Disability verification by a qualified professional does not guarantee eligibility, but it can play a major role in the eligibility determination process. It is important that any professional that verifies an individual's disability be familiar not only with that person's particular disability, but with the individual's ability or inability to travel on PCPT's regular fixed route bus system.

**Please have the following Request for Verification of Disability form completed by one of the health care professionals listed below and return it with the completed application.**

Licensed Physician (MD)	Physical Therapist	Occupational Therapist
Certified Rehabilitation Counselor	Orientation and Mobility Specialist	

I understand that this information is confidential and will not be shared with any other person or agency, with the possible exception of another transit provider or transportation program to facilitate travel in those areas. **PCPT may verify this information with the health care professional.**

PASCO COUNTY PUBLIC TRANSPORTATION  
(PCPT)  
8620 GALEN WILSON BOULEVARD  
PORT RICHEY, FLORIDA 34668  
(727) 834-3200

Dear Medical Provider:

Patient Name: \_\_\_\_\_

This form is necessary for the above named patient to utilize our transit services. He/she has indicated that you can verify his/her disability and its impact upon his/her ability. Federal law (the Americans with Disabilities Act of 1990) requires Pasco County Public Transportation (PCPT) to provide Paratransit services to persons who cannot utilize available fixed route services. The information you provide will allow us to make an appropriate evaluation of this request and its application to specific trip requests. Thank you for your cooperation in this matter.

NOTE: Disability verification is mandatory for all applicants for PCPT service. Any professional that verifies an individual's disability, must have detailed, first-hand knowledge of that person's disability, as well as the training and credentials necessary for such an evaluation.

- Please describe your professional status; i.e., Licensed Physician, Physical Therapist, Occupational Therapist, Specialist and describe your methods for evaluating the applicant's disability.

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- Medical/functional condition causing the disability, which will prevent the individual from using the regular bus service.

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- Is this condition temporary? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, expected duration until \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

## PHYSICAL DISABILITIES

- If the person has a disability affecting mobility, is the person able to travel either on his/her own or with a mobility aid 200 feet without the physical assistance of another person?  
\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ Sometimes
- Is the person able to travel either on his/her own or with a mobility aid 200 yards without the physical assistance of another person?  
\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ Sometimes
- Is the person able to travel either on his/her own or with a mobility aid 1/4 mile without the physical assistance of another person?  
\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ Sometimes
- Is the person able to climb three (3) 12-inch steps without the assistance of another person? (Handrails are available)  
\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ Sometimes
- Is the person able to wait outside without support for ten (10) minutes?  
\_\_\_\_ Yes      \_\_\_\_ No      \_\_\_\_ Sometimes
- Does this person require special assistance and /or the use of any mobility aids? If so, what?  
\_\_\_\_\_  
\_\_\_\_\_
- Are there any circumstances in which the applicant could not ride the regular, lift-equipped PCPT buses? Please describe.  
\_\_\_\_\_  
\_\_\_\_\_
- Does this person require a Personal Care Attendant (PCA) when traveling on public transit?  
\_\_\_\_ Yes \_\_\_\_ No      \_\_\_\_ Sometimes (describe)  
\_\_\_\_\_  
\_\_\_\_\_
- If this person falls, can he/she get up independently? \_\_\_\_ Yes      \_\_\_\_ No \_\_\_\_ Sometimes
- Can this person negotiate traffic safely and independently? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes
- Can this person read information signs? \_\_\_\_ Yes      \_\_\_\_ No  
If no, please explain.  
\_\_\_\_\_  
\_\_\_\_\_

- **NOTE: PCPT must be made aware of any special requirements of eligible passengers particularly if traveling with a respirator or portable oxygen supply. Please describe if applicable.**

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- If there is any other effect of the disability of which PCPT should be aware, please describe (e.g., heat sensitivity, etc.).

