

**PASCO COUNTY  
TRANSPORTATION DISADVANTAGED  
SERVICE PLAN**



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

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

**Effective July 2012**

**TRANSPORTATION DISADVANTAGED SERVICE PLAN  
UPDATE/AMENDMENT TABLE**

Please indicate by placing an “X” by the area(s) that are being updated/amended.

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# **PASCO COUNTY**

## **Our Vision**

**Florida's premier county for balanced economic growth, environmental sustainability, and first-class services.**

## **Our Mission**

**Delivering services, being innovative, maintaining efficiencies, building confidence - this is our mission and we're committed to doing it best.**

**Pasco County Public Transportation (PCPT) further defines its purpose as:**

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

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

**PASCO COUNTY  
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## I. DEVELOPMENT PLAN

### A. Introduction to the Service Area

#### 1. Background of the Transportation Disadvantaged (TD) Program

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

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

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

#### 2. Designation Date/History

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

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

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

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

- a. Elected official (acts as Chairman of LCB).
- b. Florida Department of Transportation (FDOT).
- c. Florida Department of Children and Families.
- d. Florida Division of Vocational Rehabilitation representing the Department of Education.
- e. Veteran's representative (recognized by the local Veterans Service Office).
- f. Representative of the economically disadvantaged in Pasco County (recognized by the Florida Association for Community Action).
- g. Local representative of the Florida Department of Elder Affairs.
- h. A disabled person representing persons with disabilities.
- i. Two citizen advocates in Pasco County; one must be a transit user.
- j. Representative of the Agency for Health Care Administration.
- k. Representative of persons over 60 years of age.
- l. Experienced representative of the local private-for-profit transportation industry.
- m. Public education community representative.
- n. Representative for children at risk.
- o. Representative of the Regional Workforce Development Board.
- p. Representative of the local medical community.

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

### 3. Organization Charts

The following charts are being provided for informational purposes:

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

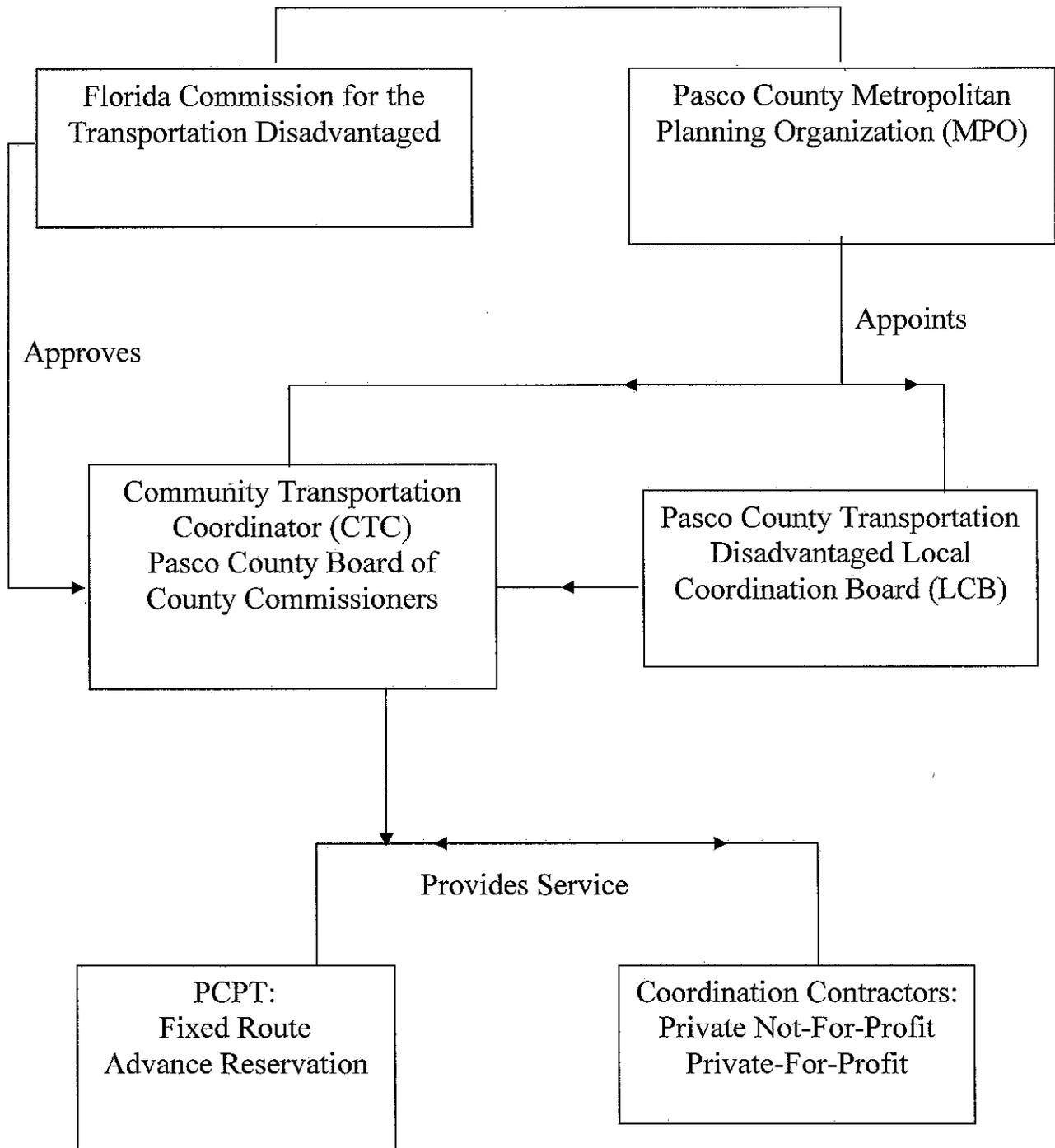


FIGURE 1: ORGANIZATIONAL CHART OF THE PASCO COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

# PASCO COUNTY

All Five Commissioners  
Sit on MPO Board

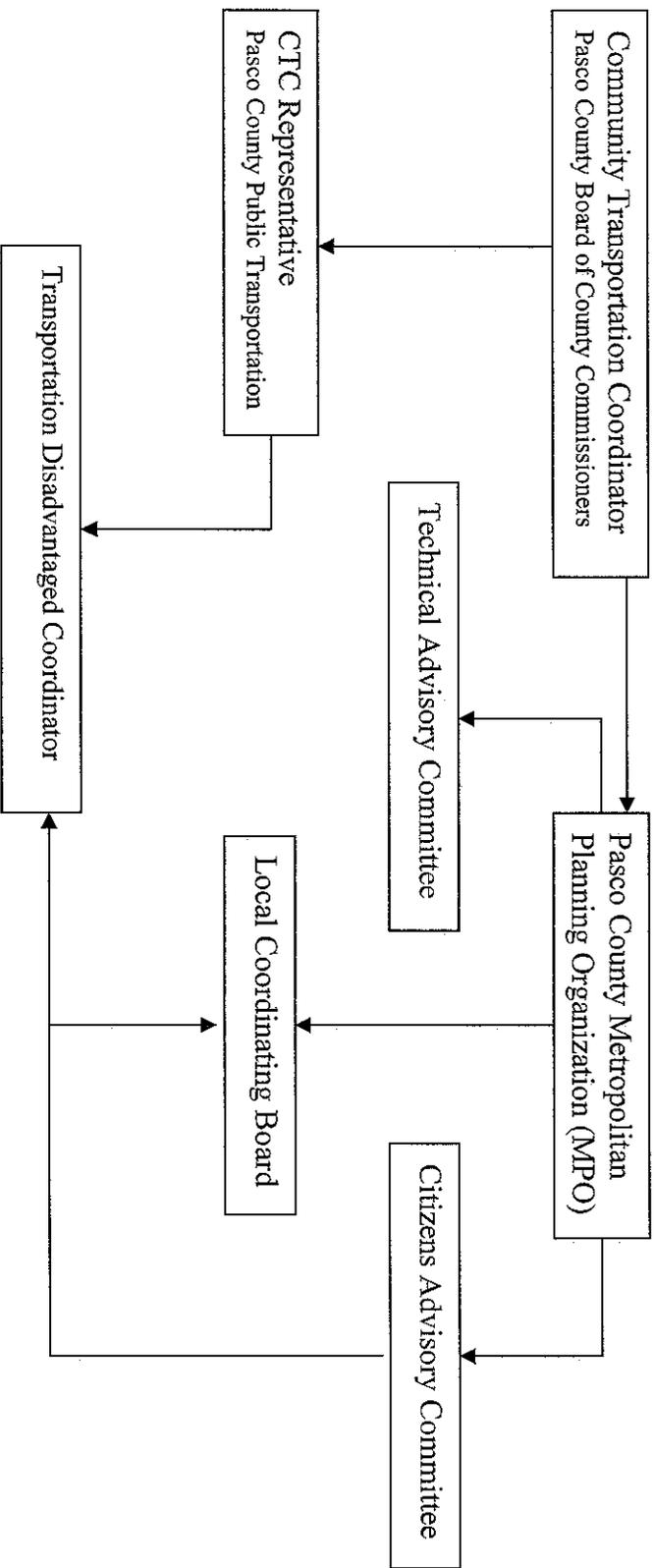
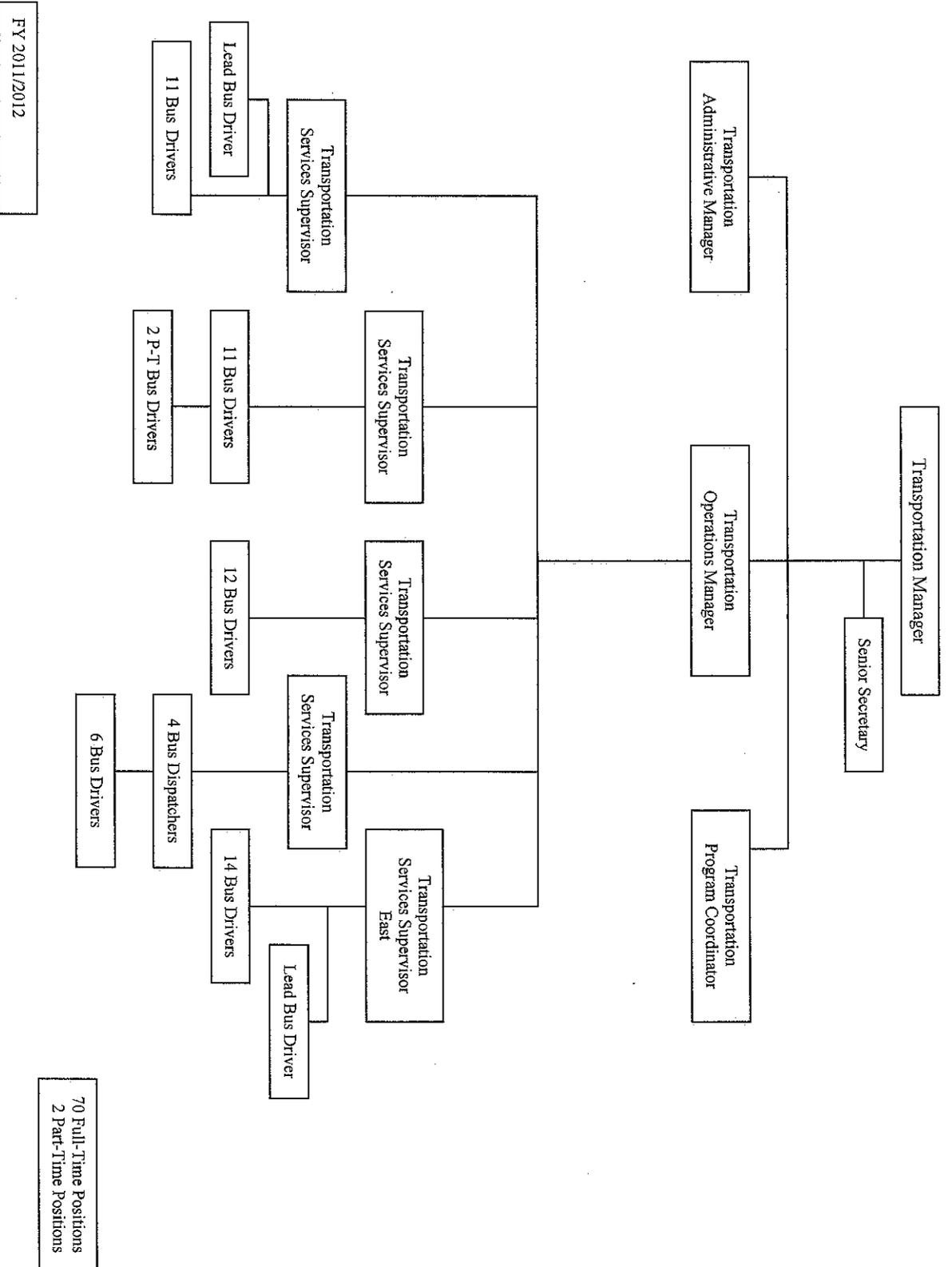


FIGURE 2: ORGANIZATIONAL CHART OF THE PASCO COUNTY COMMUNITY TRANSPORTATION COORDINATOR/METROPOLITAN PLANNING ORGANIZATION

# PCPT ORGANIZATIONAL CHART



#### 4. Consistency Review of Other Plans

##### a. Local Government Comprehensive Plan:

The Pasco County 2025 Comprehensive Plan is in compliance with the State's Growth Management Act and includes a Mass Transit Element. Several of the goals of this element are as follows:

Goal 1. Develop an integrated, multimodal system that provides for the safe, efficient and effective movement of people, goods and services in Pasco County.

Goal 5. Improve the quality of public transportation service.

Goal 6. Increase public awareness of Pasco County Public Transportation through education and marketing.

Goal 7. Identify and meet needs for public transportation.

Goal 9. Ensure the availability of quality public transportation services to the transportation disadvantaged population.

Goal 10. Ensure cost-effective and efficient transportation services for the transportation disadvantaged population.

##### b. Regional Policy Plan:

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

The Tampa Bay Area Regional Transit Authority (TBARTA) was established by the Florida State Legislature in July 2007. TBARTA was charged with implementing a regional Transportation Master Plan for Citrus, Hernando, Hillsborough, Manatee, Pasco, Pinellas and Sarasota Counties. The Plan was developed in cooperation with the region's agencies and the public, focusing on adjusting and expanding local transit to connect seamlessly to the regional system that links communities and activity centers. The planning process also examined transportation's relationship with land use - where people live, work, shop, and play influences where and how they travel.

c. Transit Development Plan (2009-2018):

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

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

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

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

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

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

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

d. MPO Long Range Transportation Plans:

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

e. Transportation Improvement Program (TIP):

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

5. Public Participation

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

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

In June 2007, the Hillsborough, Pasco and Pinellas MPOs in partnership with FDOT developed a Locally Coordinated Human Services Transportation Plan to meet the criteria of the federal Safe Accountable Flexible Efficient Transportation Equity Act. There were numerous workshops held throughout Pasco County and the public and

various agencies were invited to attend and express their transportation needs. From the public input in the three counties, the Hillsborough, Pasco, and Pinellas Tri-County Access Plan (TCAP) was developed.

Based upon the tri-county area's demographic makeup and primary employment markets, expanding existing transportation services through Job Access and Reverse Commute and New Freedom funding will provide greater access to employment and other services for the elderly, disabled, and unemployed populations. TCAP is reviewed and updated annually. One not-for-profit agency in Pasco was awarded New Freedom funding this past year. The Center for Independence, Inc., provides trips for persons with disabilities that require a higher level of service.

The Pasco County MPO in coordination with PCPT adopted a new Public Involvement Plan on March 11, 2010. This Plan is "straight forward, dynamic, innovative and flexible to achieve a greater public understanding for the process of transportation planning..." The Plan is committed to creating a public engagement process that is accessible to everyone, without regard to race, sex, national origin, age religion, or physical condition.

