

**ANNUAL EVALUATION
OF THE
COMMUNITY TRANSPORTATION COORDINATOR**

**PASCO COUNTY PUBLIC TRANSPORTATION
8620 Galen Wilson Boulevard
Port Richey, FL 34668
(727) 834-3200**



Prepared By:

Pasco County Metropolitan Planning Organization

Transportation Disadvantaged
Local Coordinating Board

Pasco County Public Transportation

December 2011



COMMUNITY TRANSPORTATION COORDINATOR EVALUATION
TABLE OF CONTENTS

INFORMATION PAGE.....	1
I. INTRODUCTION AND BACKGROUND.....	2
II. GENERAL INFORMATION.....	3
III. PURPOSE OF EVALUATION.....	3
IV. COMPLIANCE WITH CHAPTER 427, FS	3
V. COMPLIANCE WITH RULE 41-2, FAC	5
VI. COMMISSION STANDARDS	7
VII. LOCAL SERVICE STANDARDS.....	8
VIII. MEASURABLE STANDARDS/GOALS.....	9
A. Public Transit Ridership.....	9
B. On-Time Performance.....	10
Appointment Time	10
Unscheduled Trips	10
C. Passenger No-Shows.....	11
D. Accidents.....	11
E. Road Calls.....	11
F. Complaints.....	12
G. Call-Hold Time.....	13
IX. ON-SITE OBSERVATION.....	14
X. LEVEL OF COST – WORKSHEET 1	14
XI. LEVEL OF COMPETITION – WORKSHEET 2	14
XII. LEVEL OF COORDINATION (AVAILABILITY) – WORKSHEET 3	15
XIII. CUSTOMER SATISFACTION SURVEY.....	19
XIV. QUALITY ASSURANCE.....	19
XV. CONCLUSIONS.....	19

XVI. ATTACHMENTS.....19

- A. Costs of Transportation Operators Worksheet
- B. On-Site Observation of the System Survey
- C. Level of Cost – Worksheet 1
- D. PCPT Client Satisfaction Survey
- E. Audits of Funding Agencies

INFORMATION PAGE

CTC BEING REVIEWED: Pasco County Public Transportation

COUNTY: Pasco **TYPE OF REVIEW:** Annual Evaluation

ADDRESS: 8620 Galen Wilson Boulevard Port Richey, Florida 34668

CONTACT: Michael H. Carroll **PHONE:** (727) 834-3200

EMAIL: mcarroll@ridepcpt.com **REVIEW DATES:** 7/1/10-6/30/11

PERSONS CONDUCTING THE REVIEW: Manny Lajmiri, Tracy Dean, Dr. Vanessa Dazio & Thelma Williams

CONTACT INFORMATION:

Manny Lajmiri - (727) 847-8140; Thelma Williams – (727) 834-3200

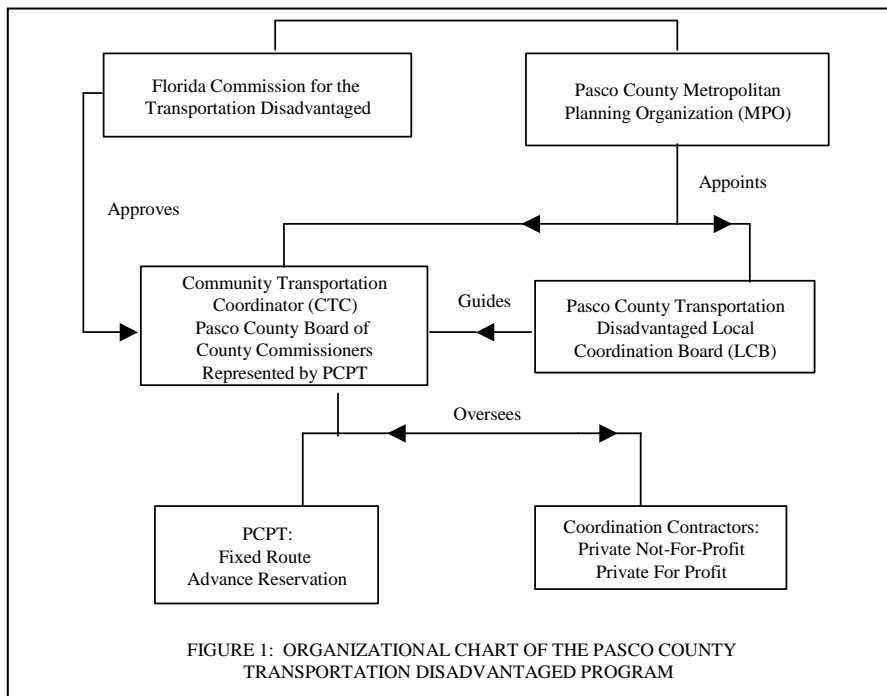
LOCAL COORDINATING BOARD: December 1, 2011