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**Name of Professional**

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Mailing Address

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City

State

Zip

---

Telephone Number

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX C: PCPT VEHICLE INVENTORIES

### PCPT Paratransit Vehicle Inventory

PCPT No.	Vehicle Number	Year	Make		Model	Seating Capacity	Length	Date Aquired	Funding Source	Title Holder	Condition	FTA Useful life	ACTIVE Y/N	Mileage	Miles per month
14	34944	2009	Ford	Diesel	Starcraft	18	23	2/23/2009	FTA	Pasco CTY	Good	5 YR/ 150K	Y	176,423	2,940
572	35572	2011	Chevy	Diesel	Goshen	12	23	6/21/2011	FTA	Pasco CTY	Good	5 YR/ 150K	Y	162,198	2,703
573	35573	2011	Chevy	Diesel	Goshen	12	23	7/1/2011	FTA	Pasco CTY	Good	5 YR/ 150K	Y	176,267	2,938
574	35574	2011	Chevy	Diesel	Goshen	12	23	7/15/2011	FTA	Pasco CTY	Good	5 YR/ 150K	Y	73,031	1,217
575	35575	2011	Chevy	Diesel	Goshen	12	23	7/15/2011	FTA	Pasco CTY	Good	5 YR/ 150K	Y	67,776	1,130
636	40036	2016	Chevy	Gas	Glavel	16	23	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	Y	123,173	2,053
637	40037	2016	Chevy	Gas	Glavel	16	23	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	Y	117,178	1,953
638	40038	2016	Chevy	Gas	Glavel	16	23	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	Y	119,787	1,996
1639	40039	2016	Ford	Gas	Cutaway	26	29'	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	Y	172,959	2,883
1640	40040	2016	Ford	Gas	Cutaway	26	29'	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	Y	145,448	2,424
1701	41667	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	81,989	1,366
1702	41668	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	88,974	1,483
1703	41669	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	86,500	1,442
1704	41670	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	88,131	1,469
1705	41671	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	81,663	1,361
1706	41672	2017	Ford	Gas	Champion	12	23	10/24/2017	FTA	Pasco CTY	Good	5 YR/ 150K	Y	36,422	607
823	42823	2018	Ford	Gas	Champion	12	23	1/10/2019	FTA	Pasco CTY	Good	6 YR/ 150K	Y	46,936	21
833	43833	2019	Ford	Gas	Champion	12	23	10/11/2019	FTA	Pasco CTY	Good	6 YR/ 150K	Y	1,519	0
35	30327	2006	Ford	Diesel	Starcraft	18	23	11/17/2005	FTA	Pasco CTY	Fair	5 YR/ 150K	N	219,735	3,662
635	40035	2016	Chevy	Gas	Glavel	16	23	8/17/2016	FTA	Pasco CTY	Good	5 YR/ 150K	N	71,291	1,188
576	35576	2011	Chevy	Diesel	Goshen	12	23	7/15/2011	FTA	Pasco CTY	Good	5 YR/ 150K	Y	168,480	2,340