#### 6. LCB Certification

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

**LOCAL COORDINATING BOARD CERTIFICATION**

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

\_\_\_\_\_

Date

Coordinating Board Chairman

Approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_

Date

Executive Director

**Local Coordinating Board  
Member List**

<u>Voting Member</u>	<u>Agency</u>	<u>2012 Certification Vote</u>
1. The Honorable Pat Mulieri, Ed. D. County Commissioner Pasco County Courthouse	MPO (Acts as Chairman of Local Coordinating Board)	
2. Ms. Tracy Dean Public Transit Coordinator	Representative of FDOT	
3. Ms. Patricia Wisman Operations Program Administrator	Representative of Florida Department of Children and Families	
4. Mr. Jack Greene Transportation Supervisor District School Board of Pasco County	Representative of the Public Education Community	
5. Mr. Don Alexander Vocational Rehabilitative Supervisor	Representative of the Florida Department of Education	
6. Mr. William Klinger Veterans Service Officer Pasco County Veterans Services	Representative of Veterans in Pasco County; Recognized by the Florida Department of Veterans Affairs	
7. Mr. Richard Cook Transportation Director Mid-Florida Community Services	Representative of the Economically Disadvantaged in Pasco County; Recognized by the Florida Association for Community Action	
8. Vacant	Representative of Persons 60 Years of Age	
9. Mr. Joe DiDomenico Disabled in Pasco County	Person Representing the	

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

<u>Voting Member</u>	<u>Agency</u>	<u>2012 Certification Vote</u>
10. Vanessa M. Dazio, OTD Safe Aging, Inc.	Citizen Advocate Representative	
11. Ms. Robbin Schumacher Early Learning Coalition of Pasco-Hernando Counties, Inc.	Local Representative for Children at Risk.	
12. Ms. Muriel Stone	Citizen Advocate – Transit User	
13. Ms. Sally Gronda Executive Director Area Agency on Aging of Pasco-Pinellas, Inc. Alternate: Jason Martino	Local Representative of the Florida Department of Elder Affairs	
14. Mr. Chris Astleford Operations Manager MedFleet Systems, Inc.	Experienced Representative of the Local for Profit Transportation Industry	
15. Mr. James Callaway Senior Program Specialist Medicaid Program Office District V	Representing the Florida Agency for Health Care Administration	
16. Ms. Brenda Gause Pasco Hernando Jobs and Education Partnership Regional Board, Inc. Alternate – Dianne Knight	Representing the Workforce Development Board	
17. David Johnson, MD Director Pasco County Health Department	Representing the Medical Community	

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

## **B. Service Area Profile/Demographics**

### **1. Service Area Description**

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

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

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

### **2. Demographics**

#### **a. Land Use of Service Area:**

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

The land use patterns show a concentration of residential density and nonresidential intensity in the areas along the U.S. 19 corridor (which includes the municipalities of Port Richey and New Port Richey); Land O' Lakes from Bell Lake Road and U.S. 41 to the Hillsborough County line; and the activity centers at the intersections of I-75 and State Roads 54/56, I-75 and State Road 52, and U.S. 301 from Zephyrhills to Dade City. Presently, there are approximately 105,660 acres remaining as agricultural land, which are concentrated in North

Central and East Pasco County. This represents about 20.6 percent of the Pasco land area. Mining operations comprise a small amount of the acreage in Central Pasco County, while land currently planned for industrial development is located in areas adjacent to the municipalities or constitutes a land use component in a Development of Regional Impact. Retail and office development are planned along the collector and arterial roadways in proximity to residential developments within urbanized areas or as a component of a unified Plan of Development. A mixed use future land use designation allows a mix of land uses along I-75 and the interchanges of State Road 52, State Roads 54/56, and County Road 41.

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

b. Population/Composition:

According to the Bureau of Economic and Business Research (BEBR), Pasco County's estimated population for 2011 was 466,533. Further breakdown from the revised 2010 US Census American Fact Finder denotes that approximately 88.2 percent are white, with 48.6 percent of the population male and 51.4 percent of the population female. Approximately 11.7 percent of the County's population indicates they are of Hispanic origin. There are 4.5 percent Black or African American persons residing in Pasco. Residents that are 65 years and older account for 20.8 percent of the County's population. The age breakdown for Year 2011 data is as follows:

Table 1		
2011 Estimated Population by Age Group		
Age Categories	Estimates	Percentage
0-19	108,986	23.4
20-24	22,191	4.8
25-44	109,918	23.6
45-64	127,357	27.4
65+	96,245	20.7

Source: 2010 US Census American Fact Finder (One Year Estimates)

According to the 2035 Pasco County Long Range Transportation Plan, population projections for Year 2015 are 550,120; Year 2025 is 701,160 and Year 2035 is 852,200.

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

West, Central, and East; and these subdivisions correspond to natural and manmade features. Growth within the unincorporated area of Pasco County is now occurring at a higher rate than in the municipalities. The County is experiencing moderate growth, and population projections indicate that the Central area of the County will continue to grow at a substantially higher rate than the rest of the County, with this area seeing an influx of younger families. West and East Pasco County will grow at roughly the same rates through the Year 2035. The 2010 Demographics Now estimated Pasco County's population density to be 641 persons per square mile, which is ranked twelfth (12th) in the State, the eleventh (11th) ranking is Volusia County, while the thirteenth (13th) ranking is Seminole County.

The civilian labor force 16 years and older in 2011 totaled 184,267 and the unemployment rate was 8.0 percent. Employment by industry for 2011 (average monthly) was:

Agricultural, Fishing, Hunting, Mining, Forestry.....	1,034
Wholesale and Retail Trade.....	33,698
Transportation, Warehousing, Utilities.....	9,462
Information.....	3,403
Manufacturing, Construction.....	22,762
Finance and Insurance, Real Estate, Rental & Leasing.....	15,615
Public Administration.....	8,726
Professional, Scientific, Management, Administration, Waste Mgmt....	18,859
Education, Healthcare, Social Assistance.....	41,329
Arts, Entertainment, Recreation, Accommodation, Food Service.....	19,380
Other Services.....	9,999
TOTAL.....	184,267

According to the 2010 US Census One Year Estimates, Pasco County had a per capita personal income of \$22,513, compared to \$26,926 in Pinellas County, and \$25,169 in Hillsborough County. In 2011, there was an estimated 190,364 households in Pasco County.

c. Employment:

According to the Economic Development Council, in 2011, the top 12 employers in Pasco County are as follows:

- (1) District School Board of Pasco County - 9,289 employees
- (2) Wal-Mart Supercenters - 2,050
- (3) Pasco County Government - 2,000 employees
- (4) Pasco County Sheriff - 1,300 employees
- (5) State of Florida Government - 1,296 employees
- (6) Regional Medical Center at Bayonet Point - 1,074 employees

- (7) Florida Hospital Zephyrhills - 1,050 employees
- (8) Medical Center of Trinity - 1,012 employees
- (9) Florida Medical Clinic - 909 employees
- (10) Morton Plant North Bay Hospital - 777 employees
- (11) Federal Government – 748 employees
- (12) Pasco-Hernando Community College - 713 employees

There are several manufacturers in the County who have between 90-579 employees. These industries include:

- (1) Pall Aeropower, New Port Richey (Filters) 579 employees
- (2) Zephyrhills Bottled Water, Zephyrhills (Bottled Water) 325 employees
- (3) VLOC, New Port Richey (Laser Optical Components) 200 employees
- (4) Zephyr Egg Company, Zephyrhills (Eggs) 175 employees
- (5) Preferred Materials, Inc. 125 employees
- (6) B.E.T.E.R. Mix, Odessa (Concrete) 119 employees
- (7) Earth Tech, Inc., 106 employees
- (8) American Food Distributors, LLC, (Food) 104 employees
- (9) Great Bay Distributors (Beer) 104 employees
- (10) Cemex Construction Materials (Asphalt/Paving) 90 employees

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

d. Major Trip Generators/Attractors:

The identification of major trip generators and attractors within an area is largely dependent upon the demographic composition of an area. Total estimated population for Pasco County in Year 2011 totaled 466,533 with 20.7 percent of the population age 65 or older.

Approximately 60.3 percent of the County's work force is engaged in the service

industry, which includes scientific, food service, information, warehousing, lodging, transportation, public administration, other business, professional, recreation, entertainment, health, education, and selected personal services. Roughly 26.8 percent of the work force is employed in commercial activities, i.e., finance, insurance, real estate, retail, wholesale and rental trade. The remainder of the work force, 12.9 percent, is engaged in the industrial/agriculture trade, which includes agriculture, forestry, fisheries, hunting, mining, construction, and manufacturing.

Since Pasco County is predominated by a large number of retirees (both permanent and seasonal residents), there is a large demand for access to service-related businesses, medical facilities, and social service agencies. According to the FY10/11 Annual Operations Report (AOR), the breakdown of nonsponsored trips totaled as follows: 66 percent medical; 8 percent life-sustaining, recreation or other; 14 percent educational, training or daycare; 3 percent nutritional; and 9 percent employment.

Attachment 1 (located at the end of this document) is the PCPT Bus Route System Map, which identifies trip generators and attractors including major shopping centers/attractions, schools/colleges, medical facilities, libraries, government buildings and transfer centers.

e. Inventory of Available Transportation Services:

Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted in the System	Number of Trips	% of All Trips
Private Non-Profit	8	6	73,784	48.0%
Private For-Profit	9	6	42,469	27.6%
Disabled Veterans	1	1	3,170	2.1%
Public Transit Agency*	1	1	25,128	16.4%
Government (SB)	1	1	9,050	5.9%
Total	20	15	153,601	100%

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

### C. Service Analysis

#### 1. Forecasts of Transportation Disadvantaged (TD) Population

A forecast of the TD population for Pasco County from 2011 through 2015 has been estimated based upon: 1) Methodology Guidelines from the Center for Urban Transportation Research; 2) U.S. Department of Commerce, Bureau of the Census 2000; 3) population estimates from the Bureau of Economic and Business Research, University of Florida; 4) definitions of elderly and nonelderly population from the Pasco County Comprehensive Plan; and 5) District School Board of Pasco County's data concerning the disability status of children zero (0) to fifteen (15). Table 1 provides a projection of the population of the County from 2011-2015 by age group.

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

The total number of persons estimated to be TD in Pasco County in 2011 was 228,418, which constitutes 49 percent of the County's estimated total population for that time period. The TD total includes all the disabled, elderly, and low-income population and the children deemed to be "high-risk" or "at risk." Table 2 depicts the TD population from 2011-2015 by age category. Table 3 depicts the combined TD population from 2011-2015, without access to a vehicle.

TABLE 1			
Population Projections 2011-2015			
By Age Group			
Year	Age Group 0-64	Age Group 65+	Total
2011	380,921	100,040	480,961
2012	394,254	103,541	497,795
2013	408,053	107,165	515,218
2014	422,335	110,916	533,251
2015	437,117	114,798	551,915

Source: 2010 Demographics Now, SRC, LLC

<b>TABLE 2</b>			
Pasco County TD Population Estimates			
2011-2015			
Year	Total TD Population	Age Categories	
		Elderly	Non-Elderly
2011	228,418	50,252	178,166
2012	234,199	49,182	185,017
2013	240,148	50,431	189,717
2014	246,269	56,642	189,627
2015	252,567	55,565	197,002

Source: The Center for Urban Transportation Research

<b>TABLE 3</b>				
Pasco County TD Population Estimates from 2011-2015 for				
Those Persons with No Access to a Vehicle				
Year	Elderly		Non-Elderly	
	Disabled/Low Income	Low Income/ No Car	Disabled/Low Income	Low Income/ No Car
2011	4,831	2,685	2,340	1,293
2012	4,976	2,766	2,355	1,301
2013	5,125	2,849	2,370	1,310
2014	5,279	2,935	2,385	1,318
2015	5,438	3,023	2,400	1,326

Source: The Center for Urban Transportation Research

According to Tindale-Oliver and Associates, Inc., a consulting firm, approximately 106,682 persons live within one-quarter mile of the fixed-route transit system and 234,277 persons live within three-quarters mile of the fixed-route transit system. These figures also include the segment of population in Pinellas County along the two PCPT bus routes to Tarpon Springs. Based upon the number of estimated TD residents in the County (228,418), the provision of the Countywide advance reservation service, and the establishment of the fixed-route transit system, it can be assumed that public transportation services are accessible to all Pasco County residents. Coordination efforts are continuing to ensure the transportation needs of Pasco County's residents are met; and safe, efficient, and reliable service is provided.

## 2. Needs Assessment

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

PCPT provides all residents with equal access to transportation service, and this service is supplemented with support from the coordination contractors. Nonprofit and commercial contractors perform trips, which have a destination outside the service area, and they also accomplish trips after the operating hours of PCPT. For any person to access the coordinated transportation services, that person must register by filling out an application. Data for FY10/11 indicates a total of 7,764 unduplicated persons that were registered in the coordinated system. Of their total trips, 25 percent were disabled and 18 percent were elderly. Their primary destinations were for general medical office visits, shopping and special programs.

Future transportation demands will be affected by demographic changes in employment and population, location of urbanized areas, trip destinations, major new roadway construction, which opens new areas to development, and funding availability. The demand for transportation from the TD population within the service area will increase for the groups identified above as the County's population continues to grow. The Welfare Transition Program is currently working with 321 households in Pasco County. Of these 321 households, all 321 have a work requirement as a condition of eligibility. There are 255 applicant households pending approval to receive cash assistance, who also have a work requirement. There are 155 transitional cases that also have to comply with a work requirement. All are potential users of PCPT. Suggested transportation alternatives could include van pools, ride sharing, assistance in maintaining privately owned vehicles, the purchase of gasoline and the use of public transportation, both fixed-route service and advance reservation service. As the employment base within the County expands, the demand for commuter service may also increase. The completion of the Suncoast Parkway and subsequent growth in Central Pasco County may soon create a demand for a feeder commuter service into Hillsborough County or Hernando County. The factors identified above will be considered in the future assessment and enhancement of the public transportation system.

According to the Tri-County Locally Coordinated Human Services Plan, some of the needs listed were as follows:

- Limited transportation services in the evenings and on weekends
- Lack of inter-county fixed route and Paratransit services
- Lack of transportation funding
- Improve spending per capita on transit
- More personal door-to-door service for persons with disabilities
- Lack of immediate transportation services for the elderly

- Lack of volunteer drivers
- Insufficient education on available services, programs and requirements

For a complete listing see the TCAP at <http://www.pinellascounty.org/mpo/tcap/>

### 3. Barriers to Coordination

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

According to the 2010/2011 AOR, 34 percent of riders were elderly or children, of which many are not able to use the fixed route system due to physical or other limitations. Of the other 66 percent, many of these riders, if eligible, will be the ones who transfer from paratransit to the fixed route system.

Pasco County still has a very large population of senior citizens and disabled residents in need of paratransit service. Current resources may not remain adequate with a growing population and ever increasing demand. PCPT will continue to seek additional long term funding sources.

### D. Goals, Objectives, and Strategies

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

## **PUBLIC TRANSPORTATION**

### **Goal I. Ensure Availability of Transportation Services to TD Population**

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

Strategy 1.1.1. Continually contract with operators to provide necessary and appropriate TD services.

Strategy 1.1.2. Remain responsive to the needs of the TD population and the community through customer feedback surveys and the LCB annual public forums - One TD workshop, one TD public hearing, and one transit public hearing was held.

Strategy 1.1.3. Continually assess and adjust fixed-schedule routes to and from major trip generators/attractors and to meet demand for transportation - Comprehensive Operational Analysis adopted in 2011, new cross-county route added in March 2012.

Strategy 1.1.4. Continually ensure the availability of reservationists, accessible vehicles, and drivers to serve ambulatory and wheelchair trips.

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

Strategy 1.2.1. Continue to invite agencies within and out of the coordinated system to make presentations to the LCB- Two presentations were conducted this past year.

Strategy 1.2.2. Meet with agencies to give feedback to the TD system's performance and improve the coordination of the program - Met with six not-for-profit agencies.

**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 - Spanish information placed on website in February 2010. All brochures, system maps, and schedules are also in Spanish.

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

### **Goal II. Ensure Cost-Effective and Efficient Transportation Services**

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

Strategy 2.1.1. Review the operating data of all agencies within the coordinated

system quarterly to monitor cost-per-passenger trip and other efficiency measures.

Strategy 2.1.2. Continually increase the load factor through ongoing monitoring of dispatch operation and not-for-profit providers.

Strategy 2.1.3. Continually implement the Trip No-Show/ Cancellation Policy and Procedures within all provider agencies, and monitor passenger no-shows to increase driver productivity and client accessibility. - No-Show totals continue to decrease.

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

Strategy 2.2.1. Continually offer services to the general public for medical trips, shopping trips, etc. - Medicaid bus pass hours were extended in March 2009.

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 - Complimentary bus passes for travel trainers are provided to agencies.

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 PCPT and other agencies.

**Goal III. Provide Quality of Service to TD Population**

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

Strategy 3.1.1. Maintain annual training opportunities and programs in customer service.

Strategy 3.1.2. Conduct continual dissemination of TD policies and procedures to Pasco County residents.

Strategy 3.1.3. Use surveys to receive feedback from riders and agencies - An annual survey was distributed to paratransit clients.

**Objective 3.2.** Maximize customer comfort and safety.

Strategy 3.2.1. Maintain and conduct safety training as needed for new employees and/or agencies, and updates for current employees.

Strategy 3.2.2. Annually conduct rider and agency surveys to receive feedback on users' perception of comfort and safety.

Strategy 3.2.3. Continue the ongoing implementation of the System Safety

Program Plan (SSPP) and monitoring of the agencies' SSPP - Major update of SSPP completed in December 2010.

Strategy 3.2.4. Maintain accident records for presentation to the Drivers' Safety Review Board on an as needed basis - 30 drivers (61 percent) received accident-free driver awards this year.

**Objective 3.3.** Minimize customer travel and wait time.

Strategy 3.3.1. Continually contract with operators in the provision of the demand response service - PCPT currently has six contracted operators to provide overflow and Medicaid services.