I. INTRODUCTION AND BACKGROUND

Pasco County Public Transportation (PCPT), representing the Community Transportation Coordinator (CTC), is responsible for arranging transportation for the disadvantaged with funding from federal, state and local sources. The CTC contracts with these funding sources to provide transportation to their clients. The CTC may provide this transportation directly, using its own drivers and vehicles, or it may contract for such service with public, private, or nonprofit carriers.

PCPT is the largest provider of public transportation in Pasco County and has served the transportation disadvantaged citizens of Pasco since 1972. PCPT is a multifunded agency providing both general public and specialized services throughout the 745 square miles of land in Pasco County. The coordinated transportation concept was established to facilitate cost effective and more efficient transportation by having one entity responsible for managing all available transportation resources and coordinating service between the users and the sponsors. A fundamental goal of this system is to reduce or eliminate duplication and fragmentation of these services.

As a result of the 1989 legislation, Chapter 427, Florida Statutes (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 implementing Transportation Disadvantaged (TD) legislation. In October 1990, PCPT was appointed CTC by the local MPO. PCPT is currently coordinating transportation services for the TD population with applicable public and private transportation providers operating in Pasco County. *Figure 1* signifies how the system is organized in Pasco County.



II. GENERAL INFORMATION

- A. Operating Environment: Rural Urban
- B. Organization Type: Private-for-Profit
 Private-non-Profit
 Government
 Transportation Agency
- C. Network Type: Sole Provider
 Partial Brokerage
 Complete Brokerage
- D. Contracted Operators: JARR, Inc., d/b/a A Silver Streak Car Service
 Wheelchair/Stretcher Limo, Inc.
 MedFleet, Inc.
 Gulf Coast Yellow Cab, LLC
 Care Ride, LLC
 MSquare Transport Contracts, LLC
- E. Coordination Contractors: Lighthouse for the Visually Impaired and Blind, Inc.
 The Center for Independence, Inc.
 Lifelink Corporation
 Gulf Coast Jewish Family Services, Inc.
 BayCare Behavioral Health, Inc.
 A.F.I.R.E. of Pasco County, Inc.

III. PURPOSE OF EVALUATION

One of the primary tasks of the TD Local Coordinating Board (LCB) is to continually evaluate the services provided by the CTC. The LCB must provide the MPO with an evaluation of the CTC's performance, including a recommendation on continued use of the CTC representative.

The evaluation report period for the performance criteria and applicable worksheets was July 1, 2010 through June 30, 2011. This report period is being used to allow for a consistent comparison of the applicable criteria with those of the previous evaluation time period of July 1, 2009 through June 30, 2010. The approved 2010-2011 Annual Operations Report (AOR) was the source of information for the worksheet data.

The purpose of conducting this evaluation is to ensure that the most cost-effective, efficient, unfragmented, unduplicated, appropriate, reliable and accountable transportation services are being provided to the local transportation disadvantaged population.