As of 4/30/2020



**PCPT Fixed-Route Vehicle Inventory**

PCPT No.	Vehicle Number	Year	Make	Fuel Type	Model	Seating Capacity	Length	Date Aquired	Funding Source	Title Holder	Condition	FTA Useful life	ACTIVE Y/N	Mileage	Miles per month
94	31914	2007	Blue Bird	Diesel	ULTRA LF	22	30'	8/4/2006	FTA	Pasco CTY	Good	10 Yr/350K	Y	495,647	4,130
49	34876	2010	El Dorado	Diesel	EZRII-MAX35'	41	35'	2/3/2010	FTA	Pasco CTY	Good	12 YR/500K	Y	492,884	3,423
50	34877	2010	El Dorado	Diesel	EZRII-MAX35'	41	35'	2/3/2010	FTA	Pasco CTY	Good	12 YR/500K	Y	458,786	3,186
51	34878	2010	El Dorado	Diesel	EZRII-MAX35'	41	35'	2/3/2010	FTA	Pasco CTY	Good	12 YR/500K	Y	582,068	4,042
52	34879	2010	El Dorado	Diesel	EZRII-MAX35'	41	35'	2/3/2010	FTA	Pasco CTY	Good	12 YR/500K	Y	470,530	3,268
435	35435	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	494,470	3,434
436	35436	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	477,149	3,314
566	35566	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	438,279	3,044
567	35567	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	392,794	2,728
568	35568	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	532,068	3,695
569	35569	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	435,489	3,024
570	35570	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	513,528	3,566
571	35571	2011	El Dorado	Diesel	EZRII-MAX35'	41	35'	6/21/2011	FTA	Pasco CTY	Good	12 YR/500K	Y	389,269	2,703
391	37391	2014	Gillig	Diesel	Low Floor	38	40'	6/1/2014	FTA	Pasco CTY	Good	12 YR/500K	Y	319,746	2,220
392	37392	2014	Gillig	Diesel	Low Floor	38	40'	6/1/2014	FTA	Pasco CTY	Good	12 YR/500K	Y	329,608	2,289
393	37393	2014	Gillig	Diesel	Low Floor	38	40'	6/1/2014	FTA	Pasco CTY	Good	12 YR/500K	Y	268,885	1,867
394	37394	2014	Gillig	Diesel	Low Floor	38	40'	6/1/2014	FTA	Pasco CTY	Good	12 YR/500K	Y	347,752	2,415
395	37395	2014	Gillig	Diesel	Low Floor	38	40'	6/1/2014	FTA	Pasco CTY	Good	12 YR/500K	N	348,687	2,421
10	39010	2016	Gillig	Diesel	Low Floor FDOT	38	40'	3/7/2016	FDOT	FDOT	Good	12 YR/500K	Y	326,805	2,269
11	39011	2016	Gillig	Diesel	Low Floor FDOT	38	40'	3/7/2016	FDOT	FDOT	Good	12 YR/500K	Y	201,961	1,403
12	39012	2016	Gillig	Diesel	Low Floor	38	40'	3/7/2016	FTA	Pasco CTY	Good	12 YR/500K	Y	332,375	2,308
1401	39891	2004	Gillig	Diesel	Low Floor/HART	38	40'	3/7/2016	local	Pasco CTY	Good	12 YR/500K	Y	153,675	1,067
1601	40311	2016	Gillig	Diesel	Low Floor	29	30'	12/20/2016	FTA	Pasco CTY	Good	10 YR/350K	Y	235,714	1,964
1602	40312	2016	Gillig	Diesel	Low Floor	29	30'	12/20/2016	FTA	Pasco CTY	Good	10 YR/350K	Y	163,144	1,360
1701	41592	2017	Gillig	Diesel	Low Floor	29	30'	9/11/2017	FTA	Pasco CTY	Good	12 YR/500K	Y	100,588	699
1702	41593	2017	Gillig	Diesel	Low Floor	29	30'	9/11/2017	FTA	Pasco CTY	Good	12 YR/500K	Y	97,183	675
1801	41815	2018	Gillig	Diesel	Low Floor	29	30'	2/28/2018	FTA	Pasco CTY	Good	12 YR/500K	Y	146,505	1,017
1802	41816	2018	Gillig	Diesel	Low Floor	29	30'	2/28/2018	FTA	Pasco CTY	Good	12 YR/500K	Y	136,968	951
1803	41819	2018	Gillig	Diesel	Low Floor	29	30'	2/28/2018	FTA	Pasco CTY	Good	12 YR/500K	Y	146,671	1,019
1804	41820	2018	Gillig	Diesel	Low Floor	29	30'	2/28/2018	FTA	Pasco CTY	Good	12 YR/500K	Y	146,715	1,019
1805	41821	2018	Gillig	Diesel	Low Floor	29	30'	2/28/2018	FTA	Pasco CTY	Good	12 YR/500K	Y	144,205	1,001
95	33412	2007	Blue Bird	Diesel	ULTRA LF	30	35'	2/2/2008	FTA	Pasco CTY	Good	12 YR/500K	N	368,833	2,561
1402	39892	2004	Gillig	Diesel	Low Floor/HART	38	40'	3/7/2016	local	Pasco CTY	Good	12 YR/500K	N	367,167	2,550

As of 4/30/2020

## APPENDIX D: SYSTEM SAFETY CERTIFICATION

## **SYSTEM SAFETY AND SECURITY CERTIFICATION**

**DATE:** May 7, 2020

**NAME:** Pasco County Public Transportation (PCPT)

**ADDRESS:** 8620 Galen Wilson Boulevard  
Port Richey, Florida 34668

### **THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) in accordance, at a minimum, with established FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) safety standards set forth in Chapter 14-90, Florida Administrative Code (FAC).
2. The adoption of a Security Program Plan (SPP) in accordance, at a minimum, with established FDOT safety standards set forth in Chapter 14-90, FAC.
3. Compliance with the adopted standards of the SSPP and SPP.
4. Performance of security assessments on all PCPT transit properties operated in accordance with Rule 14-90.009, FAC.
5. Performance of safety inspections on all buses/vehicles operated in accordance with Rule 14-90.009, FAC.