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

Strategy 3.3.3. Continually monitor and improve routing procedures.

Strategy 3.3.4. Maintain on-time performance of 90 percent or better. - Paratransit had a 99 percent on-time ratio in 2011.

**Goal IV. Ensure Necessary Funding to Support the Program**

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

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

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. Maintain a monitoring program of the annual transportation budgets of coordinated agencies to ascertain that their own available funding for transportation is not being supplanted by the nonsponsored program funds.

Strategy 4.2.2. Encourage and aid not-for-profit agencies to apply for additional funding such as 5310, 5316 and 5317 - One coordination contractor in Pasco County received New Freedom funding in 2011, while five agencies continue to utilize vehicles purchased with 5310 funding.

**Objective 4.3.** Ensure funding continues for Intercounty Services

Strategy 4.3.1. Continue to pursue FDOT Urban Corridor Program Funds to provide the necessary financial support to maintain the established Intercounty services - A new SR 54 connector route was implemented in March 2012.

## **Goal V. Ensure Program Accountability**

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

Strategy 5.1.1. Continually produce an accurate AOR, including data from all Purchase of Service and Coordination Contracts.

Strategy 5.1.2. Coordinate quarterly with TD providers to review and/or establish coordination system activities.

Strategy 5.1.3. Maintain the standards and performance measures adopted by the Legislature and CTD.

Strategy 5.1.4. Recommend sanctions against TD providers for noncompliance with rules/regulations.

**Objective 5.2.** Evaluate the TD Program.

Strategy 5.2.1. Collect, compile, and maintain data necessary for the evaluation of the TD Program on an ongoing basis.

Strategy 5.2.2. Develop necessary tools for collection of data.

Strategy 5.2.3. Comply with the CTD's contract requirements.

Strategy 5.2.4. Evaluate the TD Program at least annually and make recommendations on how the system can be more effective and efficient.

Strategy 5.2.5. Conduct annual rider surveys to ascertain the TD system's performance and improve the program's efficiency - a rider survey was conducted in January 2012.

## **Goal VI. Develop and Promote Alternative Transportation**

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

Strategy 6.1.1. Expand transit service in the areas of Pasco County where no fixed route service exists. The 2008 Ten-Year TDP proposes the following enhancements, providing funding is available (Adjusted in 2011):

- Add Moon Lake area route (2012) - Postponed due to budget constraints
- Add cross-county connector (2013)
- Add Land O'Lakes circulator (2017)

- Add Hudson area route (2020)
- Add Zephyrhills to Wesley Chapel route (2021)

The scheduled 2013 cross-county connector was implemented in 2012.

Strategy 6.1.2. Enhance existing transit service based on demographics, growth, population density, ridership statistics and passenger surveys. Proposed TDP enhancements to existing service (Adjusted in 2011):

- Implement later evening service (2014)
- Add express service on US Highway 19 (2015)
- Increase frequency on existing routes (2016)
- Increase frequency on Route 19 (2018)
- Add Sunday service on existing routes (2019)

Strategy 6.1.3. Transfer eligible and qualified riders from paratransit service to the fixed route system to improve cost effectiveness and resource efficiency.

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

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

Strategy 6.2.2. Assign new and current paratransit clients to the Bus Pass Program if within established guidelines. - Last fiscal year, 320 current and 239 new passengers were switched to the bus pass program.

Strategy 6.2.3. Continue to promote the Bus Pass Program whenever possible - Discounts are available for bulk purchases. Numerous agencies continue to purchase passes for their clientele.

## E. Implementation Schedule

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

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

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

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

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

<b>TABLE 2</b>			
<b>Pasco County Transportation Disadvantaged</b>			
<b>Three (3) Year System Improvements</b>			
<b>Improvements</b>	<b>Improvement Description</b>	<b>Estimated Cost</b>	<b>Timetable</b>
Deliver a cost-affordable service.	Increase the load factor by continuing to coordinate trips.	N/A	2012
Maximize the utilization of services available.	Continue to improve on Medicaid transportation in the coordinated system.	N/A	2012
Maximize the cooperation between entities involved in the provision of TD services.	Conduct periodic agency surveys to monitor the TD system's performance; improve the coordination of the program.	N/A	2012

<b>TABLE 3</b>			
<b>Pasco County Transportation Disadvantaged</b>			
<b>Three (3) Year Capital Purchases</b>			
<b>Purchases</b>	<b>Purchase Description</b>	<b>Estimated Cost</b>	<b>Timetable</b>
Replacement Vehicles	2 replacement vehicles	\$770,000	2012
Maintenance Facility and Wash Rack	Construction	\$580,375	2012
Plan/Purchase Bus Shelters	Passenger security and safety.	\$7,500	2012
Plan/Purchase Bus Shelters (ARRA)	Passenger security and safety.	\$1,250,000	2012
Plan/Purchase Reservation/Dispatch System	Replace 15 year old current system	\$425,000	2012

## **II. SERVICE PLAN**

### **A. Operations Element**

#### **1. Types, Hours, and Days of Service**

PCPT, in conjunction with the contracted operators, provides advance reservation service. Dispatchers receive reservations, assign routes, and schedule buses and taxis on a daily basis. PCPT operates this service Monday through Friday from 5:00 a.m. to 8:30 p.m. The contractors allow the coordinated system to operate on a 24 hour basis, 7 days per week in conjunction with PCPT.

Specific services such as wheelchair and/or stretcher service are provided through

three (3) of the transportation operators, Wheelchair/Stretcher Limo, Inc., MedFleet Systems, Inc., and MSquare Transport Contracts, LLC. They augment transportation service through the provision of wheelchair, stretcher service, ambulatory, nonemergency and nonambulatory service.

Trips to the two (2) Veterans Administration hospitals located in Hillsborough and Pinellas Counties are coordinated and provided under contract with the Disabled American Veterans, New Port Richey Chapter 78. Medicaid sponsored trips are now being provided by MMG, Transportation, Inc., by sub-contract with the Pasco County BCC. PCPT retains administrative oversight of this program.

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

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

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

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

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

Due to budget constraints, effective October 1, 2009, PCPT eliminated holiday bus service. On December 1, 2009, PCPT initiated a mandatory Reduced Fare Photo Identification Card. There is a reciprocity agreement for use of these cards in neighboring transit systems.

With the completion of the Pasco County Comprehensive Operational Analysis (COA) in 2011, the route in Zephyrhills was altered to include service to the Groves of Wesley Chapel with connection to the Hillsborough Area Regional Transit Authority (HART) Park and Ride.

To further serve the Central Pasco area, PCPT implemented its first cross-county route along the SR 54 corridor to connect the East and West Pasco transit system. Route 54 commenced service on March 5, 2012. This route creates economic opportunity in terms of employee commuting and passenger business activity. It continues to provide connection with the transit system in Hillsborough County and connectivity with the Pinellas transit system through connections with the current local routes.

## 2. Accessing Services

### a. Eligibility:

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

Social service agencies may request application forms from PCPT to accomplish group registration for their clients. These forms include the same information requested for an individual registering (see Attachment 2 for the Eligibility Application for Paratransit Services). However, PCPT staff will determine eligibility based upon client information supplied by the agency, a physician's recommendation and an assessment, if needed, with the applicant.

### b. Prioritization:

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

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

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

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

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

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

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

2) The Guidelines set forth by the LCB, to be utilized in authorizing nonsponsored trips, are as follows:

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

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

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

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

- (1) Community referrals with priority based on greatest social and

economic need, with particular attention to low income minority individuals.

- (2) Clients referred from the Pasco County Elderly Nutrition and the Adult Day Care Programs.
- (e) To remain compliant with the Americans with Disabilities Act (ADA), PCPT shall provide complementary paratransit service to origins and destinations within  $\frac{3}{4}$  of a mile on either side of the fixed route. As stated in the Pasco County ADA Paratransit Plan, PCPT shall not impose restrictions or priorities based on trip purpose for ADA complementary fixed route paratransit eligible users.
- (f) To remain compliant with Title VI and its implementing regulations, PCPT has taken responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its program and activities for individuals who are Limited English Proficient (LEP).

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

c. Advance Reservations:

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

d. Fixed Route Transit:

To access the fixed route service, individuals need only obtain a schedule from one of many outlets; including the PCPT office, any County Library, Chambers of Commerce, Government Centers, area hospitals, the Gulf View Square Mall Information Desk, Shops at Wiregrass, Pasco-Hernando Community College

Bookstores, the New Port Richey and Zephyrhills City libraries or a bus operator. From this schedule, persons can estimate when the bus will reach their stop area. No reservations are required.

e. Fares:

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

- Sixty-five (65) years of age and over
- Students of any age
- Disabled
- Valid Medicare card holder
- Veterans Administration Healthcare "Service Connected" Card holder

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

3. Transportation Operators and Coordination Contractors

Transportation Operators

Currently, contract service consists of six (6) for-profit enterprises under contract with the CTC to augment transportation service to TD. These providers are as follows:

1.	JARR, INC., d/b/a A SILVER STREAK CAR SERVICE 1437 US Highway 19 Holiday, FL 34691 (727) 845-1834	Kimberly Marchetti, Vice President (Taxi Service, Ambulatory)
2.	WHEELCHAIR/STRETCHER LIMO, INC. 6030 Massachusetts Avenue New Port Richey, FL 34653 (727) 845-4454	Dennis Smith, Vice-President (Wheelchair/Stretch Service Nonemergency/Nonambulatory, Ambulatory)

3.	GULF COAST YELLOW CAB d/b/a CLEARWATER YELLOW CAB 16991 U.S. Highway 19 N. Clearwater, FL 33764 (727) 726-9776	Michael L. Dean, Controller (Taxi Service, Ambulatory)
4.	MEDFLEET SYSTEMS, INC. 5334 Sunset Road New Port Richey, FL 34652 (727) 376-7240	Andrew Williams, General Manager (Wheelchair/Stretcher Service Nonemergency/Nonambulatory, Ambulatory)
5.	MSQUARE TRANSPORT CONTRACTS, LLC d/b/a EMT USA 205 N. Indian Rocks Road Belleair Bluffs, FL 33770 (727) 446-0930	Tami Harrison, Operations Manager (Wheelchair Nonemergency/ Nonambulatory, Ambulatory)
6.	MMG TRANSPORTATION, INC 4413 N. Hesperides St. Tampa, FL 33614 (813) 253-8871	Kevin Murdy, Director of Operations Provides Medicaid Transportation

A Request for Proposal (RFP) to provide Transportation Services Support Under Contract was published in a local newspaper on April 10, 2009, and information was made available through the Pasco County Purchasing Department Web Site.

The Pasco County BCC on April 21, 2009 established a Selection Committee. The Selection Committee was charged with the following responsibilities:

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

On July 9, 2009, proposals were reviewed by the Selection Committee to validate eligibility based on the following evaluation criteria:

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

Following this validation of eligibility, rate negotiations were conducted and then approved by members of the Selection Committee on July 20, 21 and 27, 2009. The LCB endorsed the selection committee's choice of contracted operators at the August 27, 2009 meeting.

New contracts were reviewed and executed by the BCC on September 22, 2009, effective October 1, 2009. These contracts will expire September 30, 2014.

A similar process was conducted to procure an agency for the management and provision of the Medicaid Non-Emergency Transportation contract in 2011. This contract will expire on September 30, 2016.

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

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

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

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

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

#### Coordination Contractors/Not-for-Profit Operators

The County conducted a survey of agencies in 1991 to determine which organizations were receiving or had received Federal and/or State funding to support their transportation requirements. The funding agencies are now aware to notify PCPT of any not-for-profit agency that receives public funding. Each of the following listed coordination contractors and not-for-profit operators provides specialized transportation for their program participants. Each has also previously obtained vehicles wholly or in part through a public funding source, i.e., 5310, 5316, 5317 or CDBG funding.

PCPT has contracted with these agencies under the coordination umbrella to eliminate duplication of services and provide consolidation where feasible. When

required, the LCB reviews each contract submission to determine continued validity and need. Each agency has provided a presentation to the LCB to explain their purpose, requirements, and justification for continuation as a coordinated contractor. All coordination contracts are processed through the LCB and approved by the Board. All discussions and actions related to coordination contract issues are officially documented in the minutes of each LCB meeting.

The following private, nonprofit agencies are currently under a coordination/operator contract with the CTC:

1.	<p>GULF COAST JEWISH FAMILY AND MENTAL HEALTH SERVICES, INC.          3142 Darlington Road          Holiday, FL 34691          (727) 243-7612</p>	<p>Ms. Kristen Maguire          Project Director</p>
<p>Provides transportation of specialized-needs clientele between their residential facility and medical, mental health or socialization therapy appointments. Type of service requires specialized training for handling clientele with an immediate response capability on a twenty-four hour, seven day per week basis.</p>		
<p>Inventory consists of three vans.</p>		
2.	<p>LIGHTHOUSE FOR THE VISUALLY IMPAIRED AND BLIND, INC.          8610 Galen Wilson Blvd., Suite B          Port Richey, FL 34668          (727) 815-0303          FAX (727) 815-0203</p>	<p>Ms. Sylvia Stinson-Perez          Executive Director</p>
<p>Provides transportation of blind and visually impaired citizens of Pasco County to rehabilitative classes, job placement activities and training, Lighthouse-sponsored events, and to transport employees to job-related training and activities. Service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday, to all of Pasco County.</p>		
<p>Inventory consists of three six-passenger vans and three sedans.</p>		

3.	<p>BAYCARE BEHAVIORAL HEALTH, INC.  Post Office Box 428  New Port Richey, FL 34656-0428  (727) 841-4207  FAX (727) 816-1993</p>	<p>Ms. Debbie Antioco  Grants and Development Manager</p>
	<p>Provides transportation of specialized-needs clientele between their residences and operating center to clients who need mental health and substance abuse dependency support.</p>	
	<p>Inventory consists of eight vans and eleven sedans.</p>	
4.	<p>THE CENTER FOR INDEPENDENCE, INC.  8726 Old CR 54  New Port Richey, FL 34653  (727) 376-2777</p>	<p>Mr. Emile A. Laurino  Executive Director</p>
	<p>Provides transportation of specialized-needs clientele between residences and operating center. Type of service provided requires specialized training for handling clientele. Service is provided from 7:00 a.m. to 5:00 p.m. to all of Pasco County.</p>	
	<p>Inventory consists of seventeen vans.</p>	
5.	<p>A.F.I.R.E. OF PASCO COUNTY, INC.  Post Office Box 933  Elfers, FL 34680-0933  (727) 849-8982</p>	<p>Ms. Lyn Brown  Administrator</p>
	<p>Provides transportation of developmentally impaired people to and from school five days a week, with occasional field trips as part of the program. Service is provided from 7:00 a.m. to 4:00 p.m., Monday through Friday, in West Pasco County.</p>	
	<p>Inventory consists of five vans.</p>	

6.	QUALITY OF LIFE COMMUNITY SERVICES, INC. 5900 Central Avenue, Suite J St. Petersburg, FL 33707 (727) 505-7232	Mr. Michael Moses Director-President
	Provides a comprehensive driver training curriculum; an instruction program to become a transportation professional; and education and marketing for adult education and job training programs. Service is provided 24 hours per day, 7 days per week in rural Pasco County.	
	Inventory will consist of two vehicles.	

4. Public Transit Utilization

On June 11, 1996, a limited, fixed-schedule, circulator system was placed in service based on the recommendation of the TDP. This program serves Dade City, Lacoochee, Trilby, and Zephyrhills in East Pasco, and the U.S. 19 corridor and connecting streets in West Pasco. On January 24, 2000, based on recommendations from the June 1999 TDP, existing routes in West Pasco were realigned to better support the new U.S. 19 bus service that began on November 22, 1999. Hours and days of service were expanded and frequency was increased from 85 minutes to 60 minutes. Based on recommendations from the July 2002 TDP, further expansions were implemented in 2004. Increased route frequencies took place on U.S. Highway 19 in 2005. East Pasco hours were extended and Saturday service was implemented in March 2007. Due to rising gas prices and route changes resulting from the COA conducted on the PCPT system, ridership increased for the first time in three years. The annual ridership for FY10/11 was 845,177 compared to 779,606 in FY09/10, an 8.4 percent increase.

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

5. School Bus Utilization

PCPT determines eligibility and selection of larger group trips for school-age children and coordinates the travel with Pasco District Schools. Trips are provided to low-income, disadvantaged groups such as Hospice Grief Camp, disadvantaged youth from the Pasco County Parks and Recreation Department, and some subsidized child care summer recreation programs. The rate for cost of driver per hour currently is \$18.25. Pasco County District School Board staff verified this by email on

October 11, 2011. PCPT adds an additional \$2.50 per hour coordination fee, which brings the total to \$20.75 per hour. The mileage rate of \$1.00 per mile remains the same.