IV. COMPLIANCE WITH CHAPTER 427, FS

MONITORING OF CONTRACTED OPERATORS

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Each private for profit operator that is under contract with the CTC is monitored at least annually to ensure compliance under contract stipulations. The monitoring is conducted on site of the private for profit operator. Areas of compliance covered are statistical; policy and safety records; insurance documentation; driver personnel files; training programs including drug and alcohol policies; vehicle documentation and inspection; complaint procedures; and reporting. A written report of each monitoring is sent to the operator.

All vehicles of the private for profit operators utilized in contract service are inspected annually and provided a CTC decal.

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Each private not-for-profit agency that is under contract with the CTC is monitored at least annually to ensure compliance under contract stipulations. The monitoring is conducted on site of the coordination contractor. Areas of compliance covered are statistical; policy and safety records; insurance documentation; driver personnel files; training programs including drug and alcohol policies; vehicle documentation and inspection; complaint procedures; and reporting. A written report of each monitoring is sent to the not-for-profit agency.

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Upon written notification from the CTC, any deficiencies must be corrected within 60 days. If sufficient documentation is not received within the 60-day period, a reinspection is conducted. All written reports are reviewed by the LCB quarterly. **The CTC is in compliance with this section.**

UTILIZATION OF SCHOOL BUSES AND PUBLIC TRANSPORTATION SERVICES

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

The District School Board of Pasco County may provide services to qualifying groups when selected to do so by PCPT. PCPT, acting as the CTC, receives requests for special group services, determines eligibility and selection of larger group trips and coordinates the travel with the Pasco County District School Board transportation office. School buses are large passenger buses used primarily to transport youth to and from after-school activities and special field trips to other non-school-related functions. Trips are provided to low-income, disadvantaged groups such as Hospice camp; Early Childhood Center summer programs; Pasco County Library Youth Program; summer youth programs for the New Port Richey, Zephyrhills and Pasco County Parks and Recreation Departments; and several church programs for disadvantaged youth.

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

In June 1996, a limited, fixed-schedule, circulator system was placed in service in Pasco County. This program served Dade City, Lacombee, Trilby, and Zephyrhills in East Pasco, and the U.S. 19 corridor and connecting streets in West Pasco. In January 2000, existing routes in West Pasco were realigned to better support the new U.S. Highway 19 bus service that began in November 1999. East Pasco implemented a realignment of its routes in December 2000. Hours and days of service on both sides of the County were expanded and frequency was increased from 85 minutes to 60 minutes. Since 2000, PCPT has continued to expand its routes and hours of service, offering 30 minute frequency on U.S. Highway 19 and Saturday service on all the routes. The ridership in the fixed route system declined for two consecutive years, but during this past year ridership has started to increase again. The primary factors for this increase are likely attributable to some economic improvements and the implementation of some route adjustments. The average monthly ridership for FY10/11 was 70,431 compared to 64,967 in FY09/10, an 8.4 percent increase.

The Bikes on Buses Program continues to offer increased mobility options to the general public. All of the fixed-route buses have electronic fareboxes installed, which saves time in boardings; lends convenience in purchasing tickets; and provides more accuracy in accounting and reporting. Automatic Vehicle Location (AVL) systems are installed on all transit buses and several paratransit vehicles. The AVL system increases passenger safety; increases scheduling and dispatch capabilities; reduces administrative costs and increases service trip volume. In May 2011, PCPT began installing security cameras on transit and paratransit buses. These cameras aid in the protection of passengers, drivers and equipment.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

To set a measurable standard for Public Transit Ridership, PCPT considered statistics on ridership growth (transit and paratransit); population within ¾ miles of the fixed route; Medicaid bus pass sales; the type of passengers (elderly, disabled, etc.), and the numbers of paratransit riders already transferred to the fixed route. Based on this analysis, PCPT sets an objective of moving 1.5 percent of its current paratransit riders to the fixed route system on an annual basis. From July 2010 through June 2011, PCPT transferred 320 Medicaid sponsored riders from paratransit to the fixed route system, which represented approximately 12 percent of the unduplicated paratransit riders for this time period. This is mainly due to the diligence of staff checking eligibility and Medicaid clients desiring the additional transportation opportunities available utilizing transit. **PCPT is currently attaining its goal of transferring passengers from paratransit to transit.**

