



May 29, 2025

2025 Pasco County Transportation Disadvantaged Service Plan (TDSP) Update

Summary of Plan Updates and Revisions

- Added a summary of the February 27, 2025 presentation to the TDLCB – **page 7**
- Updated text and tables under the Demographics section with data from the American Community Survey 2023 5-year estimates – **pages 10-15**
- Updated Table 10 with major employers listed by Pasco County Economic Development Council 2023 data – **page 16**
- Updated Table 11 with available transportation services – **page 17**
- Updated Forecasts of TD Population text and tables – **pages 17-18, Appendix A**
- Updated trip data and statistics from FY 23/24 AOR – **page 19**
- Reviewed goals, objectives, and strategies and the implementation schedule – **pages 20-23**
- Updated program eligibility requirements – **page 24, Appendix B**
- Added coordination contractors BayCare Behavioral Health and Steps to Recovery to Table 15 – **page 27**
- Updated educational/marketing efforts – **page 29**
- Made edits to Service Standards – **pages 29-32**
 - Child Restraints
 - CPR and First Aid
 - On-time performance
- Updated Table 16 with FY 25/26 rate structure – **page 34**
- Updated paratransit vehicle inventory – **Appendix C**
- Updated Rate Model Worksheets – **Appendix F**



TRANSPORTATION DISADVANTAGED SERVICE PLAN 2021 - 2026

May 2025

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). However, PCPT was recently rebranded as GoPasco. 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 GoPasco to be the Community Transportation Coordinator (CTC) for Pasco County; the Commission for the Transportation Disadvantaged (CTD) approved, and GoPasco is still the CTC to this day. The latest MOA was approved on January 24, 2012. GoPasco is currently coordinating the TD services with all participating local for-profit and not-for-profit transportation providers operating in Pasco County.

Until recently, GoPasco 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 GoPasco to expand TD service to its current levels. Currently, GoPasco does not have any private contracts in place, but they do use private contractors to augment services as needed.

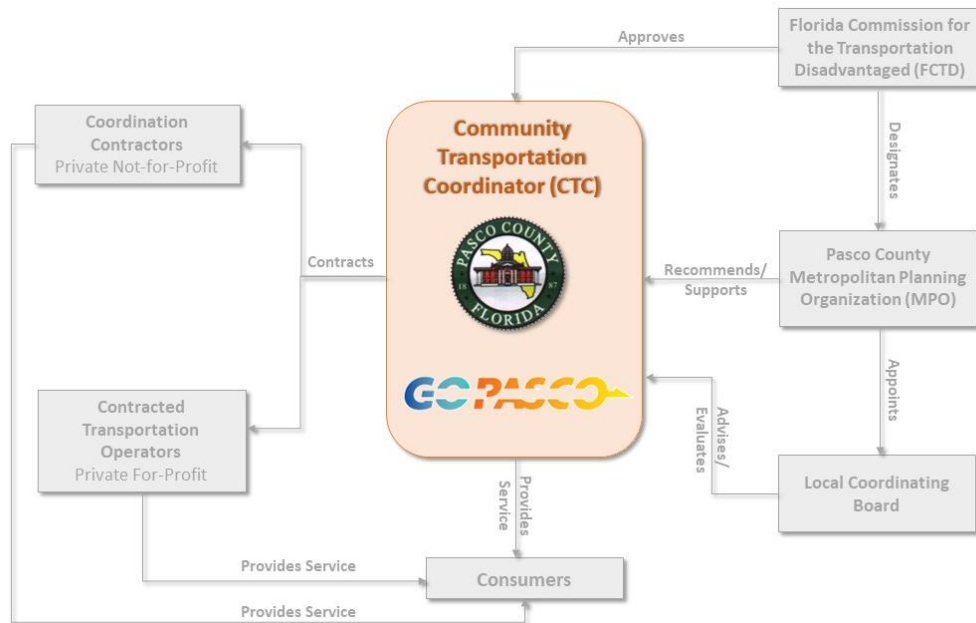
The TD Local Coordinating Board (LCB) was established as mandated by Chapter 427, F.S. and Rule 41-2, F.A.C. The purpose of the LCB is to determine local transportation service needs and to provide information, advice, and direction on the coordination of services to Pasco County providers. Members of 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 GoPasco 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 Mobility 2045 Long Range Transportation Plan (LRTP)
 - New Port Richey Comprehensive Plan
 - PCPT (GoPasco) 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 & Policies</i>						
State of Florida Transportation Disadvantaged 5-Year/20-Year Plan	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 & Policies</i>						
Tri-County Access Plan	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"> • Regional paratransit services • Projects benefiting seniors and individuals with disabilities • Fixed route improvements, including improved frequency, 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 services
TBARTA Master Plan	District 7	2015	Regional Plan	TBARTA	Update to Master Plan that serves as regional LRTP. Continues to examine high capacity corridors that deserve attention to improve mobility within region. Also incorporates region's six MPO LRTP adopted Cost Feasible Plans and Needs Plans.	Update acknowledges that growth in Tampa Bay region expected to grow 43% by 2040; as a result, commute times expected to double by 2040. Since a majority of cross-country travel occurs between Hillsborough, Pasco, and Pinellas counties, plan identifies regional and future priority projects to target in coming year(s). Single regional plan necessary to move forward with regional transportation vision that begins with these priority projects: I-275/SR60/Memorial Interchange, SR-54/56 Corridor Improvements, Gateway Express, Howard Frankland Bridge, Tampa Bay Express Starter Projects, and Westshore Multimodal Center and Connections to Downtown Tampa & Airport.
Tampa Bay Regional Transit Feasibility Plan	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.
TBARTA TDP	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"> • GoPasco Route 19 - Increased frequency and additional weekend service • Route 54 & Route 21 - Increased frequency, increased service hours, and additional weekend service <p><u>Long-Term:</u></p> <ul style="list-style-type: none"> • Express service on US 41 from Tampa to Brooksville • Express service on Veterans/Suncoast Expressway from Tampa to Brooksville • Express service on I-75 from SR 52 to Bradenton • Rail service from Tampa to Brooksville • Regional Rapid Transit from Wesley Chapel to Downtown St. Petersburg • Regional TD services • Commuter Services/vanpools • Innovative Transit Technologies

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
<i>Local Plans & Policies</i>						
Dade City Comprehensive Plan	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"> • Development regulations (compact, mixed-use development in prioritized corridors) and design standards for parking (maximum parking requirements or elimination thereof, park-and-ride lots, and on-street parking), circulation systems, and access points will ensure adequate transit, bicycle, and pedestrian site access to promote these modes in place of single occupant vehicles. • Bicycle and pedestrian connections from residential areas will be provided to transit terminal areas. • Site plan review and traffic circulation system will encourage transit-friendly design features along roadways. • Participation in TDM measures with MPO and FDOT will encourage use of transit.
Zephyrhills Comprehensive Plan	City of Zephyrhills	2010	Comp. Plan	Zephyrhills	Addresses land use, transportation, capital projects, public facilities, housing, public schools, recreation, governmental coordination, conservation, and economic development goals, among others, for the city.	<p>Provides goals for establishing a multimodal transportation system that meets the needs of all travelers and establishes a policy of monitoring modal split, transit trips per capita, and automobile occupancy rates to measure the system's efficiency and progress towards meeting LOS levels for each mode type. A strategy identified is to leverage revisions to the land development code to ensure the safety, convenience, and efficiency of the system. In addition to supporting the County in its efforts to provide public transportation services (providing bus stops, constructing connections to transit routes, increasing public awareness), some policies are set to support the objective of strengthening the entire multimodal network:</p> <ul style="list-style-type: none"> • Site plan review and traffic circulation system will encourage transit-friendly design features along roadways. • Participation in TDM measures with MPO and FDOT will encourage use of transit.
Pasco County Comprehensive Plan	Pasco County	2013	Comp. Plan	Pasco County	Addresses land use, transportation, capital projects, public facilities, and economic development goals, among others, for the county.	<p>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.</p>
Pasco County MOBILITY 2040 LRTP	Pasco County	2015	LRTP	Pasco MPO	Major update to LRTP that includes County's 20-year vision of transportation projects for community.	<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"> • Premium 15-minute service on Bruce B. Downs Boulevard, SR-54/56, and US-19 • Commuter express service on I-75, US-19, Suncoast Parkway • Later (after 11:00 pm) and more frequent (30 minutes) service on all existing routes <p>Multimodal Transit Center along US-19 and more bus shelters</p>
New Port Richey Comprehensive Plan	City of New Port Richey	2016	Comp. Plan	New Port Richey	Addresses land use, transportation, capital projects, infrastructure, coast management, housing, public schools, recreation, governmental coordination, conservation, and economic development goals, among others, for the city.	<p>Provides goals for transforming city into walkable, multimodal community by providing a safe, convenient, attractive, efficient, and cost-effective transportation system that emphasizes non-automobile modes of travel. Specific strategies identified in support of this goal, and key policies pertaining to transit include:</p> <ul style="list-style-type: none"> • Land uses and site developments will be encouraged to promote mass transit, meet minimum supportive densities, particularly along designated transit corridors currently served by PCPT, and encourage mixed-use to reduce the necessity of driving.