## 6. Vehicle Inventory

See Attachment 3 for a listing of those vehicles used by the CTC and the local transportation operators for the provision of TD services in Pasco County. The vehicles listed for the local transportation operators and coordinated contractors are as reported in the individual Coordination/Operator Contracts with annual updates furnished.

## 7. System Safety Program Plan (SSPP) Certification

PCPT, functioning under the auspices of Pasco County Government, operates both specialized and public transportation services. PCPT provides safe, courteous, clean, reliable, and effective on-time transportation service to all Pasco County residents. PCPT strives to operate as safely as possible. All personnel are charged with the responsibility of ensuring the safety of employees, property, passengers, and those who come in contact with the system.

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

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

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

### Goals and Objectives of the SSPP

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

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

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

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

- a. An SSPP has been developed in accordance with Rule 14-90, FAC.
- b. Compliance by PCPT.
- c. Safety inspections have been performed on all equipment pursuant to Rule 14-90, FAC. PCPT shall suspend system operations, or any portion thereof, that pose an immediate danger to public safety. See Attachment 4 for current certification.

Management/Administration of SSPP Objectives

- a. Revise the SSPP as needed to remain current.
- b. Assure the existence of all safety considerations in the SSPP.
- c. Direct compliance of the operation with the SSPP.
- d. Assure completion of annual safety inspections of all operational vehicles.
- e. Assure annual safety certifications are submitted to FDOT.
- f. Establish guidelines for suspension of any system service not believed safe or which may pose potential danger to public safety.

- g. Establish methods to validate commercial drivers' licenses for Class B with a Passenger and Air Brakes Endorsement or other endorsements as required.
- h. Require the establishment and completion of training and testing programs for all new employees.
- i. Establish written operational and safety procedures to be provided to all employees.
- j. Document each driver's work period, days and hours worked.
- k. Require a medical examination for all new employees and current employees.
- l. Adhere to policies prohibiting the use of alcoholic beverages or controlled substances by any employee.
- m. Establish policies preventing the unsafe operation of any equipment.
- n. Require daily written bus safety inspections by all drivers.
- o. Facilitate the establishment of a maintenance and preventive maintenance program and establish standards to ensure all buses operated are regularly and systematically inspected, maintained and lubricated, and documentation of all maintenance functions is complete.
- p. PCPT shall retain relevant system safety program documents for a period of four (4) years.

## **MECHANICAL BREAKDOWN**

### Operations and Maintenance

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

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

Other procedures are included in the Operator's Manual.

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

## **SAFETY CAPABILITIES AND PRACTICES**

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

## **ACCIDENTS**

### Accident (Crash) Avoidance

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

- a. Always conduct a thorough safety vehicle pretrip inspection prior to operating the vehicle.
- b. Always drive within the speed limit, adjusting for road and weather conditions.
- c. Slow down and use caution in a hazardous area or during inclement weather.
- d. Maintain the correct following distance.
- e. Use due caution when approaching intersections, with extra caution used at unknown or hazardous intersections.
- f. Check all blind spots and utilize appropriate turn signals prior to changing lanes.
- g. Use the appropriate turn signal and visually check for clearance by physically turning ones head and looking before pulling away from a pickup or drop-off point.
- h. Know the height of the vehicle including the highest point, such as the radio

antenna or escape hatch, and check for proper clearance before driving under any type of overhang.

- i. Avoid driving through unauthorized locations and ensure dirt roads are passable.
- j. During right turns, avoid allowing too much space between the vehicle and the curb to preclude the possibility of a smaller vehicle attempting to advance on the right. Also avoid swinging too far into the left lane in preparation for a right turn without yielding to oncoming traffic both from the rear and ahead.
- k. Maintain the "big picture" of traffic in and around you, anticipate potential hazards, and be prepared to make appropriate adjustments in response to those hazards.
- l. Remain alert and avoid allowing oneself to succumb to hypnotic or distracting influences such as staring at road markings, taillights, tags of other vehicles, or other distractions.
- m. Before exiting the vehicle, always properly place the transmission in the park or neutral position, as applicable, fully employ the parking brake and ensure the bus is in place with no potential for movement or rolling prior to leaving the driver seat.
- n. Consistently utilize all defensive driving techniques and employ courtesy.
- o. Get proper rest and nourishment before driving.
- p. Avoid driving while under the influence of medication.
- q. Do not smoke, eat, or drink while driving.
- r. Avoid unnecessary conversations and on-board distractions while driving.
- s. Ensure all doors are securely closed before moving the vehicle.
- t. Stop at the safe prescribed distances from the curb for passengers to board and disembark.
- u. Drivers should obtain competent, authorized assistance before backing up. If no assistance is available, employ the proper procedures explained under Section XII. 4. of the SSPP, "Backing the Vehicle."
- v. Immediately report any kind of accident or incident.

## **DELAY PROCEDURES**

### Trip schedules

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

- a. An unexcused late departure from the parking area or authorized layover.
- b. Unnecessary or unauthorized layovers.
- c. Failure to efficiently plan and run the route.
- d. Failure to advise the Dispatch Center when experiencing a delay.
- e. Failure to check bulletins for detours and other information that may affect the route.
- f. Failure to report vehicle defects before leaving the parking area, which could result in a vehicle or equipment breakdown while enroute.
- g. Failure to obtain authorization from the Dispatch Center or a supervisor to change a passenger's pickup or drop off scheduled time.

### 8. Intercounty Services

US Highway 19 is one of the most heavily traveled roads and has some of the highest concentrations of population, shopping, and employment in West Central Florida. As a way to provide a better transportation system and help alleviate congestion, PCPT commenced service on Route 19 on November 22, 1999. This route runs along US Highway 19 from SR 52 to Tarpon Avenue in Pinellas County. Subsequent funding for this route is applied for and considered based on the project meeting service plan goals and objectives.

Enhancement and realignment of the West Pasco routes in January of 2000 provided additional accessibility to the intercounty US Highway 19 route. With the more extensive fixed route coverage, more paratransit riders are now living within  $\frac{3}{4}$  miles of the transit routes and are able to access this service, thus moving qualified door-to-door passengers to a more cost-effective mode of transportation. This Route 19 continues to have the highest ridership with 314,860 trips completed in FY10/11. This accounts for 37 percent of the system total. Headways were reduced on Route 19 from 60 minutes to 30 minutes on March 1, 2005.

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

As mentioned previously in Section II, A.1., cross-county service began along the SR 54 corridor on March 5, 2012. This route provides direct connection with HART in Hillsborough County at a transfer center in Wesley Chapel and connection with the Pinellas Suncoast Transit Authority in Pinellas County through local service connections.

PCPT is currently coordinating with TBARTA for regional transit planning. This includes 2035 and 2050 long-range plans, which entails express buses, Bus Rapid Transit and light rail, in addition to extensive local transit expansion.

## 9. Emergency Preparedness and Response

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

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

Other functions include:

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

10. Educational Efforts/Marketing

Promoting the transportation system is an ongoing activity and a responsibility of transportation providers to inform the community-at-large of the availability of transportation services to the area's TD. PCPT has also developed a Medicaid Handbook that is made available upon request for Medicaid beneficiaries. During this report period, a variety of outreach activities were accomplished. See Attachment 5 for a sample of Marketing Initiatives.

11. Acceptable Alternatives

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

12. Service Standards

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

1. Drug and alcohol testing for safety sensitive job positions within the coordinated system covering pre-employment, randomization, post accident, and reasonable suspicion as required by the Federal Highway Administration and the FTA.
2. An escort of a passenger and dependent children is to be transported as determined appropriate through the registration and reservation process and is able to accompany the passenger for the entire length of the trip at no additional charge.
3. The paratransit service provider vehicle operator is required to provide a child restraint device, which is used in accordance with Federal, State, and local regulations. The customer is asked during the registration process to provide a car seat, but if unavailable, the operator will provide the car seat. A trip is not denied to a customer if they cannot provide a child restraint device.
4. Passenger property that can be carried by the passenger and/or driver in one trip, and can be safely stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. The individual providers may address additional requirements. (Passenger property can include wheelchairs, child seats, stretchers, secured oxygen, personal assistance devices, or intravenous devices).

5. Vehicle transfer points are given consideration as to shelter, security, and safety of passengers.
6. A local toll-free telephone number for complaints or grievances shall be posted inside all coordinated system paratransit vehicles.
7. Trips requested outside the service area may be provided for those that are medically necessary, life sustaining, and when no local accommodations are available. Trips will be considered upon verification by a medical provider, a review of pertinent information, and will be contingent upon available funding/resources.
8. Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
9. Billing requirements of the CTC to subcontractors is addressed in the applicable contract. County payment terms are net thirty (30) days. However, note: If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the CTC of full or partial payment, the CTC shall pay the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment (F.S. 2000/CH 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.).
10. Paratransit Passenger/Trip database is maintained by the CTC, which contains information regarding an individual's funding source eligibility profile (includes income, disability, and age at time of registration). The contracted operators only receive essential trip information. Coordination contractors are required to maintain the minimum amount of information to complete the AOR.
11. Adequate seating for paratransit services shall be provided to each rider, child, or PCA. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider, child, or PCA; and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
12. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communicating with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches,

inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

13. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistance devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchairs up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
14. All vehicles ordered or put into service after adoption of this section of the rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible at all times with the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance after the adoption date of this section of the rule.
15. All vehicles ordered or put into service after the adoption of this section of the rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two (2) years to be in compliance after the adoption date of this section of the rule.
16. Cardiopulmonary resuscitation training is required for drivers in the coordinated system. First Aid training is highly encouraged.
17. County-employed drivers and operators under contract are required to undergo a criminal background screening and an employment history check before hire or selection. This is completed by the Florida Department of Law Enforcement and the Federal Bureau of Investigation.
18. Service effectiveness is determined by annual evaluations and monitoring of the CTC and its contracted operators. Information is made available to the LCB as part of the CTC evaluation process. In addition, surveys are completed to determine the customer's input on acceptability of service.
19. Monitoring is conducted in accordance with Section III, B.2., CTC Monitoring Procedures of Operators and Coordination Contractors of the TD Service Plan.

20. To set a measurable standard for Public Transit Ridership, PCPT considered statistics on ridership growth (transit and paratransit); population within ¼ miles of the fixed route; Medicaid bus pass sales; the type of passengers (elderly, disabled, etc.), and the numbers of paratransit riders already transferred to the fixed route. Based on this analysis, PCPT sets an objective of moving 1.5 percent of its current paratransit riders to the fixed route system on an annual basis. In FY10/11, PCPT transferred 320 Medicaid-sponsored riders from paratransit to the fixed route system. This was an 8.3 percent decrease over the previous year. However, there was an additional 239 new persons added to the sponsored bus pass program.

The following are additional policy/standards:

#### Accidents

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

#### Advance Registration

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

#### Call-Hold Time

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

#### Complaints

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

#### On-Time Performance

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

#### Pickup Window

Transportation carriers are authorized a pick-up window of up to one (1) hour before

the appointment in order to facilitate multi-loading. Loading restrictions and/or long distance trips (out-of-county, cross-county) may be up to two hours. The “on-vehicle” ride times may also be up to two hours.

#### Road Calls

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

#### Smoking Policy

PCPT has established the policy of no smoking, no eating, or open drinks on the bus; no playing of radios or tape players without headphones; and shirts and shoes must be worn.

#### Transit Ridership

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

#### No Show Policy

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

### 13. Local Complaint and Grievance Procedures/Process

In November 1992, the LCB approved the Transportation Disadvantaged Grievance Policies and Procedures (last reviewed/revised August 25, 2011). The subcommittee was created to provide an impartial body to hear complaints and settle disputes concerning services rendered under the agreed upon contracts between funding agencies, operators, and users.

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

to provide information and uniform guidance in regard to local grievance practices and procedures.

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

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

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

### **SERVICE COMPLAINT**

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

Service complaints may include, but are not limited to:

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

### **FORMAL GRIEVANCE**

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

Formal grievances may include, but are not limited to:

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

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

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

**GRIEVANCE FORM**

Return to:

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

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

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Incident Date and Time: \_\_\_\_\_

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

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

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

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**THIS SECTION TO BE COMPLETED BY CTC ONLY:**

Date Report Received by CTC: \_\_\_\_\_

Action Requested of Grievance Subcommittee: \_\_\_\_\_

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Time, Date, and Location of Grievance Subcommittee Meeting: \_\_\_\_\_

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Action Taken by Grievance Subcommittee: \_\_\_\_\_

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

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

### **1. Cost/Revenue Allocation**

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

In State FY10/11, 6,176 agency-sponsored monthly bus passes were sold, which is a 34 percent increase from the previous year. The increase was mainly due to the number of Medicaid clients who were eligible for sponsored transportation. In State FY10/11, there were 2,902 daily passes, 60 20-ride passes and 50 one-way fares purchased by sponsoring agencies for their clients. Current non-Medicaid riders registered for paratransit who live within  $\frac{3}{4}$  miles of the fixed route and are capable of riding a transit bus are referred to the transit service when they attempt to make a reservation. While there has been much success in this process, some are elderly, long-time paratransit riders and strongly desire the continuing use of door-to-door service. New (non-Medicaid) applicants who live near a fixed route and are able to get to a bus stop are advised that they must use the transit route. These riders are encouraged to buy a PCPT monthly bus pass. PCPT staff continues to move Medicaid clients and other eligible riders from the more costly paratransit to the more cost-efficient transit system. This section consists of two major parts: detailed costs by expense category and trip fare information by transportation operators. See Attachment 6 for Worksheets. These Worksheets were previously provided as elements to the Annual Evaluation.

### **2. Current Rate Structure**

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

As required by the CTD, effective July 1, 2007, a new rate structure was established. The most current service rates for PCPT (effective 7/1/12) are provided on the following page. See Attachment 7 for the CTD Rate Model.

## TRANSPORTATION DISADVANTAGED TRUST FUND SERVICE RATES

**COMMUNITY TRANSPORTATION COORDINATOR:** Pasco County Board of County Commissioners  
**EFFECTIVE DATE:** 7/1/12

TYPE OF SERVICE TO BE PROVIDED	UNIT (Passenger Mile or Trip)	COST PER UNIT \$
Ambulatory	Trip	\$ 2.70
Ambulatory	Passenger Mile	\$ 2.20
Wheelchair	Trip	\$21.20
Wheelchair	Passenger Mile	\$ 2.68
Stretcher	Trip	\$47.70
Stretcher	Passenger Mile	\$ 3.56
Bus Pass (Monthly Full Fare)	Bus Pass	\$37.50
Bus Pass (Monthly Reduced Fare)	Bus Pass	\$18.75
Bus Pass (Daily)	Bus Pass	\$ 3.75

### III. QUALITY ASSURANCE

#### A. Audits of Funding Agencies

The CTC Review for TD and Medicaid was conducted by the CTD independent auditor on July 20-22, 2011.

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

The review included a series of interviews with the CTC staff and a review of the System's records. Additionally, the monitor rode on the transportation system, surveyed riders and purchasers of service. The single finding of ensuring that all eligibility criteria are documented on an intake form was corrected immediately.

The Pasco-Pinellas Area Agency on Aging conducted their annual audit for Title III-B funding on November 16, 2011. PCPT will continue to strive to achieve targeted objectives in serving the elderly and minority populations.

On August 16-17, 2011, a Federal Transit Administration (FTA) review was conducted by FTA independent auditors. Two deficiencies were found in maintenance and procurement. Corrective actions were taken to prevent future findings in these areas.

#### B. Evaluation Processes

##### 1. Community Transportation Coordinator (CTC) Evaluation Process

The Annual Evaluation Report for 2011 was processed and approved through the LCB on December 1, 2011 and the MPO on December 8, 2011. It was subsequently provided to the CTD on December 12, 2011.

##### 2. CTC Monitoring Procedures of Operators and Coordination Contractors

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

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

a. Driver Requirements:

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

No-notice inspections may be completed as follows:

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

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

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

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

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

Other driver monitoring requirements are addressed under Administrative Requirements.

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

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

- Deficiencies that pose a real or potential safety hazard must be corrected immediately, or service may be suspended until correction is made and verified. No payment of TD funds will be awarded until noted discrepancies are corrected.

- Deficiencies that pose no immediate safety hazard, but constitute a violation to the terms of the contract must be corrected within a specified period of time, which will be determined according to the nature of the violation.

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

b. Vehicle Requirements:

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

No-notice inspections may be completed as follows:

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

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

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

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

Other vehicle monitoring requirements are addressed under Administrative Requirements.