V. COMPLIANCE WITH RULE 41-2, FAC

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

As a division of Pasco County, PCPT is covered under their self-insurance umbrella. Departments/Divisions are subject to the statutory cap of \$100,000 - \$200,000.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

To comply with the CTC's insurance requirement, each contract operator must maintain at least minimum comprehensive general liability and automobile liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of the Contract. For the coordination contractors it is \$100,000/\$300,000.

Workers' Compensation and Employer's Liability coverage shall be provided in accordance with FS, Chapter 440. The insurer shall agree to waive all rights of subrogation against Pasco County, its officials, agents and employees. Upon the execution of the Contract, the Operator shall add the Pasco County Board of County Commissioners as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the CTC thirty (30) days prior, in writing by certified mail, return receipt requested. The Operator shall furnish the CTC written verification of the existence of such insurance coverage prior to the execution of the Contract. School Board vehicle insurance coverage shall be in accordance with Section 234.03, FS and 234.211, FS. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission for the Transportation Disadvantaged before inclusion in the Contract or in the justification of rates and fare structures, Rule 41-2.006(1), FAC. All insurance policies shall be issued by responsible companies authorized to do business under the laws of Florida, have an "A" policyholders' rating and a financial rating of at least Class VIII in accordance with the most current Best's Key Rating Guide. All policies of insurance required by the Contract shall be primary insurance as respects the County, its officials, agents and employees.

HOW MUCH DOES THE AUTO INSURANCE COST?

Operator	Auto Insurance Cost
Jarr, Inc.	\$47,376
Wheelchair/Stretcher Limo, Inc.	\$31,427
MedFleet Systems, Inc.	\$6,393
Gulf Coast Yellow Cab, LLC	\$2,800
Life Link Corporation	\$2,681
Lighthouse for the Visually Impaired and Blind, Inc.	\$18,148
The Center for Independence, Inc.	\$29,100
Gulf Coast Jewish Family Services, Inc.	\$6,866
BayCare Behavioral Health, Inc.	\$20,978
A.F.I.R.E. of Pasco County, Inc.	\$11,586
Care Ride, LLC	\$1,625
MSquare Transport Contracts, LLC	\$45,120

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

No.

The CTC is in compliance in this section.

IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

See **Attachment A: Costs of Transportation Operators Worksheet**

DO YOU HAVE TRANSPORTATION ALTERNATIVES?

No.

The CTC is in compliance with this section.

VI. COMMISSION STANDARDS

- A. Local Toll Free Phone Number Must be Posted in all Vehicles - A local toll-free telephone number for complaints or grievances shall be posted inside all coordinated system paratransit vehicles.
- B. Vehicle Cleanliness - 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.
- C. Passenger/Trip Database - 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.
- D. Adequate Seating - Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant. 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 and escort, child, or personal care attendant; and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
- E. Driver Identification - 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.
- F. Passenger Assistance - 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.

- G. Smoking, Eating, and Drinking - 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.
- H. Two-Way Communications - All vehicles 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.
- I. Air Conditioning/Heating - All vehicles 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.
- J. Billing Requirements - 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 (FS 2000/Chapter 287/Part I/287.0585 Late payments by contractors to subcontractors and suppliers; penalty.).

The CTC is in compliance with this section.

VII. LOCAL SERVICE STANDARDS

- A. Transport of Escorts and Dependent Children Policy - 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.
- B. Use and Responsibility of Child Restraint Devices - 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.
- C. Out-of-Service Area Trips - Out-of-service area trips may be provided for those trips, which 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.