Plan Title	Geographic Applicability	Most Recent Update	Type of Plan	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
						<ul style="list-style-type: none"> 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). Assess feasibility of implementing maximum parking requirements along designated public transit corridors. Enumerates specific opportunities for expanding the footprint of transit in the city and improving accessibility, some of which include transit amenities and shelters, continuous sidewalks, bus pull-outs, transit-oriented development, bicycle accommodations, park-and-rides, and improved surveillance and communication channels. <p>Livable Cities Element provides project-level specifics for integrating transit into the City's broader goals and objectives, including:</p> <ul style="list-style-type: none"> Connect planned transit hub at Southgate Shopping Center to uses and neighborhoods along US-19 with bicycle and pedestrian connections to support transit use. Encourage Employment Districts to develop in a transit-friendly manner. Work with North Bay Hospital to address improving transit connections for area hospitals. Provide incentives for the construction of new transit facilities. <p>Promote development of exclusive transit lanes, pull-out areas, shelters, and other amenities (including lighting and landscaping).</p>
Access Pasco TDP Major Update	Pasco County	2018	TDP	PCPT (GoPasco)	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"> Looks to establish intercounty, regional transit connectivity along two major corridors by 2024: 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. Commuter express service on Suncoast Parkway to connect to major employment/ shopping centers south of Hernando County; would connect to future GoPasco route on SR 52 to extend service through Pasco and into Hillsborough.
Pasco County Transportation Improvement Program (TIP)	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"> Assumes a small increase in TD funding every year from 2019 through 2024. 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.
Mobility 2045	Pasco County	2019	L RTP	Pasco MPO	Guides multimodal transportation system improvements in Pasco County until 2045.	<ul style="list-style-type: none"> Identified transit service improvements prioritized using multi-criteria evaluation process. 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. 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.

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. This TDSP Annual Update will be presented at the LCB meeting on May 29, 2025.

Earlier in the TDSP development process, a presentation was given to the LCB on February 27, 2025 to introduce the TDSP, the LCB's role in the development of the TDSP, and to gain feedback on transportation needs and barriers in the community. LCB members had the following comments:

- Some clients would like TD transportation to resemble rideshare services such as Uber.
- The community has seen a lot of growth over the last few years and they would like to see how the older adult population and population with disabilities has grown.
- More marketing and outreach is needed to educate the public on available transportation services.
- Waiting for fixed route buses is a barrier for those with disabilities as some bus stops are not accessible.

Through the GoPasco 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.

Local Coordinating Board Certification

The Pasco County TDSP 5-Year Update was presented for approval to the LCB on May 27, 2021. The signed LCB Certification is on the next page, followed by the LCB roll call voting sheet in Table 2.

LOCAL COORDINATING BOARD CERTIFICATION

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

_____ Date _____ Local Coordinating Board Chairman

Approved by the Commission for the Transportation Disadvantaged:

6-30-22 _____
 Date Executive Director

Table 2: LCB Roll Call Voting Sheet

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

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 the Suncoast Parkway 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, GoPasco 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.

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 construction of several major road projects in the county—Suncoast Parkway, Ridge Road extension, and SR-54/56—has resulted in new areas being developed. 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, 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 2010 and 2020 Census, supplemented with information from the 2023 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 27 percent from 2010 to 2023, from 464,697 to 588,758. From 2020 to 2023, Pasco County continued to grow at a rate of nearly 5 percent.

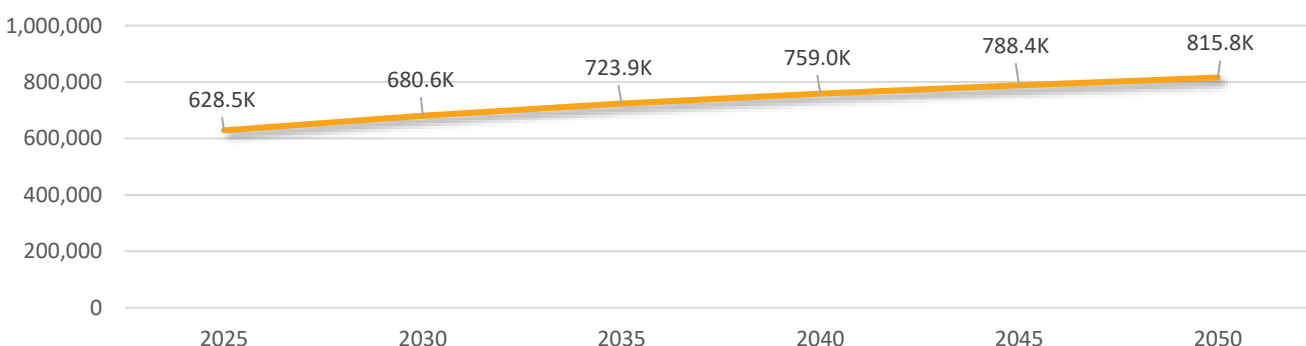
Table 3: Population Characteristics, Pasco County, 2010–2023

Characteristic	2010	2020	2023	% Change 2010– 2023	% Change 2020– 2023
Population	464,697	561,891	588,758	26.7%	4.8%
Households	189,612	225,214	229,860	21.2%	2.1%
Number of workers (16 years and over)	183,726	221,330	257,085	39.9%	16.2%
Land area (sq. mi.)	747	747	747	0.0%	0.0%
Person per household	2.45	2.49	2.56	4.5%	2.7%
Workers per household	1.1	0.98	1.12	1.7%	13.8%
Persons per square mile of land area	622.1	752.2	788.2	26.7%	4.8%
Workers per square mile of land area	279.3	296.3	344.2	23.2%	16.2%

Sources: 2010 and 2020 Census, 2023 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 628,500 by 2025, an increase of 7 percent, and to 723,900 by 2035, an increase of 20 percent. Figure 2 shows the population projections for Pasco County from 2025 through 2050.

Figure 2: Pasco County Population Projections, 2025–2050



Source: BEBR, Projections of Florida Population by County 2025-2050

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 2010, 2020, and 2024.

Table 4: Population and Trends for Cities and Towns, Pasco County, 2000–2024

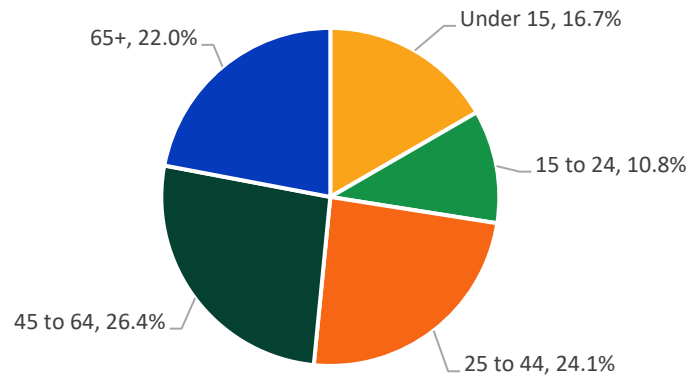
Municipality	2010	2020	2024	2020–2024		2010–2024	
				% Change	Recent Trend	% Change	Full Trend
Dade City	6,437	7,275	9,382	29.0%	▲	45.8%	▲
New Port Richey	14,911	16,728	17,270	3.2%	▲	15.8%	▲
Port Richey	2,671	3,052	3,251	6.5%	▲	21.7%	▲
St. Leo	1,340	2,362	2,282	-3.4%	▼	70.3%	▲
San Antonio	1,138	1,297	1,403	8.2%	▲	23.3%	▲
Zephyrhills	13,288	17,194	19,666	14.4%	▲	48.0%	▲
Unincorporated	424,912	513,983	579,775	12.8%	▲	36.4%	▲
Total County	464,697	561,891	633,029	12.7%	▲	36.2%	▲

Source: BEBR, Florida Estimates of Population 2024

Age Distribution

Age is an important factor affecting transit demand. As shown in Figure 3, about 22 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, 2023