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

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

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

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

c. Administrative Requirements:

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

No-notice inspections may be conducted with one-hour advance telephone notification provided. Exhibit "C" is utilized to perform and document these checks. The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

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

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

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

d. Quality of Service:

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

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

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

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

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

e. Client satisfaction:

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

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

3. Coordination Contract Evaluation Criteria

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

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

#### 4. Planning Agency Evaluation Process

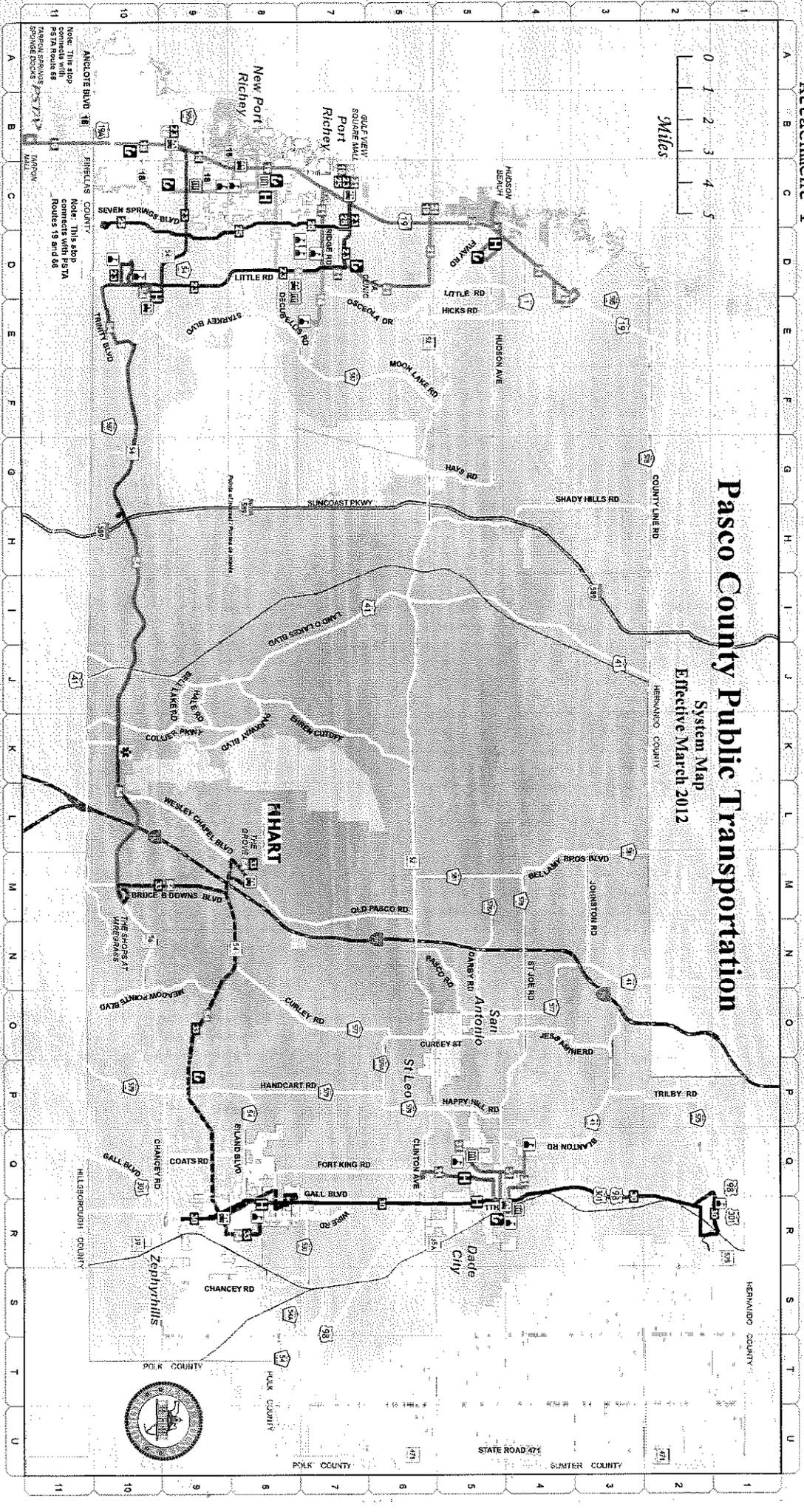
PCPT regularly attends and reports to the MPO Citizens' Advisory and the Technical Advisory Committees. With regular participation, the planning staff is well informed on the status of PCPT functions and prepared to formally evaluate the CTC.

### **IV. ATTACHMENTS**

1. PCPT Bus Route System Map
2. Eligibility for Application for Paratransit Services
3. Vehicle Inventory
4. System Safety Certification
5. Marketing Initiatives
6. Worksheets
7. CTD Rate Model
8. Monitor Inspection Forms

# Passco County Public Transportation

System Map  
Effective March 2012



**Points of Interest/ Puntos de Interés**

ROUTE	GUIDE
01	COMMUNITY SERVICES CENTER
02	FLORIDA MEDICAL CENTER
03	FLORIDA MEDICAL CENTER - DAVE CITY
04	FLORIDA MEDICAL CENTER - NEW PORT RICHEY
05	FLORIDA MEDICAL CENTER - PORT RICHEY
06	FLORIDA MEDICAL CENTER - STARKEY BLVD
07	FLORIDA MEDICAL CENTER - WESLEY CHAPEL BLVD
08	FLORIDA MEDICAL CENTER - ZEPHYRHILLS
09	FLORIDA MEDICAL CENTER - HICKS RD
10	FLORIDA MEDICAL CENTER - MOON LAKE RD
11	FLORIDA MEDICAL CENTER - SHADY HILLS RD
12	FLORIDA MEDICAL CENTER - SUNCOAST PKWY
13	FLORIDA MEDICAL CENTER - TRILBY RD
14	FLORIDA MEDICAL CENTER - WILSON BLVD
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**LIBRARIES**

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**TRANSFER STATIONS**

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100	ANTONIO

**Legend**

- GOVERNMENT FACILITY
- HOSPITAL
- SCHOOL
- LIBRARY
- TRANSFER POINT
- PARK

**PPPT**  
Moving People, Making Progress  
Moviendo Gente, Progresando

Date: 3/12/2012



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

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

AVAILABILITY OF FEDERALLY FUNDED OR PUBLIC TRANSPORTATION

Yes / No

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_

SPECIAL NEEDS

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

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

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

- Are you able to transfer from your wheelchair to a car easily?  
\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Not Applicable

If yes: \_\_\_\_\_ Independently    \_\_\_\_\_ Only with assistance

- Wheelchair Dimensions \_\_\_\_\_ Combined weight of chair and passenger \_\_\_\_\_  
Is wheelchair equipped with seat belts? \_\_\_\_\_ Yes    \_\_\_\_\_ No  
Other (please identify): \_\_\_\_\_

\_\_\_\_\_

- Can you climb three 12-inch steps to board a bus that has handrails?  
\_\_\_\_\_ Yes    \_\_\_\_\_ No    \_\_\_\_\_ Sometimes  
If no or sometimes, please explain.

\_\_\_\_\_

\_\_\_\_\_

- Do you have children 4 years old or younger that require transportation? \_\_\_\_\_ Yes    \_\_\_\_\_ No  
If yes, do you need a Car Seat? \_\_\_\_\_ Yes    \_\_\_\_\_ No

- Some bus trips may require you to get off one bus and onto another to complete your trip. Can you do this on your own?  Yes  No  Sometimes  
If no or sometimes, please explain.

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- My disability prevents me from getting to the bus stop.  
 I could use the regular PCPT fixed route bus after receiving travel training.  
 I can use the regular PCPT fixed route bus under certain circumstances. Please explain.

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- In case of an evacuation would you need transportation to a shelter?  Yes  No  
If so, call and register with the SPECIAL NEEDS ASSISTANCE POPULATION PROGRAM (SNAPP) at (727) 847-8956 or (352) 521-5137.

- Please provide the name, address and phone number of an emergency contact person:

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- Is your health condition or disability temporary?  Yes  No  
If yes, expected duration until \_\_\_/\_\_\_/\_\_\_ (\_\_\_ months)

- PCPT's regular bus drivers call out bus stops at major transfer and destination points and all major intersections. They will also call out special stops upon request. With this help, can you recognize the right stop and get off the bus when you need to?  Yes  No  Sometimes  
If no or sometimes, please explain.

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- Using a mobility aid, or on your own, how far are you able to travel without the assistance of another person?  
 ½ block (Less than 200 ft.)  1 or 2 blocks (circle one)  ¼ mile (3 blocks)  
 ½ mile (6 blocks)  ¾ mile (9 blocks)  Other (please explain)

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

Name		Relationship to Applicant	
Address	City	State	Zip
Daytime Telephone			

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

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

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

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

### DISABILITY VERIFICATION

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

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

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

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

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

**REQUEST FOR VERIFICATION  
OF DISABILITY**

Dear Medical Provider:

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

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

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

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

**PHYSICAL DISABILITIES**

- If the person has a disability affecting mobility, is the person able to travel either on his/her own or with a mobility aid 200 feet without the physical assistance of another person?  
 Yes       No       Sometimes
- Is the person able to travel either on his/her own or with a mobility aid 200 yards without the physical assistance of another person?  
 Yes       No       Sometimes
- Is the person able to travel either on his/her own or with a mobility aid ¼ mile without the physical assistance of another person?  
 Yes       No       Sometimes
- Is the person able to climb three (3) 12-inch steps without the assistance of another person? (Handrails are available)  
 Yes       No       Sometimes
- Is the person able to wait outside without support for ten (10) minutes?  
 Yes       No       Sometimes
- Does this person require special assistance and /or the use of any mobility aids? If so, what?  
\_\_\_\_\_  
\_\_\_\_\_
- Are there any circumstances in which the applicant could not ride the regular, lift-equipped PCPT buses? Please describe.  
\_\_\_\_\_  
\_\_\_\_\_
- Does this person require a Personal Care Attendant (PCA) when traveling on public transit?  
 Yes    No       Sometimes (describe)  
\_\_\_\_\_  
\_\_\_\_\_
- If this person falls, can he/she get up independently?  Yes       No       Sometimes
- Can this person negotiate traffic safely and independently?  Yes    No       Sometimes
- Can this person read information signs?  Yes       No  
If no, please explain.  
\_\_\_\_\_  
\_\_\_\_\_

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

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

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**Name of Professional**

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Mailing Address

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City State Zip

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Telephone Number

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

VEHICLE CHART/ASSIGNMENT

County ID/ PCPT ID	Vehicle Type	Year	Primary Assignment/Use	Location	Date Assgn. Location	Funding Source
35583	Pick-up, Ford F-150	2011	Supervision	West	9/9/2011	FL90-X732
35584	Pick-up, Ford F-150	2011	Supervision	East	9/9/2011	FL90-X732
34430 (8)	Sedan, Ford	2009	Administration	West	4/15/09	FL90-X612
34436 (9)	Sedan, Ford	2009	Administration	West	4/15/09	FL90-X654
23758 (81)	Sedan, Ford	2000	<i>Surplus/Pending Sale</i>	West	10/1/03	FL90-X375
35781 (781)	Sedan, Ford	2012	Transit Relief	West	1/30/12	FL90-X695
35782 (782)	Sedan, Ford	2012	Transit Relief	West	1/30/12	FL90-X695
35783 (783)	Sedan, Ford	2012	Transit Relief	East	1/30/12	FL90-X695
23705 (82)	Station Wagon, Ford - 5 Passenger	2000	Transit Relief	West	2/2/11	FL90-X375
26851 (83)	Station Wagon, Ford - 5 Passenger	2002	<i>Surplus/Pending Sale</i>	West	10/1/03	FL90-X400
28694 (3)	Station Wagon, Ford - 4 Passenger	2005	Transit Relief	East	6/2/04	FL90-X477
28695 (4)	Station Wagon, Ford - 4 Passenger	2005	Transit Relief	West	5/28/04	FL90-X477
28696 (5)	Station Wagon, Ford - 4 Passenger	2005	Transit Relief	West	5/28/04	FL90-X477
28697 (6)	Station Wagon, Ford - 4 Passenger	2005	Active Revenue - Paratransit	West	5/28/04	FL90-X477
28698 (7)	Station Wagon, Ford - 4 Passenger	2005	Active Revenue - Paratransit	East	2/2/11	FL90-X477
23229 (77)	Van, Dodge - 10 Passenger/1 W/C	1999	<i>Surplus/Pending Sale</i>	East	10/1/03	FL90-X330
23738 (80)	Van, Dodge - 10 Passenger/1 W/C	1999	<i>Surplus/Pending Sale</i>	West	10/1/03	FL90-X330
29104 (30)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2004	<i>Contingency</i>	West	10/1/04	FL90-X502
29105 (28)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2004	<i>Pending Surplus Action</i>	West	10/1/04	FL90-X502
29106 (29)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2004	<i>Pending Surplus Action</i>	West	10/1/04	FL90-X502
30323 (31)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	<i>Contingency</i>	West	1/11/06	FL90-X502
30324 (32)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	Active Revenue - Para - Secondary	West	3/4/10	FL90-X502
30325 (33)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	Active Revenue - Para - Primary	West	5/12/10	FL90-X502/540
30326 (34)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	Active Revenue - Para - Secondary	East	1/14/06	FL90-X502
30327 (35)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	<i>Contingency</i>	East	1/15/06	FL90-X502
30328 (36)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2006	<i>Pending Surplus Action</i>	East	1/16/06	FL90-X502
34401 (19)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2009	Active Revenue - Para - Primary	West	4/6/09	FL90-X612
34402 (20)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2009	Active Revenue - Para - Primary	East	4/6/09	FL90-X612
34403 (21)	Bus, Ford - 18 Pass or 16 Pass + 2 W/C	2009	Active Revenue - Para - Primary	West	4/6/09	FL90-X612/X564
34944 (14)	Bus, Ford - 12 Pass + 2 W/C	2009	Active Revenue - Para - Primary	East	5/12/10	ARRA - 5311
34945 (15)	Bus, Ford - 12 Pass + 2 W/C	2009	Active Revenue - Para - Primary	East	5/5/10	ARRA - 5311
35572 (572)	Bus, Chev - 12 Pass + 2 W/C	2011	Active Revenue - Para - Primary	West	7/27/11	FL90-X695
35573 (573)	Bus, Chev - 12 Pass + 2 W/C	2011	Active Revenue - Para - Primary	West	7/27/11	FL90-X732
35574 (574)	Bus, Chev - 12 Pass + 2 W/C	2011	Active Revenue - Para - Primary	East	7/27/11	FDOT APA39
35575 (575)	Bus, Chev - 12 Pass + 2 W/C	2011	Active Revenue - Para - Primary	West	7/27/11	FDOT APA39/APJ00
35576 (576)	Bus, Chev - 12 Pass + 2 W/C	2011	Active Revenue - Para - Primary	West	7/27/11	FDOT APJ00
22810 (69)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	1998	<i>Surplus/Pending Sale</i>	East	2/25/08	FL90-X307
22811 (71)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	1998	<i>Surplus/Pending Sale</i>	West	2/3/11	FL90-X307
22813 (72)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	1998	<i>Surplus/Pending Sale</i>	East	5/11/09	FL90-X307
22814 (73)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	1998	<i>Surplus/Pending Sale</i>	West	10/1/03	FL90-X307
22950 (74)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	1999	<i>Surplus/Pending Sale</i>	East	10/1/03	FL90-X256/X330

\*Plaque installed recognizing the late Ms. Shirley Berger for her generous contribution.