**SIGNATURE:**



Kurt M. Scheible

**TITLE:** Public Transportation Director

### **NAME AND ADDRESS OF ENTITY, WHICH HAS PERFORMED VEHICLE SAFETY INSPECTIONS:**

**NAME:** Pasco County Fleet Maintenance  
Brent Wahl, Fleet Management Director

**ADDRESS:** Pasco County Fleet Management  
6911 Fox Hollow Drive  
Port Richey, Florida 34668

## APPENDIX E: EDUCATION AND MARKETING INITIATIVES



## **2019 Marketing & Education Initiatives**

### **January 5 Community Wellness Event**

Located at Faith Baptist Church in New Port Richey. Great event with over 500 people attending the event. Spoke to several people who needed transportation for their children attending PHSC for upcoming year. Several people from the Landings at Seaforest are interested in a travel training program.

### **January 18 Senior Services**

Zephyrhills Senior Center Open House celebrates renewed partnership with Saint Elizabeth Church. Great Turnout! Spoke to the group regarding both paratransit and fixed route. Sat with several individuals regarding paratransit and gave them applications to take with them.

### **January 28 Moore – Mickens**

The Moore-Mickens school reopened as a community education and social center again, serving the low-income Dade City community. I spoke to the first GED graduating class regarding public transportation. A quarter of the class already uses PCPT, however unaware that they can get to Tampa or even the west side for employment. Every fourteen weeks Moore-Mickens offers a new GED class that I speak with and have a travel training class.

### **February 5 Guest Speaker at PIC Meeting**

Pasco Interagency Council meets quarterly at Land O' Lakes High School. The mission of PIC is to collaborate with agencies to provide students with disabilities and their families with post-secondary resources that assist with accessing services that lead to employment and life success. I was a guest speaker at the meeting discussing fixed and paratransit options as well as travel training and how I can assist students and families learn how to ride the bus.

### **February 6 Cornerstone Pregnancy Services**

I met with the center to see how PCPT can assist their clients. Cornerstone offers assistance to low income and single mothers. Cornerstone purchased 50 day passes to help clients. We discussed travel training options for clients.

### **February 18-24 Pasco County Fair**

PCPT had an information booth at the fair in the Community Exhibits section. The fair has a building for displays of community resources to let the people of Pasco County know what we have to offer.

### **February 28 Wiregrass Ranch High School**

I met with several ACCESS Independent Teachers regarding how PCPT can help students and parents with transportation. The teachers assist with independent living skills and would like to bring travel training into the curriculum.

### **March 2 River Ridge Middle School**

Community Services Expo Event was an event for the community to discuss resources available in the county. It was a smaller event, however very beneficial for Paratransit. I spoke with several individuals regarding paratransit and several kids enjoyed trying the lift on the paratransit vehicle.

### **March 14 Senior Expo @ Gulf View Mall**

The Tampa Bay Senior Expo is a free community event for older adults, caregivers, their families, and professionals, which showcases exhibitors representing community resources, health, housing, financial and legal assistance, end-of-life considerations, long-term care services, **transportation**, travel and leisure, volunteer/employment opportunities, and

**PUBLIC SERVICES BRANCH**

more. Produced and Hosted by The Tampa Bay Times.

### **March 16 Southeastern Guide Dogs Travel Training**

First set of training for the Southeastern Guide Dogs using public transportation. We had 5 trainers with 5 dogs teaching the dogs and 7 new guide dog trainers how to use public transportation. We met at the Park n Ride at Florida Hospital and took a bus to the outlet mall. The dogs and trainers practiced getting on the bus, sitting calmly on bus, and exiting the bus.

### **March 30 73rd Chasco Fiesta Parade**

Chasco Fiesta street parade, one of the largest in the state, had perfect weather on Saturday, March 30<sup>th</sup>. Participants lined downtown streets as the parade got underway; PCPT was number 38 in a line of over 65 floats and vehicles. PCPT handed out beads, bracelets, and lanyards.

### **The Landings at St. Andrew Travel Training:**

On April 2<sup>nd</sup> I met 8 senior citizens at St. Andrews for travel training. The session began with an overview of the trip, safety, rules of the bus, how to read a schedule, and how to use their mobile device to plan the route. Travel training itinerary of the trip:

9:30-9:50 a.m. Trip discuss and preparation

10:00-10:57 [bus trip to Target](#) (Mitchel Ranch Plaza on Little Rd.) we will transfer from bus 14 to bus 23 at Ridge Rd.