Source: 2023 ACS

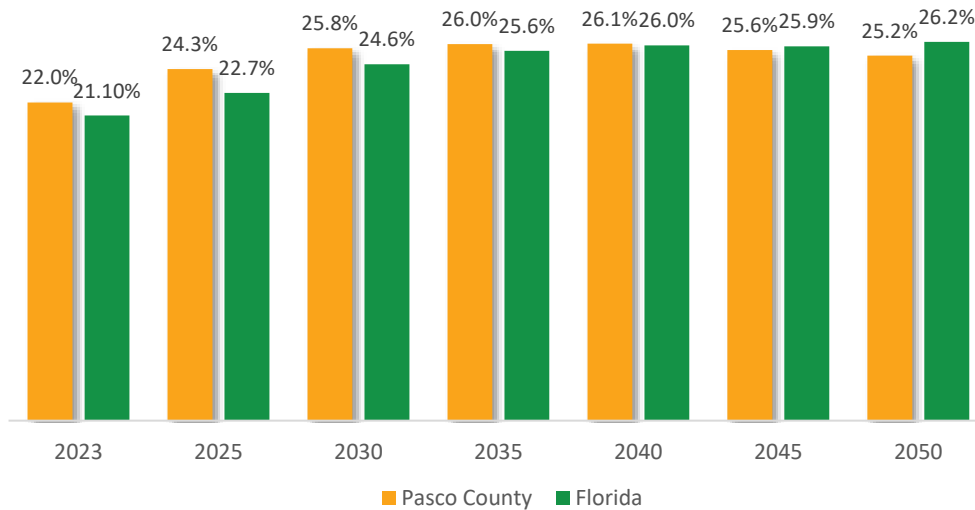
Table 5 shows projections of Pasco County population distribution by age group for 2023 to 2050, and Figure 4 shows the projected older adult population for Pasco County compared to Florida based on data from BEBR’s Florida Population Studies Population Projections. Pasco County has a slightly larger proportion of older adults compared to the statewide average. By 2030, the older adult population is projected to decrease from 26.2 percent to 24.1 percent in 2030 and to 23.5 percent by 2050. Persons ages 55–64—the next wave of retirees—currently represent approximately 29 percent of the total population in the county.

Table 5: Population Distribution Projections by Age Group, Pasco County, 2023–2050

Age	Projection Year							Trend
	2023	2025	2030	2035	2040	2045	2050	
0-17	10.9%	10.8%	10.9%	11.0%	11.0%	10.8%	10.6%	▼
18-24	5.9%	5.9%	5.6%	5.5%	5.6%	5.7%	5.7%	▼
25-54	5.6%	5.6%	5.5%	5.2%	5.2%	5.3%	5.4%	▼
55-64	28.6%	28.6%	29.2%	29.8%	30.0%	29.3%	29.1%	▲
65+	26.2%	25.9%	24.1%	22.3%	21.8%	22.5%	23.5%	▼

Source: BEBR

Figure 4: Population Distribution Projections for Older Adults (Age 65+), 2023–2050



Source: BEBR

Persons with Disabilities

According to the ACS, 16.6 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 13.5 percent. As shown in Table 6, just over one-quarter of the county population ages 65–74 has a disability, and almost half (46%) over age 74 have a disability.

Table 6: Persons with Disabilities within Each Age Group, 2023

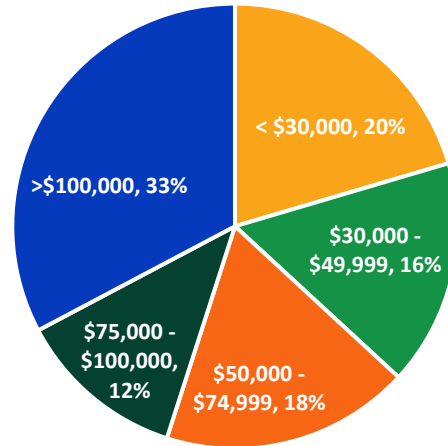
Age	Pasco County	Florida
Under 5	0.4%	0.6%
5–17	7.6%	6.5%
18–34	9.4%	7.0%
35–64	15.5%	11.7%
65–74	25.4%	22.0%
75+	46.1%	43.4%
Total Population	16.6%	13.5%

Source: 2023 ACS

Income Distribution

Income is an important factor in determining public transit needs. According to the 2023 ACS 5-Year estimate, 20 percent of Pasco County residents had an annual income of less than \$30,000; median and average household incomes in Pasco County and Florida were \$67,384 and \$71,711, respectively. Figure 5 shows the distribution of annual household income for residents in Pasco County.

Figure 5: Annual Household Income, Pasco County, 2023



Source: 2023 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, 2023

Vehicles Available	Pasco County	Florida
None	4.8%	5.9%
1	40.3%	38.8%
2	38.4%	38.3%
3 or More	16.6%	17.0%

Source: 2023 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 higher unemployment rate than the state as a whole.

Table 8: Labor Force Participation, 2023

Geography	% of Population in Labor Force*	% of Labor Force Employed	Unemployment Rate
Pasco County	56.9%	53.9%	4.9%
Florida	59.6%	56.3%	4.8%

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

Source: 2023 ACS

Table 9 shows the means of transportation for employed individuals in Pasco County. The 2023 ACS revealed that of the 257,085 workers in Pasco County, those who used public transportation only accounted for 0.2 percent.

Table 9: Commuting Choices for Employed Persons, Pasco County, 2023

	Drove Alone	Carpool	Public Transit	Walk/Bike	Taxi/Motor-cycle/Bike	Worked at Home
Workers age 16 and over	66.7%	9.9%	0.2%	1.6%	2.7%	19%

Source: 2023 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 Public Schools	10,681
2	Pasco County Government	3,560
3	HCA Healthcare	3,280
4	BayCare Morton Plant North Bay Hospital	2,173
5	State of Florida	1,736
6	AdventHealth Wesley Chapel	1,600
7	Florida Medical Clinic	1,319
8	AdventHealth Zephyrhills	1,236
9	HCA Florida Bayonet Hospital	1,134
10	HCA Florida Trinity Hospital	1,116
11	Pasco County Sheriff	1,120
12	Federal Government	1,013
13	Saint Leo University	1,000
14	Withlacoochee River Electric Corporation (WREC)	573
15	AdventHealth Dade City	558
16	Pasco Hernando State College	500
17	Gulfside Healthcare Services	423
18	Bayonet Plumbing Heating and A/C	*375
19	US Water Services Corp.	300
20	Premier Community HealthCare	*297

Source: Pasco County Economic Development Council, 2023
 *2022 total employee count

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 Morton Plant North Bay Hospital, the Regional Medical Center at Bayonet Point, and the HCA Florida Trinity Hospital. 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.

A major sports and entertainment complex is being developed on nearly 800 acres of land in Trinity, making it one of the largest community land development projects in the country. The site will feature a soccer stadium, an ice arena complex, a 7,500-seat baseball stadium and training complex, a basketball arena, an outdoor adventure park, and a performing arts center. This development will serve as a year-round attraction and employment hub, while also spurring additional growth and development in the surrounding area.

Inventory of Available Transportation Services

Transportation services provided in Pasco County are shown in Table 11. In addition to GoPasco, 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
GoPasco	Fixed route/ paratransit	8620 Galen Wilson Blvd, Port Richey	(727) 834-3322
Crowned Care Transport	Non-Emergency Medical Transportation	-	(727) 777-7777
Comfort Keepers	Senior Transportation	17901 Hunting Bow Cir #101 Lutz, Florida 33558	(813) 920-4440
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
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 2025 through 2050.

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 2019-2023 5-year estimates for population projection, age, income, and disability data, and BEBR population estimates published in April 2023. 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 2023 general TD population in Pasco County is estimated at 223,295, equivalent to approximately 38 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 9 percent over the five-year period to 243,942. Table 13 forecasts an 8.8 percent increase in annual trips for critical need TD populations between 2023 and 2028.