**VEHICLE CHART/ASSIGNMENT**

County ID/ PCPT ID	Vehicle Type	Year	Primary Assignment/Use	Location	Date Assgn. Location	Funding Source
25089 (47)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	2002	Active Rev - Transit - Secondary	East	7/1/11	FL90-X375
26793 (45)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	2002	Active Rev - Transit - Secondary	East	7/1/11	FL90-X419
26968 (38)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	2002	Active Rev - Transit - Secondary	West	7/1/11	FL90-X419
26969 (39)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	2002	Active Rev - Transit - Secondary	West	7/1/11	FL90-X419
26970 (40)	Bus, Bluebird - 25' - 26 Pass + 1 W/C (or 24 + 2)	2002	Active Rev - Transit - Secondary	West	7/1/11	FL90-X419
25108 (48)	Bus, Bluebird - 32' - 33 Pass or 27 + 2 W/C	2002	Active Rev - Transit - Secondary	West	10/1/03	FL90-X375/X400
25118 (56)	Bus, Bluebird - 32' - 33 Pass or 27 + 2 W/C	2002	Active Revenue - Transit - Primary	East	7/1/11	FL90-X400
26794 (44)	Bus, Bluebird - 32' - 33 Pass or 27 + 2 W/C	2002	Active Rev - Transit - Secondary	West	7/1/11	Tri-County Proj.
26971 (84)	Bus, Bluebird - 30' - 26 Pass or 20 + 2 W/C	2003	Active Rev - Transit - Secondary	West	10/1/03	FL90-X446
28232 (85)	Bus, Bluebird - 30' - 26 Pass or 20 + 2 W/C	2003	Active Rev - Transit - Secondary	West	10/1/03	FL90-X446
28233 (86)	Bus, Bluebird - 30' - 26 Pass or 20 + 2 W/C	2003	Active Rev - Transit - Secondary	West	10/1/03	FL90-X446
30425 (87)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2006	Active Revenue - Transit - Primary	West	3/7/06	FL90-X502/540
30426 (88)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2006	Active Revenue - Transit - Primary	West	3/7/06	FL90-502
31132 (89)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2006	Active Revenue - Transit - Primary	West	8/8/06	FL90-X540
31910 (90)	Bus, Bluebird - 30' - 30 Pass or 24 + 2 W/C	2007	Active Revenue - Transit - Primary	East	7/1/11	FL90-X564/03-0292
31911 (91)	Bus, Bluebird - 30' - 24 Pass or 18 + 2 W/C	2007	Active Revenue - Transit - Primary	East	7/1/11	FL-04-0005
31912 (92)	Bus, Bluebird - 30' - 24 Pass or 18 + 2 W/C	2007	Active Revenue - Transit - Primary	East	7/1/11	FL-04-0005
31913 (93)	Bus, Bluebird - 30' - 24 Pass or 18 + 2 W/C	2007	Active Revenue - Transit - Primary	East	9/19/11	FL-04-0005
31914 (94)	Bus, Bluebird - 30' - 24 Pass or 18 + 2 W/C	2007	Active Revenue - Transit - Primary	West	3/26/07	FL-04-0005
33412 (95)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2007	Active Revenue - Transit - Primary	West	4/4/08	FL90-X540/564
33413 (96)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2007	Active Revenue - Transit - Primary	East	4/4/08	FL90-X564
33414 (97)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2007	Active Revenue - Transit - Primary	West	4/4/08	FL90-X612
33415 (98)	Bus, Bluebird - 35' - 30 Pass or 24 + 2 W/C	2007	Active Revenue - Transit - Primary	East	4/4/08	FL90-X612
34876 (49)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2009	Active Revenue - Transit - Primary	West	3/15/10	FL90-X654
34877 (50)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2009	Active Revenue - Transit - Primary	West	3/15/10	FL90-X654
34878 (51)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2009	Active Revenue - Transit - Primary	West	3/15/10	FL90-X654/5311
34879 (52)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2009	Active Revenue - Transit - Primary	East	3/15/10	FL90-X654/040037
35435 (435)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35436 (436)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35566 (566)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35567 (567)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35568 (568)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35569 (569)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
35570 (570)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	East	7/20/11	FL96-X020
35571 (571)	Bus, El Dorado - 35' - 34 Pass or 28 + 2 W/C	2011	Active Revenue - Transit - Primary	West	7/20/11	FL96-X020
Note: All active fleet vehicles are radio equipped. All buses are wheelchair lift/ramp equipped.			Note: FTA - Federal Transit Administration CTD - Commission for the Transportation Disadvantaged West - Galen Wilson, Port Richey East - San Antonio			
<b>Total Active Revenue Service Vehicles</b>		<b>51</b>	<b>Active/Contingency Vehicles (Buses/Vans)</b>			
<b>Total Ambulatory Capacity</b>		<b>1297</b>	1089 with full wheelchair capacity in use.			
<b>Total Wheelchair Capacity</b>		<b>102</b>				



BayCare Behavioral Health, Inc.  
**SUPPORT VEHICLE INVENTORY FORM**

10/19/2011

Agency Name	Agency ID	Vehicle Type Code	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel- Chair Capacity	Comment
BAY	45	VAN	2002	1FBSS31L02HA65033	FOR	NO	GA		NO	5310
BAY	46	VAN	2002	1GNNDM19XX2B141989	CHE	NO	GA		NO	
BAY	48	VAN	2003	1FAFP3631W224961	FOC	NO	GA		NO	
BAY	51	VAN	2003	1FBNE31L53HB62864	FOR	NO	GA		NO	5310
BAY	54	VAN	2006	1FMRE11W36HA35901	FOR	NO	GA		NO	5310
BAY	55	VAN	2006	1FMRE11W76HA35903	FOR	NO	GA		NO	5310
BAY	56	VAN	2006	1FMRE11W36HA78165	FOR	NO	GA		NO	5310
BAY	57	VAN	2006	1FMRE11WX6DA60561	FOR	NO	GA		NO	5310
BAY	223	SED	2009	1FAHP35N19W133550	FOR	NO	GA		NO	5310
BAY	224	SED	2009	1FAHP35N35W133551	FOR	NO	GA		NO	5310
BAY	225	SED	2009	1FAHP35N59W133552	FOR	NO	GA		NO	5310
BAY	227	SED	2010	3FAHP0GA7AR271216	FOR	NO	GA		NO	5310
BAY	228	SED	2010	3FAHP0GA9AR271210	FOR	NO	GA		NO	5310
BAY	229	SED	2010	3FAHP0GA2AR271209	FOR	NO	GA		NO	5310
BAY	230	SED	2010	3FAHP0GA9AR271207	FOR	NO	GA		NO	5310
BAY	231	SED	2010	3FAHP0GA1AR271203	FOR	NO	GA		NO	5310
BAY	232	SED	2011	3FAHP0GAXBR268866	FOR	NO	GA		NO	5310
BAY	233	SED	2011	3FAHP0GA1BR268867	FOR	NO	GA		NO	5310
BAY	234	SED	2011	3FAHP0GA6BR331378	FOR	NO	GA		NO	5310

Center for Independence

3/15/2012

Agency Name	Agency ID	Vehicle Type Code	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel-Chair Capacity
CFI	2	VAN	2000	1GNDM19W8YB220304	CHE	NO	GA	6	0
CFI	3	VAN	2002	2B5WB35Z72K128050	DOD	NO	GA	14	0
CFI	5	VAN	2002	2B5WB35Z92K128051	DOD	NO	GA	14	0
CFI	17	VAN	1998	1GNDM19W5WB209967	CHE	NO	GA	4	0
CFI	18	VAN	1998	1GNDM19W9WB210474	CHE	NO	GA	4	0
CFI	19	VAN	1999	2B6LB312Z5XK535313	DOD	YES	GA	10	3
CFI	21	VAN	2001	2B4GP44391R310691	DOD	NO	GA	6	0
CFI	22	VAN	2001	2B4GP44301R310692	DOD	NO	GA	6	0
CFI	23	VAN	2007	1GBJG31U071110350	CHE	YES	GA	10	2
CFI	24	VAN	2007	1D4GP24R87B228683	DOD	NO	GA	6	0
CFI	25	VAN	2007	1D4GP24RX7B228684	DOD	NO	GA	6	0
CFI	26	VAN	2007	1D4GP24R17B228685	DOD	NO	GA	6	0
CFI	27	VAN	2008	1FBNE31L48DA08161	FOR	NO	GA	11	0
CFI	28	VAN	2008	AGBJ31K481120492	CHE	YES	GA	11	2
CFI	29	VAN	2010	2D4RN4DE4AR167669	DOD	YES	GA	5	2
CFI	30	VAN	2010	2D4RN4DE6AR259429	DOD	NO	GA	6	2

EMT

1/18/2012

Page 1 of 1

SUPPORT VEHICLE INVENTORY FORM

Agency Name	Agency ID	Vehicle Type Code	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity Ambul + W/C	Wheel- Chair Capacity	Vehicle Purchase Price	Estimated Replace Cost	Estimate Replace. Year	Comment
EMT	335	E-350	2004	1FTSS34L44HB48121	FOR	YES	GA	3	2	\$ 12,900			
EMT	1	VAN	2006	1D4GP24R96B624927	DOD	NO	GA	6		\$ 4,240			



SUPPORT VEHICLE INVENTORY FORM

7/25/2011

Agency Name	Vehicle Type Code	Agency ID	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel- Chair Capacity
Yellow	VAN	135	2004	2G1WF52E849220103	CHE	N	GA	7	0
Yellow	VAN	139	2006	2FMZA51656BA42283	FRD	N	GA	7	0
Yellow	VAN	155	2006	2FMZA51636BA46607	FRD	N	GA	7	0
Yellow	SED	185	2005	2FAHP71WX5X104942	FRD	N	GA	7	0
Yellow	SED	186	2005	2FAHP71W55X150324	FRD	N	GA	7	0
Yellow	SED	191	2005	2FAHP71WX5X165644	FRD	N	GA	7	0
Yellow	SED	239	2005	2FAHP71W15X165628	FRD	N	GA	7	0
Yellow	SED	242	2005	2FAHP71W65X127893	FRD	N	GA	7	0
Yellow	SED	243	2005	2FAHP71W05X165572	FRD	N	GA	7	0
Yellow	SED	248	2005	2FAHP71W55X165597	FRD	N	GA	7	0
Yellow	SED	250	2005	2FAHP71W85X165688	FRD	N	GA	5	0
Yellow	SED	251	2005	2FAHP71W65X165673	FRD	N	GA	5	0
Yellow	SED	252	2005	2FAHP71W75X150325	FRD	N	GA	5	0
Yellow	SED	254	2005	2FAHP71W85X150365	FRD	N	GA	5	0
Yellow	SED	256	2004	1GNDX03E4D1777209	CHE	N	GA	5	0
Yellow	SED	263	2005	2FAHP71W15X142382	FRD	N	GA	5	0
Yellow	SED	264	2005	2FAHP71W25X127759	FRD	N	GA	5	0
Yellow	SED	265	2005	2FAHP71W65X165608	FRD	N	GA	5	0
Yellow	SED	270	2005	2FAHP71W25X165573	FRD	N	GA	5	0
Yellow	SED	272	2005	2FAHP71W85X142329	FRD	N	GA	5	0
Yellow	SED	282	2005	2FAHP71W55X142417	FRD	N	GA	5	0
Yellow	SED	284	2005	2FAHP71W55X165695	FRD	N	GA	5	0
Yellow	SED	289	2005	2FAHP71W55X165714	FRD	N	GA	5	0
Yellow	SED	294	2005	2FAHP71W55X150304	FRD	N	GA	5	0
Yellow	VAN	297	2005	1D4GP25R05B312010	DOD	N	GA	7	0
Yellow	SED	298	2005	2FAHP71W45X165591	FRD	N	GA	5	0
Yellow	SED	300	2005	2FAHP71W65X165611	FRD	N	GA	5	0
Yellow	SED	306	2005	2FAHP71W46X130339	FRD	N	GA	5	0
Yellow	SED	314	2006	2FAHP71W36X130302	FRD	N	GA	5	0
Yellow	SED	320	2006	2FAHP71W16X130363	FRD	N	GA	5	0
Yellow	SED	326	2006	2FAHP71W36X130350	FRD	N	GA	5	0

Gulf Coast Yellow Cab

Agency Name	Vehicle Type Code	Agency ID	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel-Chair Capacity
Yellow	SED	400	2001	2FAFP71W11X165243	FRD	N	GA	5	0
Yellow	SED	401	2002	2FAFP71W72X103606	FRD	N	GA	5	0
Yellow	SED	406	2005	2FAHP71W75X104848	FRD	N	GA	5	0
Yellow	SED	421	2005	2FAFP71W15X165314	FRD	N	GA	5	0
Yellow	SED	422	2000	2FAFP71W7YX173745	FRD	N	GA	5	0
Yellow	SED	433	2004	2FAFP71W94X149375	FRD	N	GA	5	0
Yellow	SED	447	2004	2FAHP71W04X156756	FRD	N	GA	5	0
Yellow	SED	471	2006	2FAHP71W75X165570	FRD	N	GA	5	0
Yellow	SED	472	2007	2FAHP71W77X155365	FRD	N	GA	5	0
Yellow	SED	485	2007	2FAHP71WX7X160396	FRD	N	GA	5	0
Yellow	SED	504	2004	2FAFP74W74X117908	FRD	N	GA	5	0
Yellow	VAN	531	2011	5TDKK3DC8BS050380	TOY	N	GA	7	0
Yellow	SED	549	2006	1D4GP24R46B621742	DOD	N	GA	5	0
Yellow	SED	620	2004	2FAFP74W64X117907	FRD	N	GA	5	0
Yellow	SED	621	2004	2FAFP74W14X125079	FRD	N	GA	5	0
Yellow	SED	623	2004	2FAFP74W94X128358	FRD	N	GA	5	0
Yellow	SED	630	2004	2FAFP74W04X128457	FRD	N	GA	5	0
Yellow	SED	639	2004	2FAFP74W74X130058	FRD	N	GA	5	0
Yellow	SED	644	2004	2FAFP74W64X125143	FRD	N	GA	5	0
Yellow	SED	657	2005	2G1WF52E859121380	CHE	N	GA	5	0
Yellow	SED	672	2004	2FAFP74WX4X126327	FRD	N	GA	5	0
Yellow	VAN	686	2006	1D4GP24R56B621765	DOD	N	GA	7	0
Yellow	VAN	692	2006	1D4GP24R16B621780	DOD	N	GA	7	0
Yellow	VAN	693	2006	1D4GP24R06B621723	DOD	N	GA	7	0
Yellow	VAN	694	2006	1D4GP24R26B621738	DOD	N	GA	7	0
Yellow	VAN	695	2006	1D4GP24R16B621780	DOD	N	GA	7	0

JARR, Inc. dba Silver Streak

SUPPORT VEHICLE INVENTORY FORM

12/14/2011

Agency Name	Vehicle Type Code	Agency ID	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel- Chair Capacity	Comment *
JARR	AO	1	2005	2FAFP70W35X175361	FRD	NO	GA	5	0	
JARR	AO	2	2007	2FAFP70W47X158569	FRD	NO	GA	5	0	
JARR	AO	3	2007	2FAFP70W57X125547	FRD	NO	GA	5	0	
JARR	AO	4	2005	2FAFP70W65X145125	FRD	NO	GA	5	0	
JARR	AO	5	2005	2FAFP70W15X120178	FRD	NO	GA	5	0	
JARR	AO	7	2005	2FAFP70W75X175332	FRD	NO	GA	5	0	
JARR	AO	8	2005	2FAFP70W15X120179	FRD	NO	GA	5	0	
JARR	AO	9	2005	2FAFP70W65X170896	FRD	NO	GA	5	0	
JARR	AO	10	2007	2FAFP70W17X161915	FRD	NO	GA	5	0	
JARR	AO	11	2005	2FAFP70W45X117243	FRD	NO	GA	5	0	
JARR	AO	12	2007	2FAFP70W67X125573	FRD	NO	GA	5	0	
JARR	AO	14	2005	2FAFP70WX5X130689	FRD	NO	GA	5	0	
JARR	AO	15	2005	2FAFP70W35X175330	FRD	NO	GA	5	0	
JARR	AO	16	2005	2FAFP70W55X170923	FRD	NO	GA	5	0	
JARR	AO	17	2005	2FAFP70W65X145142	FRD	NO	GA	5	0	
JARR	AO	18	2005	2FAFP70W75X120184	FRD	NO	GA	5	0	
JARR	AO	19	2007	2FAFP70W07X158570	FRD	NO	GA	5	0	
JARR	AO	20	2007	2FAFP70W67X161902	FRD	NO	GA	5	0	
JARR	AO	25L	2003	1LNHM81W33Y674346	LIN	NO	GA	5	0	
JARR	AO	26L	2003	1LNHM83W93Y605142	LIN	NO	GA	5	0	
JARR	AO	27L	2004	1LNHM81W94Y622432	LIN	NO	GA	5	0	
JARR	AO	28L	2003	1LNHM81W33Y04798	LIN	NO	GA	5	0	
JARR	AO	29L	2005	1LNHM81W15Y672274	LIN	NO	GA	5	0	
JARR	AO	30L	2001	1LNHM82W11Y636707	LIN	NO	GA	5	0	
JARR	AO	31	2004	1LNHM81W04Y654394	LIN	NO	GA	5	0	
JARR	VAN	35	2000	1FBSS31S6YHA88459	E350	YES	GA	14/10	2	

\* These vehicles are CTC certified but are not all used in contract service at the same time.