10:57-12:50 Mitchel Ranch Plaza (Target, PetSmart, Publix, Ross, Hall

12:50-1:45 [return trip to St. Andrews](#)

### **April 13 Safe Kids Day**

PCPT had a bus at the "Safe Kids Day" event. The event was located at the Shops at Wiregrass and the theme was safety for kids. PCPT had a bus available and let kids sit in the drivers seat, toot the horn, and handed out a bus safety crossword puzzle. Approximately 50 kids came to our station.

### **May 1 Summer Haul Pass Video Production**

Mike Legg with Libraries produced a PCPT Summer Haul Pass video. We asked Marchman Technical College Adult Life Skills class and ESOL Program to assist with extras as student bus riders for the video.

The Student Haul Pass allows students to use this pass to go to the beach, swimming pool, shopping, visit with friends, summer employment and save a ton of money! The student fare is a great choice to meet their transportation needs. This pass will allow students to have unlimited rides on PCPT's buses from June 1st to August 31st for just \$20

The video can be seen on Pasco County Website or YouTube [https://www.youtube.com/watch?v=NI7h\\_OUIoM](https://www.youtube.com/watch?v=NI7h_OUIoM) .

### **May 11 Health Fair**

Seventh-day Adventist Church, Florida, a non-profit organization is partnering with AdventHealth to meet the needs within the community.

### **May 14 Gulf High School Travel Training**

I met with the Transition Resource classes to teach students about transportation available to them within the county. The goal of the Transition classes is the process that facilitates the move throughout school to postsecondary adult living. Planning the transition from school to adult life begins, at the latest, in high school for students with disabilities.

### **May 9 Hudson High School Travel Training**

The transition program works with students ages 18 to 21 with special needs as they transition into their post-school lives by providing students with career training and job placement. Wednesday's event will help further explore how to do this with the help of community members.

**PUBLIC SERVICES BRANCH**

727.834.3480 | Elderly Nutrition Building | 8600 Galen Wilson Boulevard | Port Richey, FL 34668

**May 10 Land O' Lakes Senior Fair**

FIRST EVER Senior Resource Fair here at the Land O' Lakes Senior Center. This is a great way for the Land O' Lakes senior community to see what Pasco County and our local community agencies and businesses can offer them.

**May 23 Cypress School Field Trip**

The 3<sup>rd</sup> graders from Cypress Elementary come to the Pasco County Government Center to speak with all departments. PCPT meets with about 100 students to discuss transportation, jobs and what PCPT does in the community.

**June 17 SPAN of Pasco**

SPAN exists to bring many different service providers from the Tampa Bay Community together on a rotating basis so we can all learn about different resources available to share with our clients. Quarterly we have speakers come to represent their organization and speak on the services they provide relating to the forum theme.

**June 27 CARES Grand Re-Opening and Street Sign Dedication**

CARES promotes quality of life and independence for adults through health, social and supportive services. The event was the re-opening of the Hudson Rao Musunuru, M.D. Activity Center. CARES invited the community and community services to the grand opening to talk about services available to assist older persons and families in Pasco County.

**August 5 The Landings at St. Andrew:**

New resident informational presentation on alternative transportation options in Pasco County.

**August 7 Southeastern Guide Dogs Travel Training**

Second set of training for the Southeastern Guide Dogs using public transportation and door to door service. It was great to see that the dogs learned a lot from the first training session. We had 9 trainers with 7 dogs teaching the dogs and new guide dog trainers how to use public transportation. We met at the Park n Ride at Florida Hospital and took a bus to the outlet mall. The dogs and trainers practiced getting on the bus, sitting calming on bus, and exiting the bus.

**August 27 Marchamn**

New student bus orientation. Brought a bus to the school to discuss bus safety, bus pass information, how to ride the bus, took pictures for their bus pass identification cards and gave them their PCPT ids.

**September 11 Pasco Difference Makers Round Table**

Networking with other agencies in East Pasco County informing of all agencies and what they have to offer to the community. I spoke about Transportation options available to the community.

**September 12 2019 Pasco interagency Council (PIC) Members**

Spoke to school leaders regarding transportation options that PCPT offers. The mission of PIC is to collaborate with agencies to provide our students with disabilities and their families with post-secondary resources that assist with accessing services that lead to employment and life success.