Table 12: Pasco County General TD Population Forecast

General TD Population Forecast	2023	2024	2025	2026	2027	2028	2029
Overlapping Circle Component							
E – Estimate non-elderly, disabled, low income	9,253	9,418	9,586	9,757	9,931	10,109	10,289
B – Estimate non-elderly, disabled, not low income	43,382	44,156	44,944	45,746	46,562	47,393	48,239
G – Estimate elderly, disabled, low income	6,596	6,714	6,834	6,955	7,080	7,206	7,334
D – Estimate elderly, disabled, not low income	37,441	38,109	38,789	39,481	40,186	40,903	41,633
F – Estimate elderly, non-disabled, low income	7,056	7,182	7,310	7,441	7,573	7,708	7,846
A – Estimate elderly, non-disabled, not low income	78,568	79,970	81,397	82,850	84,328	85,833	87,365
C – Estimate low income, not elderly, not disabled	40,999	41,731	42,475	43,233	44,005	44,790	45,589
Total General TD Population	223,295	227,280	231,335	235,464	239,665	243,942	248,295
Total Population	588,758	599,264	609,958	620,843	631,921	643,198	654,676

Based on 72% of Pasco County population having access within ¼ mile of existing fixed-route system and paratransit service operating service 308 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	2023	2024	2025	2026	2027	2028	2029
Total Critical TD Population							
Disabled	22,860	23,268	23,683	24,105	24,536	24,973	25,419
Low-income, not disabled, no auto/transit	3,660	3,725	3,792	3,859	3,928	3,998	4,070
<i>Total critical need TD pop.</i>	<i>26,520</i>	<i>26,993</i>	<i>27,475</i>	<i>27,965</i>	<i>28,464</i>	<i>28,972</i>	<i>29,489</i>
Daily Trips – Critical Need TD Population							
Severely disabled	1,120	1,140	1,160	1,181	1,202	1,224	1,246
Low income, not disabled, no access	6,950	7,074	7,200	7,329	7,460	7,593	7,728
<i>Total daily trips critical, need TD pop.</i>	<i>8,070</i>	<i>8,207</i>	<i>8,345</i>	<i>8,486</i>	<i>8,630</i>	<i>8,782</i>	<i>8,938</i>
Annual Trips	2,485,627	2,527,634	2,570,351	2,613,790	2,657,963	2,705,009	2,752,888

Needs Assessment

GoPasco 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 GoPasco’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 2023/24, GoPasco, in conjunction with the Coordination Contractors, performed a total of 123,500 one-way trips. Of those trips, 35.0 percent were for persons with disabilities and 29.6 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 GoPasco 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 GoPasco concerns regarding coordination with the CTD. GoPasco 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 GoPasco provides complimentary bus passes to agencies for use in travel training programs.

According to the 2023/2024 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. GoPasco 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. GoPasco’s mission is to provide safe, reliable, and professional transportation to the citizen and our neighbors in Pasco County. GoPasco 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.

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

Strategy 1.2.1	Continually work with agencies to provide service to the community through the Contract Coordinator process.
Strategy 1.2.2	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.

Strategy 1.3.1	Continually update and distribute information and brochures to the TD population.
Strategy 1.3.2	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.
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Goal 2: Ensure Cost-Effective and Efficient Transportation Services

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

Strategy 2.1.1	Review annually the operating data of all agencies in the coordinated system to monitor cost-per-passenger trip and other efficiency measures.
Strategy 2.1.2	Continually implement GoPasco’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.

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

Objective 2.3 Develop and promote alternative transportation.

Strategy 2.3.1	Continue expanding the agency-sponsored Bus Pass Program to allow for substantial cost-savings.
Strategy 2.3.2	Transfer eligible and qualified riders from paratransit service to the fixed-route system to improve cost-effectiveness and resource efficiency.
Strategy 2.3.3	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.

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

Objective 3.2 Evaluate the TD Program annually.

Strategy 3.2.1	Conduct annual rider surveys to ascertain the TD system's performance and improve program efficiency.
Strategy 3.2.2	Maintain the standards and performance measures adopted by the Florida Legislature and CTD.
Strategy 3.2.3	Coordinate semi-annually with TD providers to review and/or establish coordination system activities.

Strategy 3.2.4	Continually utilize the feedback from all sources to make the system more effective and efficient to meet the CTD customers’ needs.
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Objective 3.3 Maximize customer comfort and safety.

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

Objective 3.4 Minimize customer travel wait times.

Strategy 3.4.1	Continue the ongoing operation of the coordinated service on a 24-hour/7 day per week basis.
Strategy 3.4.2	Continually monitor and improve routing procedures.
Strategy 3.4.3	Maintain on-time performance of 85 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.

Strategy 4.1.1	Continually pursue local government funding to provide the match for the non-sponsored trip/equipment grant annually through the County budget process.
Strategy 4.1.2	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.

Strategy 4.2.1	Encourage and aid not-for-profit agencies to apply for additional funding such as Section 5310.
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Objective 4.3 Ensure that funding continues for intercounty services.

Strategy 4.3.1	Continue to pursue FDOT Urban Corridor Program Funds to provide the necessary financial support to maintain 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 GoPasco, 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
Coordination Improvements					
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	GoPasco	Objective 1.1	Staff Time
Improve public awareness of TD Program	Ensure continued distribution of information and brochures.	Ongoing	GoPasco	Objective 1.3	Staff Time/ Materials
Minimize customer travel wait times	Continually monitor and improve routing procedures. Maintain on-time performance of 85% or better.	Ongoing	GoPasco	Objective 3.4	Staff Time
System Policies					
Annual evaluation of TD Program	Conduct rider surveys. Maintain standards and performance measures laid out in TDSP.	Ongoing: Annually	GoPasco/ 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 PTASP.	Ongoing	GoPasco	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	GoPasco	Objective 3.1	Staff Time
System Operations					
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	GoPasco	Objective 2.1	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	GoPasco/ 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	GoPasco	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	GoPasco	Objective 4.1	Staff Time
Capital Purchases					
Replacement vehicles	7 replacement paratransit vehicles	FY 25/26	GoPasco	n/a	\$504,900
New Vehicles	4 new fixed-route buses	Annually	GoPasco	n/a	\$2,550,000
Bus shelters & signage	Improvements to bus stop amenities to comply with Title VI requirements.	FY 25/26	GoPasco	n/a	\$280,000

SERVICE PLAN

Operations Element

Types, Hours, and Days of Service

In addition to providing fixed-route bus service, GoPasco 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 GoPasco between 5:30 AM and 8:00 PM, Monday through Friday, and between 7:00 AM and 4:00 PM on Saturday.

GoPasco normally schedules trips on a day-to-day basis and not on a reoccurring basis. However, GoPasco 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). GoPasco staff will determine eligibility based on client information supplied to the agency by the client, 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 of people in the household, phone number, disability, emergency contact, mobility aid, and other information that is required to determine eligibility.

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.

GoPasco will use the provided information to determine program eligibility for one of the TD programs listed. To qualify for Transportation Disadvantaged Trust Fund (TDTF) services in Pasco County, a person must live in Pasco County, be transportation disadvantaged (meaning no other means of transportation are available for life-sustaining trips) and meet at least one or more of the following criteria:

- Have a qualifying disability as defined by the ADA,
- Be at least 60 years of age or older,
- Be child at-risk (under the age of 17),
- Have documented household income level which does not exceed 125% of the Federal Poverty Guidelines as defined by the Federal Department of Health and Human Services.

If eligible, GoPasco will make a determination on the mode of transportation authorized and enroll the client in either the Sponsored Bus Pass Program or Paratransit Program based on the data provided and cost-efficiency. The programs are defined as follows:

- *Sponsored Bus Pass Program*: a monthly GoPasco fixed-route (TD) bus pass is provided at no charge to qualifying individuals who are financially prohibited from using the fixed-route transit service. Eligible recipients receive a bus pass via U.S. Mail to their Pasco County permanent address (P.O. Box not allowed). TD bus passes cannot be picked up at county facilities. Those qualified must use their TD bus pass a minimum of 21 times each month to stay enrolled.
- *Paratransit Program*: a door-to-door service for Pasco County residents who cannot use our fixed-route transit service due to age, verifiable disability, or distance to a bus stop. Advanced reservations are required and a \$2 fare from the rider will be required per trip booked.

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 GoPasco 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. GoPasco has a voicemail box 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 GoPasco 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 GoPasco Reduced Fare Photo I.D.)
- Person with a certified disability
- Valid Medicare card holder
- Veterans (ride free)

Contracted Transportation Operators

GoPasco 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 GoPasco of 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.

GoPasco 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	Sandra Daluz, Administrator	Mon–Fri 8:00 AM–4:30 PM
Gulf Cost Jewish Family and Community Services	Transportation for special-needs clientele between their residential facility and medical health or therapy appointments	Shawn Parker, 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	Rhonda MacPherson, CFO	7:00 AM –5:00 PM
BayCare Behavioral Health	Transportation of clients with mental health issues to medical and legal appointments.	Debbie Antioco, Grants & Contracts Manager	24/7
Steps to Recovery	Transportation for homeless Veterans to get to medical appointments, shopping, and AA/NA meetings.	Marilyn Matyus, President	8:00 AM –3:00 PM

Public Transit Utilization

Fixed-route bus service is available to TD individuals in Pasco County through GoPasco, 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 of the 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 GoPasco’s website at https://www.pascocountyfl.net/services/gopasco/bus_routes/index.php.