**MEDFLEET SYSTEMS, INC.  
SUPPORT VEHICLE INVENTORY FORM**

Updated 5/25/11

Agency Name	Agency ID	Year Of Manuf.	Vehicle ID # (VIN)	Model #	Manuf. Code	ADA Access	Fuel Type	Wheel-Chair Capacity	Comment
MED	444	2005	1FTNE244954A45206	E-250	FOR	YES	GA	2	
MED	446	2006	1FTNE24W36HB07636	E-250	FOR	YES	GA	2	
MED	447	2006	1FTNE24W16DA32197	E-250	FOR	YES	GA	2	
MED	448	2006	1FTNS24W56HA97894	E-250	FOR	YES	GA	2	
MED	449	2006	1FTNE24W56DB07399	E-250	FOR	YES	GA	2	
MED	453	2006	1FTNE24W76DB14824	E-250	FOR	YES	GA	2	
MED	457	2007	1FTNE24W97DA07663	E-250	FOR	YES	GA	2	
MED	458	2007	1FTNS24W77DB39801	E-250	FOR	YES	GA	2	
MED	462	2008	1FTNE14W69DA69230	E-150	FOR	YES	GA	2	
MED	463	2008	1FTNE14W09DA69224	E-150	FOR	YES	GA	2	
MED	464	2008	1FTNE14W89DA69231	E-150	FOR	YES	GA	2	
MED	465	2010	1FTNS2EWXADA05824	E-250	FOR	YES	GA	2	
MED	468	2010	1FTNS2EW1ADA68987	E-150	FOR	YES	GA	2	
MED	469	2011	1FTNE1EWXBDA02151	E-150	FOR	YES	GA	2	
MED	496	2006	1FTNE24WX6HA19411	E-250	FOR	YES	GA	2	
MED	472	2011	1FTNE1EW2BDA42871	E-150	FOR	YES	GA	2	
MED	473	2011	1FTNE1EW0BDA62036	E-150	FOR	YES	GA	2	

SUPPORT VEHICLE INVENTORY FORM

Agency Name	Agency ID	Vehicle Type Code	Year Of Manuf.	Vehicle ID # (VIN)	Manuf. Code	ADA Access	Fuel Type	Maximum Capacity	Wheel-Chair Capacity	Vehicle Purchase Price	Estimated Replace Cost	Estimate Replace. Year	Comment
WSL	25 VN	2003	1FTNS24273HA27080	FRD	YES	GA	3	2					1 stret.
WSL	26 VN	2003	1FTNS24223HB79610	FRD	YES	GA	3	2					
WSL	27 VN	2003	1FTNS24283HB79613	FRD	YES	GA	3	2					1 stret.
WSL	28 VN	2004	1FTNE24W74HB50597	FRD	YES	GA	3	2					
WSL	31 VN	2007	1FTNE14W47DB447	FRD	YES	GA	3	3					
WSL	33 VN	2009	1FTNS24W39DA03331	FRD	YES	GA	3	2					1 stret.
WSL	34 VN	2003	2C4GP44303R163666	CHR	YES	GA	3	2					
WSL	35 VN	2011	1FTNE1EW7BDA04309	FRD	YES	GA	3	2					
WSL	36 VN	2011	1FTNE1EW3BDA04310	FRD	YES	GA	3	2					

**SYSTEM SAFETY AND SECURITY CERTIFICATION**

**DATE:** January 18, 2012  
**NAME:** Pasco County Public Transportation (PCPT)  
**ADDRESS:** 8620 Galen Wilson Boulevard  
Port Richey, Florida 34668

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

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

**SIGNATURE:**   
Daniel R. Johnson

**TITLE:** Assistant County Administrator  
For Public Services

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

**NAME:** Pasco County Fleet Maintenance  
Stephen McNaughton, Fleet Management Director

**ADDRESS:** Pasco County Fleet Management  
8835 Government Drive  
New Port Richey, Florida 34654

RECEIVED  
JAN 19 2012  
PUBLIC SVCS. ADMIN

### MARKETING INITIATIVES

May-12

**MARKETING GOAL:** To build and retain ridership through specific initiatives.  
**MARKETS TARGETED:** students, senior citizens, new residents, Spanish-speaking residents, disabled, seasonal residents, visitors, and young workforce

CAMPAIGNS/SPECIAL PROMOTIONS	ONGOING BUS SCHEDULE/ BROCHURE DISTRIBUTION	MEDIA PROMOTION	MEETINGS/ PRESENTATIONS	PROMOTIONAL PIECES	CUSTOMER SERVICE
Agency-Sponsored Bus Pass Program	Civic Associations County Government Centers New Port Richey Public Library	Various Newspaper Articles and Special Publications in: St. Petersburg Times, Tampa Tribune, Pasco News, Suncoast News, Zephyrhills News, Editorials	Citizen's Advisory Committee (CAC) Transportation Work-Shops Local Coordinating Board (LCB)	Bus Stop Signs	Survey Cards
First-time riders	City Offices - Dade City, Port Richey Richy			Memo Holders	Bus Passes by Mail
20-ride pass	Chambers of Commerce Clubs & Social Organizations	Public Service Announcements via Agenda Items	Technical Advisory Committee (TAC) Board of County Commissioners/ Public Hearings	Bus Schedules	On-board comment cards
Network	City and County Libraries Veterans' Administration Clinic			Brochures	Route Signs on Buses
Pasco County Public Access Television	Apartments Condo Associations	Channel 622	Presentations to mobile home parks apartments, condos, Lighthouse for the Blind churches, clubs, chambers of commerce, schools, POST, Marchman	Bus Pass holders	Personalized Trip Planning
Reduced-fare ID program	Mobile Home Parks Health Departments Pasco County Housing Authority			Pencils/erasers Coin Purses, pens	Dialogue with Riders via Monitoring Random Sampling Monitoring
PCPT Web site	United Farmworkers (Hispanic) Hospitals Social Service Agencies Medical Centers Individual Mailouts	Pasco County Network Media - Facebook Welcome to the Community newspaper inserts FPTA newsletter	Magnets Rulers/Key Chains	Bus Passes	Market Research Statistical Data Collection
	Homeless Projects through School Board Career Central Connections (employment placement); PHCC; Marchman Tech Center			Rain ponchos ID Cards ID Cards ID Cards ID Cards ID Cards	Information Line Paratransit Survey Public Hearing Public Workshop Mailouts
Paratransit Survey	Sam's Club	News releases to all local media outlets Welcome Packets Back to School Newspaper Inserts	PHCC's FOCUS prg. Strong Ties Program Assisted Living Facilities	PHCC Encore	Spanish schedules and brochures EVENTS: cont'd
On-Board Bus Survey	Social Security Administration	Paid Public Notices	ENP Sites Bayonet Pt. Hospital	Family Resource Night @Pasco Elementary	
	PCPT lobby		Community Services Focus Group	Family Resource Night @ Lacochoe Elementary	
	Mailouts		Pasco County Employee Orientation	Hurricane Expo	
	Hotel Concierge Services				

## ATTACHMENT C

LEVEL OF COST  
WORKSHEET 1

CTC EXPENSES BY ACCOUNT (500-599)						
Expense Category	Evaluation Period '11		Evaluation Period '10		Percent Change	
	No. of Trips: 407,695	Expense	No. of Trips: 351,420	Expense		
Labor (501)		\$ 1,026,509	2.52	\$ 903,269	2.57	13.6%
Fringe Benefits (502)		\$ 280,324	0.69	\$ 175,181	0.50	60.0%
Services (503)		\$ 46,947	0.12	\$ 21,840	0.06	115.0%
Material and Supplies Consumed (504)		\$ 306,370	0.75	\$ 314,899	0.90	-2.7%
Utilities (505)		\$ 17,601	0.04	\$ 14,284	0.04	23.2%
Casualty and Liability Costs (506)		\$ 111,066	0.27	\$ 116,466	0.33	-4.6%
Taxes (507)		\$ 1,583	0.00	\$ 1,949	0.01	-18.8%
Purchased Transportation Service (508)		\$ 1,046,116	2.57	\$ 1,168,707	3.33	-10.5%
Miscellaneous Expenses (509)		\$ 91,910	0.23	\$ 15,803	0.04	481.6%
Interest Expense (511)		\$ 2,097	0.01	\$ 1,997	0.01	5.0%
Leases and Rentals (512)		\$ 1,318	0.00	\$ 39,616	0.11	-96.7%
Annual Depreciation and Amortization (513)		\$ 105,164	0.26	\$ 91,535	0.26	14.9%
Contributed Service - Allowable Expense (530)		\$ 2,880	0.01	\$ 3,001	0.01	-4.0%
Allocated Indirect Expenses		\$ 62,912	0.15	\$ 34,007	0.10	85.0%
<b>SYSTEM TOTAL</b>		<b>\$ 3,102,797</b>	<b>8.83</b>	<b>\$ 2,902,554</b>	<b>8.26</b>	<b>6.9%</b>

The overall 60.0 percent increase in Fringe Benefits was attributable to the 67 percent increase reported by the CTC because fringe benefits were understated last year. Also, three Coordination Contractors (Lighthouse, Center for Independence and BayCare) reported additional expense in this category this past year.

The overall 115.0 percent increase in Services was attributed to the 136 percent increase reported by the CTC, due to higher contracted services, i.e., fingerprinting, Dunbar Security, and Medical Services. Also, three Coordination Contractors (Gulf Coast, Center for Independence and AFIRE) reported additional expense in this category this past year.

The overall 23.2 percent increase in Utilities costs was mainly due to the CTC revising the cost allocation from transit to paratransit services.

The 481.6 percent increase in Miscellaneous Expenses was attributed to two of the Coordination Contractors (Center for Independence and BayCare) reporting \$85,582 in this category. This was due to receiving substantial New Freedom funds.

The 96.7 percent decrease in Leases and Rentals was attributed to one of the Coordination Contractors (Center for Independence) reporting substantially less in this category this past year.

The 85.0 percent increase in Allocated Indirect Expenses was mainly due to one of the Coordination Contractors (BayCare) reporting substantially more in this category this past year.

Reporting Period: 7/1/10-6/30/11

Preparers Initials: JLW

Date: 10/14/11

**ATTACHMENT A**

Page 1 of 2

**COSTS OF TRANSPORTATION OPERATORS WORKSHEET**

**1. Rates**

**Per Mile Rates**

Per Mile Rate (Ambulatory)  
Coordination Fee (per trip)

Nonambulatory/Wheelchair  
Base Fee (per trip)  
Coordination Fee (per trip)  
Per Mile Rate

Nonambulatory/Stretcher  
Base Fee (per trip)  
Coordination Fee (per trip)  
Per Mile Rate

**Agency Sponsored Bus Pass**

CTC	CONTRACT OPERATORS	CENTER FOR INDEPENDENCE	GULF COAST FAMILY SERVICES	BAYCARE BEHAVIORAL	AFRE OF PASCO	LIFELINK CORPORATION	LIGHTHOUSE BLDG/VISUALLY
\$ 2.15	\$ 2.15	N/A	N/A	N/A	N/A	N/A	N/A
\$ 2.50	\$ 2.50	N/A	N/A	N/A	N/A	N/A	N/A
\$ 2.100	\$ 18.50						
\$ 2.36	\$ 2.50						
	\$ 45.00						
	\$ 2.50						
	\$ 2.50						
\$ 40.50							
\$ 21.75							

2. Special or unique considerations which impact cost?  No

Reporting Period: 07/01/10 - 06/30/11

Preparer's Initials:

*[Handwritten Signature]*

Date: 10/14/11



# Preliminary Information Worksheet

Version 1.4

<b>CTC Name:</b>	Board of County Commissioners
<b>County (Service Area):</b>	Pasco County
<b>Contact Person:</b>	David K Morrison
<b>Phone #:</b>	727-834-3200

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Board of County Commissioners  
County: Pasco County

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

1	2		3		4		5	6	7
	Prior Year's ACTUALS from Oct 1st of 2010 to Sept 30th of 2011	Current Year's APPROVED Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's PROPOSED Budget from 2012 to Sept 30th of 2013	% 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.			

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

**Local Non-Govt**

Farebox	\$ 64,428	\$ 64,332	\$ 64,000	-0.1%	-0.5%	Farebox= used as match for CTD funds ; Donations = title III B match for trips ; Other is private pay organizations using school board vehicles to purchase trips included in program-wide rates tab;
Medicaid Co-Pay Received	\$ 911	\$ 526	\$ 500	-42.3%	-4.8%	
Donations/ Contributions	\$ 8,654	\$ 12,000	\$ 12,000	38.7%	0.0%	
In-Kind, Contributed Services						
Other	\$ 24,343	\$ 24,300	\$ 24,300	-0.2%	0.0%	
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						District School Board does not purchase trips, but does act as contract operator. ADA/CPT services are included in county cash and used to purchase trips. Other Cash is County match for Mass Transit Block Grant which is a system subsidy. 5311 and 5307 is operating subsidy for Para Transit.
County Cash	\$ 98,767	\$ 95,409	\$ 103,518	-3.4%	8.5%	
County In-Kind, Contributed Services	\$ 85	\$ 43	\$ 50	-33.8%	16.3%	
City Cash						
City In-Kind, Contributed Services						
Other Cash	\$ 150,358	\$ 150,358	\$ 150,358	0.0%	0.0%	
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 474,544	\$ 387,413	\$ 372,972	-18.4%	-3.7%	Non Spons trip Program is TD; Bus Pass Program Revenue is bus pass paid by TD for Medicaid bus passes both current and proposed year.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>		\$ 103,162	\$ 180,000		74.5%	

**USDOT & FDOT**

43 USC 5307	\$ 626,295	\$ 226,000	\$ 400,000	-63.9%	-77.0%	5307 = Capital funds used to purchase Para Transit equipment, 2 buses, computer equipment, and surveillance cameras, maintenance of Para equipment and buildings, purchase of radios and headsets for dispatch. Will purchase a new Dispatch system in 2013. Other DOT = Block Grant used for Para Transit system subsidy. 5311 is system subsidy. BLOCK GRANT is system subsidy.
49 USC 5310						
49 USC 5311 (Operating)	\$ 46,352	\$ 46,352	\$ 46,352	0.0%	0.0%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 109,256	\$ 109,256	\$ 109,256	0.0%	0.0%	
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid	\$ 718,259	\$ 791,430	\$ 851,864	10.2%	7.6%	Medicaid Monthly revenue; Bus pass Program for Medicaid changed in 2012 where bus pass for Medicaid are paid under CTD not Medicaid program.
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 107,771	\$ 9,048	\$ -	-91.8%	-100.0%	

**DCF**

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

**DCH**

Children Medical Services						Not used
County Public Health						
Other DCH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOE (state)**

Carl Perkins						Department of Education purchase of bus passes Voc Rehab, Junival Justice, Jail, Pasco County Mentally Ill jail division
Dly of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>	\$ 22,501	\$ 19,973	\$ 21,237	-11.2%	6.3%	

**AWI**

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

**DOEA**

Older Americans Act	\$ 210,714	\$ 210,714	\$ 210,714	0.0%	0.0%	Older Americans Act is IIIB OAA; Other DOEA is LSP.
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 48,406	\$ 48,406	\$ 48,406	0.0%	0.0%	
<b>Bus Pass Program Revenue</b>						

**DCA**

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





**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Board of County Commissioners

County: Pasco County

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
from Oct 1st of 2012 to Sept 30th of 2013	1				2
<b>APD</b>					
Office of Disability Determination	\$ -	\$ -			
Developmental Services	\$ -	\$ -			
Other APD	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -			
<b>DJJ</b>					
DJJ	\$ -	\$ -			
Bus Pass Program Revenue	\$ 150	\$ -	\$ 150		
<b>Other Fed or State</b>					
HUD/Community Dev block Grant	\$ 217,000	\$ 217,000	\$ -		
FED 5307 Operating Para Transit	\$ 47,555	\$ -	\$ 47,555		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
<b>Other Revenues</b>					
Interest Earnings	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
<b>Balancing Revenue to Prevent Deficit</b>					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -		
<b>Total Revenues =</b>	<b>\$ 2,860,032</b>	<b>\$ 1,902,015</b>	<b>\$ 958,017</b>	<b>\$ 400,000</b>	

**EXPENDITURES (CTC/Operators ONLY)**

<b>Operating Expenditures</b>	
Labor	\$ 563,210
Fringe Benefits	\$ 216,947
Services	\$ 58,673
Materials and Supplies	\$ 204,354
Utilities	\$ 3,786
Casualty and Liability	\$ 26,856
Taxes	\$ -
<b>Purchased Transportation</b>	
Purchased Bus Pass Expenses	\$ 201,387
School Bus Utilization Expenses	\$ 22,500
Contracted Transportation Services	\$ 1,129,909
Other	\$ -
Miscellaneous	\$ 500
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ 50
Allocated Indirect	\$ 35,049
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ 400,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
<b>Total Expenditures =</b>	<b>\$ 2,860,032</b>
minus EXCLUDED Subsidy Revenue =	\$ 958,017
<b>Budgeted Total Expenditures INCLUDED in Rate Base =</b>	<b>\$ 1,902,015</b>
Rate Base Adjustment <sup>1</sup> =	
<b>Adjusted Expenditures Included In Rate Base =</b>	<b>\$ 1,902,015</b>

\$ 558,017  
Amount of Budgeted Operating Rate Subsidy Revenue

**1 Rate Base Adjustment Cell**

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

<sup>1</sup>The Difference between Expenses and Revenues for Fiscal Year: 2010 - 2011

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

# Worksheet for Program-wide Rates

CTC: Board of County C Version 1.4  
County: Pasco County

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

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

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

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

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

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	606,093
<b>Rate Per Passenger Mile = \$</b>	<b>3.14</b>
Total Projected Passenger Trips =	79,406
<b>Rate Per Passenger Trip = \$</b>	<b>23.95</b>

Fiscal Year  
2012 - 2013

<b>Avg. Passenger Trip Length =</b>	<b>7.6 Miles</b>
-------------------------------------	------------------

Rates if No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>4.39</b>
<b>Rate Per Passenger Trip = \$</b>	<b>33.48</b>

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**

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

CTC: Board of County Version 14  
 County: Pinal County

**SECTION I: Services Provided**

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

1 Ambulatory	1 Whether	1 Stroller	2 Group
<input type="radio"/> Yes <input type="radio"/> No			
Go to Section II for Ambulatory Services	Go to Section II for Whether Service	Go to Section II for Stroller Service	STOP! Do NOT Complete Section I - 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?