**September 19 Veterans Ride Free Video**

Link: <https://youtu.be/keNbLWOvn-s>

**October 18 One Community Now Operation Stand Down**

The goal of One Community Now is to bring churches, businesses, schools, organizations, and local government together to help meet the un-met and under-met needs in Tampa Bay. I had a table at the event with information regarding veterans riding free on PCPT.

**October 10 Senior Expo @ Gulf View Mall**

Twice a year the Tampa Bay Times sponsors the Senior Expo @ Gulf View Mall.

**October 11 Travel Training New Marchman Teacher**

I met with one teacher, two teacher assistants and 5 students for travel training. The session began with an overview of the trip, safety, rules of the bus, how to read a schedule, and how to use their mobile device to plan the route.

**PUBLIC SERVICES BRANCH**



**October 23 Fall Festival**

It was a great turnout for the event. There were approximately 200 participants to talk about services, educational resources, and other items provided by Community Partners.

**October 24 Fall Community Resources Fair**

The purpose of the fair is to provide information about local community resources to our adult and high school students and to help make those resources easily accessible.

**October 26 Dade City Senior Center**

I spoke to the group regarding both paratransit and fixed route. Sat with several individuals regarding paratransit and gave them applications to take with them. This is a great way for the senior community in Dade City to see what Pasco County and our local community agencies and businesses can offer them.

**November 2 Starkey Park Touch a Truck**

Family-friendly day where over 5,000 kids attended and over 1000 climbed into, pretend to drive, play with the horn, turn on lights and learn more about the County bus that they see throughout the community on a daily basis.

**November 9 Stuff the Bus**

PCPT and [The Volunteer Way](#) partnered to collect donations of frozen turkeys, hams and non-perishable foods, such as boxed stuffing, instant mashed potatoes and canned vegetables. PCPT had buses at two locations to "Stuff the Bus" for Thanksgiving.

**November 16 Touch a Truck event in downtown Zephyrhills**

PCPT attend the event with a fixed-route and Paratransit vehicles. The event was a huge success. Hundreds of people attended the event and over 800 children "Touch a PCPT Bus."

**December 7 Festival of Lights**

This year PCPT participated in the Zephyrhills Festival of Lights Parade. The Main Street Zephyrhills Holiday Parade was a lot of fun. There was local entertainment at the Eiland Bandstand, lots of food, merchandise, craft vendors, and PCPT dressed up as the Grinch handing out beads and bracelets.

**PUBLIC SERVICES BRANCH**

727.834.3480 | Elderly Nutrition Building | 8600 Galen Wilson Boulevard | Port Richey, FL 34668

## APPENDIX F: CTD RATE MODEL WORKSHEETS

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** BOARD OF COUNTY COMMISSIONERS  
**County (Service Area):** PASCO COUNTY  
**Contact Person:** KRISTINA MCGONIGAL  
**Phone #** 727-484-3059

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

#### NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: BOARD OF COUNTY COMMISSIONERS  
County: PASCO COUNTY

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2018 to Sept 30th of 2019	Current Year's APPROVED Budget, as amended from Oct 1st of 2019 to Sept 30th of 2020	Upcoming Year's PROPOSED Budget from Oct 1st of 2020 to Sept 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 69,387	\$ 62,484	\$ 60,800	-9.9%	-2.7%	Fareboxes. Donations, in house trips - Title III B PI. Decrease due to no copays, Veterans ride free, and no more school board trips. Other is private pay organizations; CARES agency that purchases trips.
Medicaid Co-Pay Received						
Donations/ Contributions	\$ 12,000	\$ 12,000	\$ 12,000	0.0%	0.0%	
In-Kind, Contributed Services						
Other	\$ 77,954	\$ 49,776	\$ 36,120	-36.1%	-27.4%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						OTHER CASH: IIIB Local Match + TD Local Match + TIFF operating + TIFF Capital Para Expenses
Compl. ADA Services						
County Cash	\$ 530,895	\$ 387,073	\$ 498,027	-27.1%	28.7%	
County In-Kind, Contributed Services	\$ 22	\$ 18	\$ 18	-18.2%	0.0%	
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 198,399	\$ 245,192	\$ 136,197	23.6%	-44.5%	
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 892,673	\$ 865,324	\$ 859,757	-3.1%	-0.6%	Non Spons trip Program is TD: Bus Pass Program Revenue is for TD eligible riders.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 12,525	\$ 12,525	\$ 12,525	0.0%	0.0%	