School Bus Utilization

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

Vehicle Inventory

Appendix C includes a list of vehicles used by the CTC for the provision of TD services in Pasco County.

System Safety Program Plan Certification

GoPasco annually updates its System safety Program Plan (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

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

- Route 18 connects to PSTA's Jolley Trolley in Tarpon Springs.
- Route 19, GoPasco'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.

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 GoPasco 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 GoPasco 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. Below are some examples of activities that GoPasco has recently participated in. Appendix E also includes examples of additional marketing initiatives.

GoPasco participates in various outreach events, including community events, clubs, schools, community associations, and fairs. Between October 2024 and May 2025, GoPasco attended over fourteen events, with several having over one hundred people in attendance.

Marchman Technical College offers academic and technical training to high school and college students. Each semester, they have a resource fair for their students. Over two hundred students attended the most recent event. GoPasco spoke to them about the discounted bus pass available to students and the Summer Haul Bus Pass Program.

Attending a significant community event like Zephyrhills Founders Day enables GoPasco to introduce public transportation to individuals with different transportation needs. With over one thousand people attending, GoPasco could speak and hand out brochures and information about public transportation.

The Tampa Bay Times sponsors a senior event twice a year at a local mall, exclusively for seniors to find available resources for the senior population. With over three hundred people in attendance, GoPasco provided information regarding transportation options for the senior population.

GoPasco works directly with Pasco County Housing Authority, attending various locations in Pasco County for an open house where we assist with helping low-income individuals with the Sponsored Bus Pass Program.

GoPasco attended three open houses: Dade City, Holiday, and New Port Richey communities, and was able to discuss and assist with filling out the Transportation Disadvantage Bus Pass Program.

Acceptable Alternatives

GoPasco 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. GoPasco 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 PCA & Children** – A personal care assistant 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 not required to provide a child restraint device. Customers are asked during the registration process to provide a car seat.
- **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, 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 are not provided outside of Pasco County.
- **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** – Contracted Operators are not utilized for operations or trips currently, thus there are no billing requirements.
- **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). Coordination Contractors provide essential trip information to the CTC annually 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 and First Aid training are 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 Coordination Contractors. 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, GoPasco 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. Clients able to access fixed-route transit are required to use this mode of travel if available in their area.
- **Accidents** – The CTC has established the standard that requires the maintenance of fewer than 0.19 accidents per 100,000 vehicle miles over a rolling three year average. A reportable event is defined as a safety or security event occurring on a transit right-of-way, in a transit revenue facility, in a transit maintenance facility (include parking lots), or involving a transit revenue vehicle. To be a reportable accident the event must qualify with one or more of the following criteria:
 - A fatality confirmed within 30 days (including suicide)
 - An injury requiring immediate medical attention away from the scene (resulting from a collision, boarding/de-boarding, slip/trip/fall, electric shocks/burns, abrupt or evasive transit vehicle maneuvers, or mobility device securement or lift malfunctions)
 - Estimated property damage equal to or greater than \$25,000
 - Collisions involving transit vehicles that require the towing away of a transit vehicle or other non-transit vehicle (regardless of whether an injury occurred or the value of property damage)
 - Theft or robbery
 - An evacuation of a transit facility or vehicle due to potentially unsafe conditions (mechanical or maintenance issues, smoke/fire/fumes, or security threats like suspicious packages, bomb threats, bombing, etc.)
- **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** – GoPasco’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** – GoPasco’s standard for on-time performance is 85 percent. Customers should be delivered no earlier than 60 minutes before their scheduled appointment time.
- **Pick-Up Window** – GoPasco 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 10 road calls per 100,000 vehicle miles. GoPasco 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.
- **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. GoPasco considers a late cancellation as anything less than two hours 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. GoPasco 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. GoPasco'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 GoPasco 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. A copy of the Grievance Form can also be requested from GoPasco.

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.

The approved FY 2025/2026 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	\$4.46
Wheelchair	Passenger Mile	\$7.64
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 2023/2024, there were 33,830 monthly bus pass trips, an 11 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 GoPasco 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 May 2024; the Annual Evaluation Report for FY 2023/2024 is currently being prepared for May 2025 approval.

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/GoPasco 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

GoPasco 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 GoPasco 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 GoPasco 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. GoPasco'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 – 2023
- Percent of service area population with access to fixed-route transit – 78%
- Number of days per year that demand service operates – 360

Data from the 2019-2023 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 (2023)

Area Name:	Pasco County			
Last Year of Census Data Used:	2023			
Percent Transit Coverage:	72%			
Number of Annual Service Days:	308			
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	29,016	5,129	145	0
5-17	90,528	12,276	6,901	749
18-34	108,935	11,452	10,154	1,248
35-64	230,618	21,395	35,435	7,256
Total Non Elderly	459,097	50,252	52,635	9,253
65-74	71,266	7,743	17,907	3,037
75+	58,395	5,909	26,130	3,559
Total Elderly	129,661	13,652	44,037	6,596
Total	588,758	63,904	96,672	15,849

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		<i>5-year growth</i>	<i>Annual % Growth</i>
2025	636,600	56,800	1.78%
2030	693,400		
2035	742,100		
2040	778,700		
2045	810,200		
2050	839,500		

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 2050, 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	29,016	4.9%	5,129	0.9%	145	0.1%	0	0.00%
5-17	90,528	15.4%	12,276	2.1%	6,901	1.2%	749	0.13%
18-34	108,935	18.5%	11,452	1.9%	10,154	1.7%	1,248	0.21%
35-64	230,618	39.2%	21,395	3.6%	35,435	6.0%	7,256	1.23%
Total Non Elderly	459,097	78.0%	50,252	8.5%	52,635	8.9%	9,253	1.57%
65-74	71,266	12.1%	7,743	1.3%	17,907	3.0%	3,037	0.52%
75+	58,395	9.9%	5,909	1.0%	26,130	4.4%	3,559	0.60%
Total Elderly	129,661	22.0%	13,652	2.3%	44,037	7.5%	6,596	1.12%
Total	588,758	100%	63,904	10.9%	96,672	16.4%	15,849	2.69%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	9,253
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	43,382
G - Estimate elderly/disabled/low income	From Base Data (I14)	6,596
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	37,441
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	7,056
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	78,568
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	40,999
Total - Non-Duplicated		223,295

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	223,295	37.9%

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	145	4.20%	6	0		
5-17	6,901	4.20%	290	0.32%		
18-34	10,154	6.30%	640	0.59%		
35-64	35,435	13.84%	4,904	2.13%		
Total Non Elderly	52,635		5,840	1.27%	28.60%	1,670
65-74	17,907	27.12%	4,856	6.81%		
75+	26,130	46.55%	12,164	20.83%		
Total Elderly	44,037		17,020	13.13%	11.70%	1,991
Total	96,672		22,860	3.88%		3,662

Table A-5: Critical Need TD Population Travel Demand

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	4,170	1,670	5,840
Elderly	15,029	1,991	17,020
TOTAL	19,198	3,662	22,860

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

Low Income & Not Disabled = C + F			
Assumes			
27.2%	xx % without auto access	48,055	
		13,071	
28.0%	xx % without transit access	3,660	
Calculation of Daily Trips			
Total Actual Critical TD Population		Daily Trip Rates	Total
		Per Person	Daily Trips
Severely Disabled	22,860	0.049	1,120
Low Income ND	###	1.899	6,950
Totals	26,520		8,070

CALCULATION OF DAILY TRIPS FOR THE CRITICAL NEED TD POPULATION

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 2,485,627 trips in 2023 to 2,947,225 trips in 2033, an 18.6% increase over the next 10 years.