2 Ambulatory	2 Whether	2 Stroller	2 Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Stop #2, 3, 4, and Go to Section II for Ambulatory Service	Stop #2, 3, 4, and Go to Section II for Whether Service	Stop #2, 3, 4, and Go to Section II for Stroller 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 contracted amount by the projected Passenger Miles / Passenger Trips?

2 Leave Blank	2 Leave Blank	2 Leave Blank	2 Do NOT Complete Section II for Group Service
<input type="radio"/> Yes <input type="radio"/> No			

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

Effective Rate for Contracted Services per Passenger Mile =	Ambulatory	Whether	Stroller	Group
per Passenger Trip =	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
	Go to Section II for Ambulatory Service	Go to Section II for Whether Service	Go to Section II for Stroller Service	

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

Leave Blank and Go to Section II for Ambulatory Service	Leave Blank and Go to Section II for Whether Service	Leave Blank and Go to Section II for Stroller Service	Do NOT Complete Section II for Group Service
<b>Combination Trip and Mile Rate</b>			

**Worksheet for Multiple Service Rates**

CTC: Board of County Version 4  
County: Fresno 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 flat?

Yes  
 No  
Skip to 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?

Per Trip  
 Per Mile  
Leave Blank

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

Leave Blank  
 \$  
 Leave Blank

4. How much will you charge each escort?

Leave Blank  
 \$  
 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)

Do NOT Complete Section IV  
 Loading Rate to 100

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

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

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically.  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates Worksheet" (MILS 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 II or "YES" to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 606,093

Rate per Passenger Mile = \$4.45

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 79,400

Rate per Passenger Trip = \$21.03

INPUT the Desired Rate per Trip (but must be less than per trip rate above) = \$2.70  
 Rate per Passenger Mile for Balance = \$2.20

**COMBINATION TRIP AND MILE RATE**

Service	Rate	Group
Ambul	\$2.70	\$0.00
Wheel Chair	\$21.20	\$0.00
Stretcher	\$47.70	\$0.00
Leave Blank		\$0.00
per passenger	\$2.20	\$0.00
per group		\$0.00

**RATES FOR FY: 2012 - 2013**

Service	Rate	Group
Ambul	\$44,106	\$0.00
Wheel Chair	166,448	\$0.00
Stretcher	6,538	\$0.00
Leave Blank	0	\$0.00
per Passenger	\$2.60	\$4.45
per group		\$9.28

**Rates if No Revenue Funds Were Identified As Subsidy Funds**

Service	Rate	Group
Ambul	\$3.63	\$0.00
Wheel Chair	\$6.23	\$0.00
Stretcher	\$12.97	\$0.00
Leave Blank		\$0.00
per passenger	\$29.39	\$50.39
per group		\$104.98

**Worksheet for Multiple Service Rates**

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

CTC: Board of County Version 1.4  
County: Pasco County

PASCO COUNTY PUBLIC TRANSPORTATION  
(PCPT)

**Transportation Contract Services Program**  
**Contract Compliance/Monitoring Inspections**

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

The monitoring process is a continuing program to assess contract compliance, focusing on five primary areas - driver requirements, vehicle requirements, administrative requirements, quality of service, and client satisfaction.

A. Driver Requirements

- Driver inspections may be performed in conjunction with vehicle inspections. These inspections are scheduled and performed on an annual basis. **Exhibits A** or **A-1** are utilized to perform and document these checks.
- No-notice inspections may be completed as follows:
  - Short notice call-in basis; i.e., contractor is notified to have vehicle/driver report to a specific location within a specified period of time.
  - Spot inspection basis, where monitoring personnel may observe driver/vehicle unannounced or by announcing their presence and purpose.
  - These compliance checks may be performed on a periodic basis. **Exhibit B** is utilized to perform and document these checks.
- During any type monitoring inspection, scheduled or no-notice, the following are applicable for drivers:
  - Must be in compliance with Chapter 14-90, F.A.C.
  - Must possess a current, applicable Florida Commercial Drivers License.
  - Must present themselves in a professional manner and in appropriate dress.
- The contractor is responsible for providing the CTC an updated printout of driver information, to include name, driver number (if applicable), licensing and training completion dates. This information should be updated and provided frequently enough to ensure it remains current and valid.

- Other driver monitoring requirements are addressed under Administrative Requirements.
- The agency/company will be provided a copy of the results with appropriate recommendations or required actions.
- Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.
  - Deficiencies which pose a real or potential safety hazard must be corrected immediately, or service must be suspended until correction is made and verified.
  - Deficiencies which pose no immediate safety hazard, but constitute a violation to the terms of the contract, must be corrected within a specified period of time which will be determined according to the nature of the violation.
  - Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

**B. Vehicle Requirements**

- Vehicle inspections are scheduled and performed on an annual basis. **Exhibits A or A-1** are utilized to perform and document these checks.
- No-notice inspections may be completed as follows:
  - Short notice call-in basis; i.e., contractor is notified to have vehicle/driver report to a specific location within a specified period of time.
  - Spot inspection basis, where monitoring personnel may observe driver/vehicle unannounced or by announcing their presence and purpose.
  - These compliance checks may be performed on a periodic basis. **Exhibit B** is utilized to perform and document these checks.
- During any type monitoring inspection, scheduled or no-notice, the following are applicable for vehicles:
  - Must be in compliance with Chapter 14-90, F.A.C.
  - Must be listed on the annual Safety Certification provided by the agency or company.
- The contractor is responsible for providing the CTC an updated printout of vehicle information, to include year, model, type, capacity, special equipment, and identification numbers. This information should be updated and provided frequently enough to ensure validity.

- Other vehicle monitoring requirements are addressed under Administrative Requirements.
- The agency/company will be provided a copy of the results with appropriate recommendations or required actions.
- Deficiencies will be noted on the applicable monitor form with a copy provided to the agency/company.
  - Deficiencies which pose a real or potential safety hazard must be corrected immediately or service must be suspended until correction is made and verified.
  - Deficiencies which pose no immediate safety hazard but constitute a violation to the terms of the Contract must be corrected within a specified period of time which will be determined according the nature of the violation.
  - Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

C. Administrative Requirements

- Administrative requirement inspections are scheduled and performed on an as needed basis, but no less than annually. **Exhibit C** is utilized to perform and document these checks.
- No-notice inspections may be conducted with one hour advance telephone notification provided. **Exhibit C** is utilized to perform and document these checks.
- The agency/company will be provided a copy of the results with appropriate recommendations or required actions.
- Deficiencies will be noted on the applicable Monitor form with a follow-up letter provided to the agency/company.
  - Deficiencies which pose a real or potential safety hazard must be corrected immediately or service suspended until correction is made and verified.
  - Deficiencies which pose no immediate safety hazard but constitute a violation to the terms of the contract must be corrected within a specified period of time which will be determined according the nature of the violation.
  - Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

#### D. Quality of Service

- Quality of service is evaluated throughout the contract period utilizing two performance measures: **Exhibit B** is used to record observations of real time service provision on both an announced and unannounced basis, and; customer complaints/grievances are assessed quarterly to determine if a trend may be developing.
- The agency/company will be provided a copy of the results with appropriate recommendations or required actions.
- Deficiencies will be noted on the applicable Monitor form with a copy provided to the agency/company.
  - Deficiencies which pose a real or potential safety hazard must be corrected immediately or service suspended until correction is made and verified.
  - Deficiencies which pose no immediate safety hazard but constitute a violation to the terms of the contract must be corrected within a specified period of time which will be determined according the nature of the violation.
  - Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

#### E. Client Satisfaction

- Client satisfaction will be gauged throughout the year on a periodic basis using **Exhibit D**. In addition, the number of customer complaints found to be valid are taken into account.
- The agency/company will be provided a copy of the results with appropriate recommendations or required actions.

**PUBLIC TRANSPORTATION PROVIDER**  
**CONTRACT COMPLIANCE/MONITOR INSPECTION**

PROJECT: Contract Transportation PROVIDER: \_\_\_\_\_

DRIVER INFORMATION: Name \_\_\_\_\_

<u>ITEM</u>	<u>SATISFACTORY</u>	<u>NEEDS IMPROVEMENT</u>	<u>UNSATISFACTORY</u>
1. Current CDL	_____	_____	_____
2. Photo ID	_____	_____	_____
3. Appearance	_____	_____	_____
4. Training	_____	_____	_____
5. Other _____	_____	_____	_____

COMMENTS: \_\_\_\_\_

**VEHICLE INFORMATION**

VEHICLE NO. \_\_\_\_\_ VIN # \_\_\_\_\_ TAG NO. \_\_\_\_\_

REPLACEMENT VEHICLE  YES  NO

VEHICLE NO. \_\_\_\_\_ VIN # \_\_\_\_\_ TAG NO. \_\_\_\_\_

<u>ITEM</u>	<u>SATISFACTORY</u>	<u>NEEDS IMPROVEMENT</u>	<u>UNSATISFACTORY</u>
1. Operator Inspection Form	_____	_____	_____
2. Tire Wear/Pressure	_____	_____	_____
3. Seat Belts/Child Seat	_____	_____	_____
4. Horn	_____	_____	_____
5. W/S Wipers	_____	_____	_____
6. Safety Equipment	_____	_____	_____
7. Mirrors	_____	_____	_____
8. Radio/Telephone	_____	_____	_____

<u>ITEM</u>	<u>SATISFACTORY</u>	<u>NEEDS IMPROVEMENT</u>	<u>UNSATISFACTORY</u>
9. A/C and Heater	_____	_____	_____
10. Interior damage/cleanliness	_____	_____	_____
11. Exterior damage/cleanliness	_____	_____	_____
12. Service Brakes	_____	_____	_____
13. Parking Brakes	_____	_____	_____
14. Tail Lights (Stop/Park)	_____	_____	_____
15. Head Lights (High/Low/Park)	_____	_____	_____
16. Back-up Lights	_____	_____	_____
17. Turn Signals	_____	_____	_____
18. Flashers	_____	_____	_____
19. Interior Lights	_____	_____	_____
20. W/C Lift/Interlock System	_____	_____	_____
21. Local Phone No. and TD Helpline No. Posted	_____	_____	_____

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 INSPECTOR'S NAME

\_\_\_\_\_  
 DRIVER'S SIGNATURE

**PASCO COUNTY PUBLIC TRANSPORTATION    EXHIBIT B**  
**QUALITY OF SERVICE MONITOR RECORD**

Monitoring Type:

Announced: \_\_\_\_\_ Unannounced: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Location: \_\_\_\_\_

Vehicle I.D. Number: \_\_\_\_\_

Driver Name: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Observations (Annotate as applicable)

	Rating			
	1	2	3	4
1. On-Time Pick-Up	_____	_____	_____	_____
2. Vehicle Exterior Cleanliness	_____	_____	_____	_____
3. Vehicle Interior Cleanliness	_____	_____	_____	_____
4. Vehicle Deficiencies	_____	_____	_____	_____
5. Driver Appearance	_____	_____	_____	_____
6. Driver Assistance	_____	_____	_____	_____
7. Pull Away	_____	_____	_____	_____
8. Passenger Comment	_____	_____	_____	_____
9. Other	_____	_____	_____	_____
10. Other	_____	_____	_____	_____

1 - Excellent    2 - Satisfactory    3 - Unsatisfactory    4 - Not Applicable or Not Observed

Comments: \_\_\_\_\_

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Conducted by:

Monitor Name	Date
Monitor Signature	Date

Reviewed by:

Assistant Transportation Manager/ Transportation Administrative Manager	Date
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cc: Transportation Manager

**PASCO COUNTY PUBLIC TRANSPORTATION    EXHIBIT C**

**ADMINISTRATIVE REQUIREMENTS MONITORING RECORD**

Monitoring Type:

Announced: \_\_\_\_\_ Unannounced: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Location: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Contact/Escort  
Name/Title: \_\_\_\_\_

Observations (Annotate as applicable)

	Rating			
	1	2	3	4
1. Contract/MOA with CTC	_____	_____	_____	_____
2. Chapter 14-90, F.A.C.	_____	_____	_____	_____
3. SSPP	_____	_____	_____	_____
4. System Safety Certification	_____	_____	_____	_____
5. Mechanic Certification (suggested)	_____	_____	_____	_____
6. Financial/Audit Records	_____	_____	_____	_____
7. Statistical Records				
- Trip/Mileage Logs	_____	_____	_____	_____
- Driver Hours	_____	_____	_____	_____
- Incident/Accident Files	_____	_____	_____	_____
8. Insurance Documentation	_____	_____	_____	_____

	Rating			
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
9. Driver Personnel File				
- Copy of Florida CDL	_____	_____	_____	_____
- Screening/Selection Documentation	_____	_____	_____	_____
- Information Sheet	_____	_____	_____	_____
- Physical Exam	_____	_____	_____	_____
- 7-Yr. Motor Vehicle Registry Report	_____	_____	_____	_____
- Drug/Alcohol Testing	_____	_____	_____	_____
- Driver Training Documentation:				
-- Advanced Driver Technique	_____	_____	_____	_____
-- Operator Maintenance Procedures	_____	_____	_____	_____
-- CPR/First Aid Certification	_____	_____	_____	_____
-- Passenger Assistance/Sensitivity	_____	_____	_____	_____
10. Drug/Alcohol Policy Training	_____	_____	_____	_____
11. Training Program				
-- List Below	_____	_____	_____	_____
12. Vehicle Documentation				
- Inventory	_____	_____	_____	_____
- Maintenance Performance Records	_____	_____	_____	_____
- Daily Operator Check	_____	_____	_____	_____
13. Complaint Resolution Procedures	_____	_____	_____	_____
14. Timely/Correct Reporting	On Time _____	Consistently Late/Incorrect _____		
1 - On-Hand/Accessible/Complete				
2 - Current/Valid				
3 - Not Observed/Not Applicable				
4 - Not Valid				

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Conducted by:

---

Monitor Name

---

Monitor Signature

---

Date

cc: Transportation Manager

PASCO COUNTY PUBLIC TRANSPORTATION EXHIBIT D

CLIENT SATISFACTION SURVEY  
(For Trip/Reservation)

1. Did you have a problem with your trip the day you took it? Yes \_\_\_\_\_ No \_\_\_\_\_
  
2. If yes, what type of problem did you have with your trip?  
\_\_\_\_ Cost  
\_\_\_\_ Pick up time was not convenient.  
\_\_\_\_ Late Pick Up (Length of Wait \_\_\_\_\_)  
\_\_\_\_ Vehicle Condition  
\_\_\_\_ Driver (Specify \_\_\_\_\_)  
\_\_\_\_ Late Return Pick Up (Length of Wait \_\_\_\_\_)  
\_\_\_\_ Other (Specify \_\_\_\_\_)  
\_\_\_\_ Not Applicable
  
3. What is the primary purpose of your trips?  
\_\_\_\_ Shopping  
\_\_\_\_ Medical  
\_\_\_\_ Personal  
\_\_\_\_ Business  
\_\_\_\_ Employment  
\_\_\_\_ Leisure  
\_\_\_\_ Social Service  
\_\_\_\_ Other
  
4. How often have you ridden over the past six months?  
1-2 times \_\_\_\_\_ 3-5 times \_\_\_\_\_ 6-10 times \_\_\_\_\_ More than 10 times \_\_\_\_\_
  
5. Do you feel the Drivers are professional, courteous and helpful?  
\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Needs Improvement
  
6. Do you feel the Vehicles are clean and comfortable?  
\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Needs Improvement
  
7. Do you feel the hours of service are sufficient?  
\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Needs Improvement
  
8. Do you feel the fares are reasonable?  
\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Needs Improvement
  
9. Do you feel the Reservation Staff answers the phone promptly?  
\_\_\_\_ Yes \_\_\_\_\_ No

10. Do you feel the Reservation Staff is courteous and helpful?

\_\_\_ Yes \_\_\_ No

11. Do you feel the Reservation Staff hours of operation meet your needs?

\_\_\_ Yes \_\_\_ No

12. Have you encountered any problems making a reservation?

\_\_\_ Yes \_\_\_ No

13. If yes, what type of problem did you have making the reservation?

\_\_\_ Advance Notice Requirement

\_\_\_ Assistance

\_\_\_ Accessibility

\_\_\_ Phone Busy (Specify length of time \_\_\_\_\_)

\_\_\_ Waiting on Hold (Specify length of time \_\_\_\_\_)

\_\_\_ Service Area Limits

\_\_\_ Pick Up Times Not Convenient

\_\_\_ Other (Specify \_\_\_\_\_)

\_\_\_ Not Applicable

14. How would you rate the overall service?

\_\_\_ Excellent \_\_\_ Good \_\_\_ Fair \_\_\_ Needs Improvement