### USDOT & FDOT

49 USC 5307	\$ 221,008	\$ 287,708	\$ 287,708	30.2%	0.0%	Funds used for para transit services based on cost allocation via ridership report.
49 USC 5310						
49 USC 5311 (Operating)	\$ 12,524	\$ 12,524	\$ 12,524	0.0%	0.0%	
49 USC 5311(Capital)						
Block Grant	\$ 573,447	\$ 573,447	\$ 573,447	0.0%	0.0%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ -	\$ -	\$ -			
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						NOT USED
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						NOT USED
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						NOT USED
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						Department of Education purchase of bus passes: Voc Rehab, St. Petersburg College
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 17,206	\$ 17,206	\$ 17,206	0.0%	0.0%	

### AWI

WAGES/Workforce Board						NOT USED
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act	\$ 212,518	\$ 217,518	\$ 217,518	2.4%	0.0%	Older Americans Act is IIIB OAA; Other DOEA is LSP.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 48,406	\$ 48,406	\$ 48,406	0.0%	0.0%	
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						NOT USED
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: BOARD OF COUNTY COMMISSIONERS  
County: PASCO COUNTY

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2018 to Sept 30th of 2019	Current Year's APPROVED Budget, as amended from Oct 1st of 2019 to Sept 30th of 2020	Upcoming Year's PROPOSED Budget from Oct 1st of 2020 to Sept 30th of 2021	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

Office of Disability Determination						NOT USED
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

## DJJ

(specify in explanation)						Bus Pass Program Revenue for Juvenile Justice
Bus Pass Program Revenue	\$ 169	\$ 169	\$ 169	0.0%	0.0%	

## Other Fed or State

HUD/CDBG						PCPT NO LONGER HAS FUNDING FOR CDBG. THE 5307 FUNDING IS THE OPERATING SPLIT FOR THE FUNDING SOURCE.
xxx						
FED 5307 Operating Para Transit	\$ 154,279	\$ 154,279	\$ 160,450	0.0%	4.0%	
Bus Pass Program Revenue						

## Other Revenues

Interest Earnings						NOT USED
xxxx						
xxxx						
Bus Pass Program Revenue						

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve		\$ 5,906	\$ 12,522			Unable to calculate county match funding used for operating grants solely for para transit. Utilized the 20% of total budgeted county
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Balancing Revenue is Short By =		None	None			
Total Revenues =	\$3,033,412	\$2,951,555	\$2,945,394	-2.7%	-0.2%	

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 1,350,531	\$ 1,350,531	\$ 1,350,531	0.0%	0.0%	Cost allocation Plan: Contracted Transportation Service purchased include the following carriers Contract carriers: Medfleet, Stretcher, JARR, DAV. Contracted services decrease to PCPT taking some para trips in house (funding is budgeted for possible need during emergency &/or other unanticipated events). DAV no longer used. School board trips were higher than anticipated in FY19; no longer used in FY20 and going forward.
Fringe Benefits	\$ 518,681	\$ 518,681	\$ 518,681	0.0%	0.0%	
Services	\$ 344,474	\$ 344,474	\$ 358,253	0.0%	4.0%	
Materials and Supplies	\$ 392,232	\$ 407,922	\$ 424,239	4.0%	4.0%	
Utilities						
Casualty and Liability	\$ 56,542	\$ 56,542	\$ 56,542	0.0%	0.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ 29,900	\$ 29,900	\$ 29,900	0.0%	0.0%	
School Bus Utilization Expenses	\$ 47,629	\$ 40,000	\$ -	-16.0%	-100.0%	
Contracted Transportation Services	\$ 119,002	\$ 30,000	\$ 33,743	-74.8%	12.5%	
Other						
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ 22	\$ 18	\$ 18	-18.2%	0.0%	
Allocated Indirect	\$ 173,486	\$ 173,486	\$ 173,486	0.0%	0.0%	

### Capital Expenditures

Equip. Purchases with Grant Funds	\$ -					
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

ACTUAL YEAR GAIN	\$913					
Total Expenditures =	\$3,032,499	\$2,951,555	\$2,945,393	-2.7%	-0.2%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be Identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: BOARD OF COUNTY COMMISSIONERS

County: PASCO COUNTY

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2020 to Sept 30th of 2021
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$ 60,800
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ 12,000
In-Kind, Contributed Services	\$ -
Other	\$ 36,120
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 498,027
County In-Kind, Contributed Services	\$ 18
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 136,197
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### CTD