Table A-6: Forecast of General TD Population

General TD Population Forecast	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	9,253	9,418	9,586	9,757	9,931	10,109	10,289	10,473	10,659	10,850	11,043
B - Estimate non-elderly/ disabled/not low income	18,141	18,465	18,794	19,130	19,471	19,818	20,172	20,532	20,898	21,271	21,651
G - Estimate elderly/disabled/low income	6,596	6,714	6,834	6,955	7,080	7,206	7,334	7,465	7,599	7,734	7,872
D- Estimate elderly/ disabled/not low income	13,742	13,987	14,237	14,491	14,749	15,013	15,281	15,553	15,831	16,113	16,401
F - Estimate elderly/non-disabled/low income	7,056	7,182	7,310	7,441	7,573	7,708	7,846	7,986	8,129	8,274	8,421
A - Estimate elderly/non-disabled/not low income	102,267	104,092	105,949	107,840	109,764	111,723	113,717	115,746	117,812	119,914	122,054
C - Estimate low income/not elderly/not disabled	40,999	41,731	42,475	43,233	44,005	44,790	45,589	46,403	47,231	48,074	48,932
TOTAL GENERAL TD POPULATION	198,054	201,588	205,186	208,847	212,574	216,367	220,228	224,158	228,158	232,230	236,374
TOTAL POPULATION	588,758	599,264	609,958	620,843	631,921	643,198	654,676	666,358	678,249	690,352	702,672

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

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

Critical Need TD Population Forecast	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Total Critical TD Population											
Disabled	22,860	23,268	23,683	24,105	24,536	24,973	25,419	25,873	26,334	26,804	27,283
Low Income Not Disabled No Auto/Transit	3,660	3,725	3,792	3,859	3,928	3,998	4,070	4,142	4,216	4,291	4,368
Total Critical Need TD Population	26,520	26,993	27,475	27,965	28,464	28,972	29,489	30,015	30,551	31,096	31,651
Daily Trips - Critical Need TD Population											
Severely Disabled	1,120	1,140	1,160	1,181	1,202	1,224	1,246	1,268	1,290	1,313	1,337
Low Income - Not Disabled - No Access	6,950	7,074	7,200	7,329	7,460	7,593	7,728	7,866	8,007	8,149	8,295
Total Daily Trips Critical Need TD Population	8,070	8,207	8,345	8,486	8,630	8,782	8,938	9,096	9,257	9,421	9,569
Annual Trips	2,485,627	2,527,634	2,570,351	2,613,790	2,657,963	2,705,009	2,752,888	2,801,614	2,851,202	2,901,669	2,947,225

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

APPENDIX B: PARATRANSIT ELIGIBILITY FORMS



Paratransit Application for Seniors and Citizens with
Transportation Disadvantages

INSTRUCTIONS FOR COMPLETING THE ELIGIBILITY APPLICATION PROCESS:

GoPasco offers rides to pre-qualified seniors sponsored by the Area Agency on Aging of Pasco- Pinellas, OAA trips. Because the number of OAA trips available each month is limited, OAA trips are given on a first come, first serve basis.

GoPasco also offers rides to pre-qualified clients sponsored by the Florida Commission for the Transportation Disadvantaged, CTD trips. **To be considered for CTD trips the applicant must complete the ADDITIONAL INFORMATION FOR CTD APPLICANT section for each member of your household.**

Applicants who wish to apply for Americans with Disabilities Act (ADA) paratransit service should complete the GoPasco ADA Paratransit Application, available at our office or on our website.

Fill out the application, sign all signature lines, and provide full page copies of proof of income and government issued identification card. If you are approved for services a co-payment may be required.

All information provided to GoPasco and Pasco County Government is confidential and will not be shared with any other person or agency without your written consent. For additional information, call GoPasco at **(727) 834-3322** or visit www.gopasco.com.

Please mail or hand deliver the completed application to:

**GoPasco
8620 Galen Wilson Boulevard
Port Richey, FL 34668**

Please note: Applications cannot be submitted via fax or e-mail.



Paratransit Application for Seniors and Citizens with Transportation

GENERAL INFORMATION FOR OAA AND CTD APPLICANTS:

First Name: _____ MI: _____ Last Name: _____

Address: _____ Apartment: _____

Facility, Subdivision, or Community Name: _____

City: _____ State: _____ Zip Code: _____

Date of Birth: _____ Gender: Male Female Other

Primary Phone: _____ Email Address: _____

Pasco Residency: Full Time Part Time Temporary

Emergency Contact (Required): _____ Relationship: _____

Primary Phone: _____ Mobile Phone: _____

If someone assisted the applicant with this form, please provide their:

Name: _____ Primary Phone: _____

Language Preference: English Spanish Other: _____

Personal Care Attendants (PCA) ride free of charge with clients who have a medically justifiable need, GoPasco does not provide a PCA. **All applicants residing in Assisted Living Facilities or Nursing Homes must ride with a PCA.**

Does the applicant require a PCA?

Yes No If yes, why:

This information is optional, used only for statistical reporting purposes; it is not used to determine eligibility for services. Please check all that apply and fill in the blanks:

American Indian Asian Black Hispanic Pacific Island

White Marital Status: _____ Cultural Considerations: _____

Paratransit Application for Seniors and Citizens with Transportation

Applications submitted without proof of income for ALL household members will not be approved until this is received.

How many people in household (including yourself): _____

List **ALL** household members (including yourself) on the chart below.

Acceptable proof of income forms include:

- 1st page of your tax return
- Two most recent pay stubs
- Unemployment Compensation Income Verification
- DCF cash benefit/child support Letter
- Social Security Income Verification
- Retirement/Pension Statement (includes VA)

All proof of income forms must be current (full page copies only, no originals).

If no one in your household has income, you must submit:

Access/DCF/SNAP or SSI/SSDI benefits statement showing eligibility dates.

NAME	DATE OF BIRTH	RELATIONSHIP TO APPLICANT	MONTHLY GROSS INCOME	DRIVERS LICENSE YES/NO	VEHICLE TYPE

Paratransit Application for Seniors and Citizens with Transportation

How does the Applicant currently get to appointments and shopping?

List any other programs Applicant is enrolled in that provides transportation:

Does the Applicant use a wheelchair, walker, or other mobility device?

Yes No If yes, what type? _____

APPLICANT AFFIDAVIT:

I understand the purpose of this application is to help GoPasco determine if I am eligible for Paratransit services funded under OAA or CTD. I certify, to the best of my knowledge, that the information in this application is true and correct. I understand that providing false or misleading information or making false statements on behalf of others constitutes fraud, is considered a felony under the laws of the State of Florida and may result in a reevaluation or revocation of my eligibility.

Applicant Signature: _____ Date: _____

GoPASCO PRIVACY POLICY ACKNOWLEDGEMENT:

It is the policy of GoPasco to safeguard and keep confidential all information about any applicant or client of any service offered by GoPasco. This policy applies to any written, verbal, electronic, or other communications between GoPasco and any applicant or client. This policy applies to both personal and medical information. GoPasco will only give employees access to this information when they need it to make an eligibility requirement, provide paratransit service to the applicant, or when fulfilling regulatory reporting requirements. The applicant acknowledges that GoPasco will not share the applicant’s personal and medical information with any person or agency without their express written consent. *By signing below, I acknowledge that I have read, understand, and received a copy of this notice.*

Applicant Signature: _____ **Date:** _____

Collection of Social Security Numbers Notice:

Florida Statute 119.071(5) and Title 42 of the Code of Federal Regulations, Section 435. 910 requires an agency collecting Social Security Numbers to provide a written explanation why they are collecting the Social Security Number.

Paratransit Application for Seniors and Citizens with Transportation

Why is GoPasco collecting the applicant's Social Security Number?

GoPasco is collecting the applicant's Social Security Number as part of its responsibility to determine transportation eligibility. GoPasco does this to assess the applicant's eligibility for transportation services funded by the state or federal government.

The provision of the applicant's Social Security Number is mandatory, and the applicant's information will remain confidential and protected under penalty of law.

GoPasco will not use or give out the applicant's Social Security Number for any reason other than to determine the applicant's eligibility for transportation services. GoPasco will not give the applicant's Social Security Number to other agencies unless the applicant has signed a separate form consenting to the release of information to another agency.

Affidavit:

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 GoPasco 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 GoPasco of any changes in my status immediately and understand that this may affect my eligibility to use these services. I understand the reason why GoPasco collects my Social Security Number.

Applicant's Social Security Number: _____

Applicant Signature: _____ Date: _____

If the applicant is unable to sign any part of this form, the applicant's power of attorney may sign for the applicant and must attach proof of their power of attorney to this form.

To ensure Pasco County residency, please attach a copy (full page copy only) of the applicant's valid Pasco County government photo identification to this application. Acceptable forms include a state issued driver's license or a state issued identification card.



Americans with Disabilities Act (ADA) Paratransit Application

INSTRUCTIONS FOR COMPLETING THE ELIGIBILITY APPLICATION PROCESS:

Thank you for your interest in the Americans with Disabilities Act (ADA) Paratransit program, a shared ride door-to-door service provided to riders unable to use fixed route buses due to a qualifying disability.

- **Please provide all information, fill in all blanks, and sign where appropriate.**
- **The applicant must attach a photocopy of an official government ID card (license, passport, state issued ID, etc.) to this application.**
- **The Medical Verification Form must be completed and signed by a licensed professional familiar with the applicant's disability, health, and functional abilities.**
- **Incomplete applications will be returned to the applicant, delaying the approval process.**
- **It is important to note that applicants may be required to have either a phone interview or an in-person interview in our office.**

Licensed professionals include Physicians, Physician's Assistants, and Advanced Practice Registered Nurses.. Disability verification by a licensed professional does not guarantee approval, but it does play a major role in the eligibility determination process.

GoPasco may request more information or require the applicant to attend an in-person functional assessment at a designated facility. If required, the applicant will be instructed how to complete the assessment. If an applicant does not have transportation to the assessment, GoPasco will provide it.

GoPasco will determine eligibility within 21 business days of receiving a complete application. Eligibility results will be sent to the applicant by U.S. Mail. If GoPasco cannot determine eligibility in 21 days, the applicant will be eligible for paratransit rides until the final determination is made.

Approved riders 14 years and older may travel alone. *Approved riders **13 years and younger**, all riders with special needs, and applicants residing in Assisted Living Facilities or Nursing Homes must travel with a Personal Care Attendant (PCA) who helps them ride safely.* GoPasco does not provide a PCA, drivers are not qualified to act as a PCA.

GENERAL INFORMATION FOR ADA APPLICANTS:

First Name: _____ M: ___ Last Name: _____

Street Address: _____ Apartment: _____

Facility, Subdivision, or Community Name : _____

City: _____ State: _____ Zip Code: _____

Date of Birth: _____ Gender: ___Male ___Female ___Other

Phone: _____ Mobile Phone: _____ Email Address: _____

Pasco Residency: ___Full Time ___Part Time ___Temporary

Emergency Contact (Required): _____ Relationship: _____

Phone: _____ Mobile Phone: _____

Language Preference: ___English ___Spanish ___Other: _____

Is applicant a United States Veteran? ___Yes ___No

Veterans ride free on GoPasco ADA trips. To report veteran status, attach a copy of one of the following identification cards to this application: Military ID, DD Form 2, VA Card, or a State ID marked "V".

If someone assisted the applicant with this form, please provide their:

Name: _____ Relationship: _____

Phone: _____ Mobile Phone: _____

*This information is optional, used only for statistical reporting purposes; **it is not used to determine eligibility for services.** Please check all that apply and fill in the blanks:*

___American Indian ___Asian ___Black ___Hispanic ___Pacific Island

___White Marital Status: _____ Cultural Considerations: _____

What mobility aids or medical devices does the applicant use (check all that apply)? Oxygen Cane Leg Braces Walker

Crutches Manual Wheelchair Power Wheelchair/Scooter

Bariatric Wheelchair White Cane Service Animal

If in a wheelchair, what is combined weight of client and wheelchair? _____

How does the applicant currently travel to work, school, appointments, and errands? _____

Can the applicant ride a fixed route GoPasco bus if they were provided a bus pass? Yes No

Can the applicant perform the below activities without help?
(Yes, No, Not Sure):

Board a bus		Handle money and passes	
Understand directions		Travel on sidewalks	
Travel to nearest bus stop		Stand at a bus stop	
Identify the correct bus		Cross a street	
Balance while seated		Grips handles or rails	
Recognize landmarks		Wait outside for the bus	

Is there anything else GoPasco should know about the applicant to determine eligibility?

APPLICANT'S CERTIFICATION

Health Insurance Portability and Accountability Act (HIPAA) and Privacy Policy

GoPasco will safeguard and keep confidential all information about any applicant or client of any service offered by GoPasco. This applies to all written, verbal, electronic, or other communications between GoPasco and any applicant or client, which applies to both personal and medical information. GoPasco will only give employees access to this information when they need it to make an eligibility determination, provide paratransit service to the applicant, or when fulfilling regulatory reporting requirements. The applicant acknowledges that GoPasco will not share their personal and medical information with any person or agency without their express written consent. GoPasco may choose to verify the information provided in this application with the licensed professional providing it. *By signing below, I acknowledge that I have read, understand, and received a copy of this notice*

Applicant Signature: _____ Date: _____

Medical Information Release

By signing below, I give permission to my Healthcare Provider(s) to release my medically protected information to GoPasco, for the sole purpose of determining my eligibility to receive GoPasco paratransit services.

Applicant Signature: _____ Date: _____

Applicant Affidavit

I understand the purpose of this application is to help GOPASCO determine if I cannot use the GoPasco fixed route bus service and must use paratransit services. I certify, to the best of my knowledge, that the information in this application is true and correct. I understand that providing false or misleading information or making false statements on behalf of others constitutes fraud, a felony under Florida law, which may result in a reevaluation or revocation of my eligibility.

Applicant Signature: _____ Date: _____

If the applicant is unable to sign, the applicant's power of attorney may sign for the applicant and must provide proof of their power of attorney.

To ensure Pasco County residency, please attach a copy (full page copy only) of the applicant's valid Pasco County government photo identification to this application. Acceptable forms include a state issued driver's license or a state issued identification card.

MEDICAL VERIFICATION FORM:

These pages must be completed and signed by the applicant's healthcare provider before submitting this entire packet to GOPASCO for review.

Applicants Name: _____

Applicants Date of Birth: _____

Note to Healthcare Provider: This form must be completed by a licensed Physician, Physician's Assistant, Advanced Practice Registered Nurse, Physical Therapist, Occupational Therapist, Certified Rehabilitation Counselor, or Certified Orientation and Mobility Specialist.

*By completing and signing this form the licensed professional certifies the information on the application to the best of their knowledge. The Americans with Disabilities Act of 1990 requires GoPasco to provide complementary paratransit service to those who are unable to use GoPasco's fixed route bus service due to a disability. This information helps GoPasco evaluate the applicant's ability to travel to and from a public bus stop and to ride a bus, without assistance. **All GOPASCO buses are ADA accessible, with positions to secure wheelchairs and other mobility devices.** The information that you provide must be based solely upon the applicant having a physical or mental impairment that substantially limits one or more major life activities.*

What disability or condition prevents the applicant from riding the fixed route bus?

Is the disability or condition permanent? ___Yes ___No, if no, duration: _____

Check any of the following areas impacted by the applicant's disability or condition:

___Orientation ___Monitoring Time ___Gait or balance ___ Problem Solving

___Judgement ___Ability to travel alone ___Short-term memory

___Long-term memory ___Social behavior ___Other:

If the applicant takes prescribed medication, does it diminish their functional ability to travel alone? ____No ____Yes, explain: _____

By signing this form, I certify the medical information provided in this application is true and correct to the best of my professional knowledge.

Signature: _____ Profession: _____

Printed Name: _____ Date: _____

Phone: _____ License Number: _____

All information provided to GoPasco and Pasco County Government is confidential and will not be shared with any other person or agency without your written consent. For additional information, call GoPasco at **(727) 834-3322** or visit www.gopasco.com.

Please mail or hand deliver the completed application to:

**GoPasco
8620 Galen Wilson Boulevard
Port Richey, FL 34668**

Please note: Applications cannot be submitted via fax or e-mail.





TRANSPORTATION DISADVANTAGED (TD) BUS PASS PROGRAM

Thank you for your interest in the Sponsored Bus Pass Program. GoPasco provides this program as part of The Florida Commission for Transportation Disadvantaged (TD) program. The Sponsored Bus Pass Program is for individuals prohibited from using the GoPasco fixed route bus service due to financial limitations.

Through the Sponsored Bus Pass Program, a monthly GoPasco fixed-route bus pass is provided at no charge to qualifying individuals who are financially prohibited from using the fixed-route system. Eligible recipients receive a bus pass via U.S. Mail. TD bus passes **cannot** be picked up at County facilities.

Eligibility – Sponsored bus pass services require each applicant to qualify under current Federal Poverty Level Guidelines, depending on the number of family members in the household, at the 125 percent level. GoPasco determines this via receipt of the documents outlined in section 1.

Please complete Sections 1 and 2. Completed TD applications **must** contain all requested information, be legible, and have **all** required identification and applicable financial supporting documents when submitted. If you do not provide all the requested information, GoPasco **cannot** process your application until **all** information is provided. This will delay your entry into the program.

Please mail or hand deliver the completed application to:

**GoPasco
8620 Galen Wilson Boulevard
Port Richey, FL 34668**

Please note: Applications cannot be submitted via fax or e-mail.



**TRANSPORTATION DISADVANTAGED (TD) APPLICATION
BUS PASS PROGRAM - GOPASCO**

Instructions: Complete Sections 1 and 2 and attach all required documents.