Non-Spons. Trip Program	\$ 859,757
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ 12,525</b>

### USDOT & FDOT

49 USC 5307	\$ 287,708
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 12,524
49 USC 5311(Capital)	\$ -
Block Grant	\$ 573,447
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ 17,206</b>

### AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOEA

Older Americans Act	\$ 217,518
Community Care for Elderly	\$ -
Other DOEA	\$ 48,406
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

\$ 60,800	\$ -	
\$ -	\$ -	
\$ -	\$ 12,000	
\$ -	\$ -	
\$ 36,120	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ 498,027	
\$ -	\$ 18	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ 136,197	
\$ -	\$ -	
\$ -	\$ -	

\$ 859,757	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ 12,525	

\$ -	\$ 287,708	
\$ -	\$ -	\$ -
\$ -	\$ 12,524	
\$ -	\$ -	\$ -
\$ -	\$ 573,447	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

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\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 217,518	\$ -	
\$ -	\$ -	
\$ 48,406	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

local match req.

\$ 95,529  
\$ -  
\$ -

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

County: PASCO COUNTY

- |  |   |  |
|--|---|--|
| <p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> | <p><u>Budgeted Rate</u><br/><u>Subsidy Revenue</u><br/><u>Excluded from the Rate Base</u></p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> |
| 3  | 4   | 5  |

\$	-	\$	-	
\$	-	\$	-	
		\$	-	
\$	-	\$	-	

	\$	-	
\$	-	\$	169

	\$	-	
	\$	-	
	\$	160,450	
\$	-	\$	-

\$	-	\$	-	
		\$	-	
		\$	-	
\$	-	\$	-	

\$	-	\$	12,522	
----	---	----	--------	--

**Total Revenues = \$ 2,945,394**

Amount of  
Budgeted  
Operating Rate  
Subsidy Revenue

\$ 29,900

If necessary and justified, this cell is where you could optionally adjust proposed rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system support or other services in the form of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

**Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"**



## Worksheet for Program-wide Rates

CTC: BOARD OF COUNTY Version 1.4  
County: PASCO COUNTY

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 413,016

Rate Per Passenger Mile = \$ 2.96

Total Projected Passenger Trips = 71,141

Rate Per Passenger Trip = \$ 17.19

Fiscal Year

2020 - 2021

Avg. Passenger Trip Length = 5.8 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 7.06

Rate Per Passenger Trip = \$ 40.98

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

#### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead  
Operator training, and  
Vehicle maintenance testing, as well as  
School bus and charter services.

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: BOARD OF COU Version 1.4  
County: PASCO COUNTY

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>	Yes <input type="radio"/> No <input type="radio"/>

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
How many of the total projected Passenger Miles relate to the contracted service?  
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:

per Passenger Mile =  
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =  
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

## Worksheet for Multiple Service Rates

CTC: BOARD OF COU Version 1.4  
County: PASCO COUNTY

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes  
☒ No

Skip #2 - 4 and  
Section IV and  
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?.....

☒ Pass. Trip  
☐ Pass. Mile

Leave Blank

3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? .....

Leave Blank

4. How much will you charge each escort?.....

Leave Blank

### SECTION IV: Group Service Loading

Do NOT  
Complete  
Section IV

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....

Loading Rate  
0.00 to 1.00

..... And what is the projected total number of Group Vehicle Revenue Miles? .....

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles  
and trips for contracted services IF the rates were calculated in the Section II above

\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2020 - 2021				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		413,016	=	333,749 + 79,267 + 0 +	Leave Blank 0	
Rate per Passenger Mile =		\$2.60	\$4.46	\$0.00	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		71,141	=	57,505 + 13,636 + 0 +	Leave Blank	
Rate per Passenger Trip =		\$15.12	\$25.91	\$0.00	\$0.00	\$0.00
					per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00	
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$0.00	\$0.00	\$0.00
					per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$6.21	\$10.64	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$36.05	\$61.79	\$0.00	\$0.00	\$0.00
			per passenger	per group

**Worksheet for Multiple Service Rates**

- 1. Answer the questions by completing the GREEN cells starting in Section I for all services
- 2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: BOARD OF COU Version 1.4  
County: PASCO COUNTY

Program These Rates Into Your Medicaid Encounter Data