COPY OF CURRENT/VALID FLORIDA DRIVER'S LICENSE OR FLORIDA ID IS REQUIRED WITH APPLICATION (GOVERNMENT ID MUST INDICATE PASCO COUNTY ADDRESS TO VERIFY RESIDENCY)

SECTION 1 - GENERAL INFORMATION

Name of Applicant: _____

Address: _____ **Apartment:** _____

City: _____ **State:** _____ **Zip Code:** _____

Date of Birth: _____ **Gender:** _____ Male _____ Female _____ Other

Primary Phone: _____ **Emergency Contact (Required):** _____

Relationship: _____ **Primary Phone:** _____

VETERAN'S INFORMATION

Are you a United States Veteran? YES _____ NO _____

If YES, type of Military Discharge:

Honorable _____

Other (Specify): _____

If YES, attach a copy of Discharge:

Need a copy of your Discharge?

Contact Pasco County Elderly and Veterans Services (727) 834-3282

SECTION 2 - HOUSEHOLD MEMBERS (RELATIVES)

Applications submitted without proof of income for all household members will not be approved until this is received.

How many people in household (including yourself): _____

List **ALL** household members (including yourself) on the chart below.

Acceptable proof of income forms include:

- 1st page of your tax return
- Two most recent pay stubs
- Unemployment Compensation Income Verification
- DCF cash benefit/child support Letter
- Social Security Income Verification
- Retirement/Pension Statement (includes VA)

All proof of income forms must be current (full page copies only, no originals).

If no one in your household has income, you must submit:

Access/DCF/SNAP or SSI/SSDI benefits statement showing eligibility dates.

NAME	DATE OF BIRTH	RELATIONSHIP TO APPLICANT	MONTHLY GROSS INCOME	DRIVERS LICENSE YES/NO	VEHICLE TYPE

I attest all information is correct and any changes will be reported to GoPasco immediately; if falsified, my sponsored bus pass will be suspended.

Signature: _____ Date: _____

If someone assisted the applicant with this form, please provide there name, phone number and signature:

Name: _____

Phone Number: _____

Signature: _____ Date: _____



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

APPENDIX C: PARATRANSIT VEHICLE INVENTORY

GoPasco - Paratransit Vehicle Inventory (Updated: 3/19/25)

	Vehicle Number	Year	Make	Model	Funding Source	FTA / FDOT %	Mileage
1	34944	2009	Ford	Starcraft	FTA	100% FTA	232,099
2	40036	2016	Chevy/Glaval	Express	FTA	100% FTA	237,337
3	40037	2016	Chevy/Glaval	Express	FTA	100% FTA	230,365
4	40039	2016	Ford	Cutaway	FTA	100% FTA	181,064
5	41667	2017	Ford	Champion	FTA	100% FTA	221,895
6	41668	2017	Ford	Champion	FTA	100% FTA	226,327
7	41669	2017	Ford	Champion	FTA	100% FTA	218,099
8	41670	2017	Ford	Champion	LM	LM	213,023
9	41671	2017	Ford	Champion	FTA	100% FTA	193,763
10	41672	2017	Ford	Champion	FTA	100% FTA	227,937
11	42823	2018	Ford	Champion	FDOT	FDOT	201,516
12	43833	2019	Ford	Champion	FTA	100% FTA	164,777
13	46688	2021	Ford/Champion	Challenge r	FDOT 5310	FDOT	142,171
14	46689	2021	Ford/Champion	Challenge r	FDOT 5310	FDOT	96,779
15	46740	2019	Ford/Glaval	Transit/Titan	FDOT 5310	FDOT	96,438
16	46741	2019	Ford/Glaval	Transit/Titan	FDOT 5310	FDOT	112,996
17	46742	2019	Ford/Glaval	Transit/Titan	FDOT 5310	FDOT	112,299
18	52503	2023	Chrysler	Voyager/Braun	FTA	100% FTA	17,318
19	52504	2023	Chrysler	Voyager/Braun	FTA	100% FTA	17,338
20	52505	2023	Chrysler	Voyager/Braun	FTA	100% FTA	8,040

APPENDIX D: SYSTEM SAFETY CERTIFICATION

SYSTEM SAFETY AND SECURITY CERTIFICATION

DATE: January 2025
NAME: Pasco County Public Transportation (GoPasco)
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 GoPasco 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 Jannina Elkin Digitally signed by Jannina Elkin
Date: 2025.02.13 12:44:38 -05'00'
Jannina Elkin

TITLE: Public Transportation Director

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

Name: Pasco County Fleet Maintenance
Brent Wahl, Fleet Management Director

Address: Pasco County Fleet Management
7573 State Street New Port Richey,
Fl 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 calming 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 30th. 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 2nd 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 .

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 3rd 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: #NAME?
County: PASCO COUNTY

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

	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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	\$ 48,839	\$ 57,000	\$ 57,000	16.7%	0.0%	Farebox revenues expected to increase in FY25 versus FY24. FY24 actuals overpassed the budget. "Other" section in cludes Cares agency revenue. Donations, in hosue 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. From the end of 2021 IIIB contract no more PI included.
Medicaid Co-Pay Received						
Donations/ Contributions	\$ -	\$ -	\$ -			
In-Kind, Contributed Services						
Other	\$ 46,098	\$ 47,000	\$ 47,000	2.0%	0.0%	
Bus Pass Program Revenue						

Local Government

District School Board						OTHER CASH: IIIB Local Match + TD Local Match + TIFF operating + TIFF Capital Para Expenses. FY24 local funds have been used to cover expenses in para (TIFF)
Compl. ADA Services						
County Cash	\$ 1,187,782	\$ 672,975	\$ 609,201	-43.3%	-9.5%	
County In-Kind, Contributed Services	\$ 18	\$ 18	\$ 18	0.0%	0.0%	
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 108,280	\$ 119,284	\$ 129,153	10.2%	8.3%	
Other In-Kind, Contributed Services	\$ -					
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 676,681	\$ 818,030	\$ 944,853	20.9%	15.5%	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)						
Bus Pass Program Revenue	\$ 37,969	\$ 38,000	\$ 38,000	0.1%	0.0%	

USDOT & FDOT

49 USC 5307	\$ 42,958	\$ 202,827	\$ 291,998	372.2%	44.0%	Funds used for para transit services based on cost allocation via ridership report. FY24 has used more local funds (TIFF) to cover expenses. This is not expected to occur in FY25 or FY26 therefore, the Fdot funds expenditure will increase.
49 USC 5310						
49 USC 5311 (Operating)	\$ 5,603	\$ 9,902	\$ 6,965	76.7%	-29.7%	
49 USC 5311(Capital)						
Block Grant	\$ 333,569	\$ 369,302	\$ 285,040	10.7%	-22.8%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ -	\$ -	\$ -			
Bus Pass Program Revenue						

AHCA

Medicaid						NOT USED
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

Carl Perkins						Department of Education purchase of bus passes: Decline in projections due to educational locations changing ownership and being unwilling to sell bus passes moving forward.
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue	\$ 1,459	\$ 1,000	\$ 1,000	-31.5%	0.0%	

AWI

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

DOEA

Older Americans Act	\$ 246,643	\$ 217,518	\$ 217,518	-11.8%	0.0%	Older Americans Act is IIIB OAA; Other DOEA is LSP. 2023 Area Agency Awarded a new grant IIIB ARP in fy23-24 which is not be available in FY25
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 48,406	\$ 48,406	\$ 48,406	0.0%	0.0%	
Bus Pass Program Revenue						

DCA

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

Comprehensive Budget Worksheet

Version 1.4

CTC: #NAME?
County: PASCO COUNTY

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

1	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% 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

Worksheet for Program-wide Rates

CTC: #####
County: PASCO COUNTY

Version 1.4

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 =	260,802
Rate Per Passenger Mile = \$	5.35
Total Projected Passenger Trips =	31,660
Rate Per Passenger Trip = \$	44.05

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length =	8.2 Miles
-------------------------------------	------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	10.11
Rate Per Passenger Trip = \$	83.30

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: #NAME? 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
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V 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
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do NOT Complete Section II 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
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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		

Effective Rate for **Contracted Services**:

	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II 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	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: #NAME? 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 **Leave Blank**
 Pass. Mile

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

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).....

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

Do NOT Complete Section IV

Loading Rate
 0.00 to 1.00

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: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	260,802	188,048	72,754	Leave Blank	0
Rate per Passenger Mile =		\$4.46	\$7.64	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	31,660	22,482	9,178	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$36.50	\$62.57	\$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,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = \$0.00

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile for Balance =		\$4.46	\$7.64	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$8.43	\$14.45	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$69.01	\$118.30	\$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: #NAME? Version 1.4
County: PASCO COUNTY

Program These Rates Into Your Medicaid Encounter Data