- D. CPR/1st Aid - Cardiopulmonary resuscitation (CPR) training is required for drivers in the coordinated system. First aid training is usually provided as a follow-up to CPR.
- E. Driver Criminal Background Screening - County-employed drivers and operators under contract are required to undergo a Level II Criminal Background investigation before hire or selection.
- F. Rider Personal Property - 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.
- G. Advance Reservation Requirements - Persons may access paratransit service immediately following registration and eligibility determination as a sponsored client.
- H. Pick-Up 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.

The CTC is in compliance with this section.

VIII. MEASURABLE STANDARDS/GOALS

CTC performance was evaluated in several different categories including public transit ridership, on-time performance, passenger no-shows, accidents, road calls, complaints, and call-hold time.

A. Public Transit Ridership:

STANDARD: PCPT sets an objective of moving 1.5 percent of its current paratransit riders to the fixed route system on an annual basis.

<u>2009/2010</u>	<u>2010/2011</u>
Number transferred <u>349</u>	Number transferred <u>320</u>
Number of unduplicated <u>2,650</u>	Number of unduplicated <u>2,647</u>
Percentage transferred <u>13.17</u>	Percentage transferred <u>12.09</u>

ASSESSMENT: PCPT is exceeding the standard in this category. Additional information for this goal is addressed in Section III.

B. On-Time Performance - Appointment Time

STANDARD: The PCPT standard for on-time performance is 95%. Customers should be delivered no earlier than 60 minutes before their scheduled appointment time. Assessment includes PCPT and its contract operators only.

2009/2010

2010/2011

Sampled 2,233 Trips

> 60 minutes before appointment 7/.31%

> 0 minutes after appointment 1/.04%

Sampled 2,226 Trips

> 60 minutes before appointment 17/.76%

> 0 minutes after appointment 3/.13%

ASSESSMENT: A review of the demand response PCPT and contract driver manifest sheets was conducted. These driver manifest sheets are completed by the drivers and collected on a random sampling basis. Of those sampled trips with scheduled appointment times (random weeks in the months of March, April, May, June, July, August and September 2011), 99.9% of the time delivery to appointments was on time. In the majority of instances when the passenger pickup was late, the driver had experienced a delay in prior pickups due to traffic, vehicle problems, passengers not ready or a change in their itinerary. We will continue to closely monitor the status of paratransit drivers in service to determine potential delays and make subsequent adjustments, i.e., use of another driver in the area to supplement service.

Contract Operators are required to notify PCPT if they are running late on trips so that another driver may be sent, if available.

On-Time Performance - Unscheduled Trips:

STANDARD: Customers should be picked up no more than 60 minutes from the time of the return trip call. Assessment includes PCPT and contract operators only.

2009/2010

2010/2011

Sampled 2,233 Trips

> 60 minutes from time of call 9/.40%

Sampled 2,226 Trips

> 60 minutes from time of call 10/.45%

ASSESSMENT: Return pickup times are set up at the time that the original appointment is made. If client is not ready at the designated time, drivers are dispatched for return trips on an availability basis. If the scheduled driver cannot make the pick-up within 60 minutes an alternate driver will be dispatched. The average wait time for a client's unscheduled trip is approximately 30 minutes. This sample (random weeks in the months of March, April, May, June, July, August and September 2011), although not inclusive of all trips, indicates a .45% violation of the standard. PCPT will continue its practice to look at each late case to determine the problem and apply corrective action to reduce or eliminate a recurrence.

C. Passenger No-Shows:

STANDARD: Maintain fewer than 3.0 percent of advanced reservation passengers that do not show up for their scheduled appointment. Assessment includes PCPT and its contract operators only.

2009/2010

2010/2011

Number of no-shows: 1,107

Number of no-shows: 994

Number of trips: 79,025

Number of trips: 67,597

Percent of No-Shows to trips: 1.40

Percent of No-Shows to trips: 1.47

ASSESSMENT: No-Shows are defined as a passenger not present and/or boarded within the wait period at the pick-up point (within two minutes, but no longer than five minutes). The standard is being met for the coordinated system.

D. Accidents:

STANDARD: Maintain fewer than 1.2 accidents per 100,000 miles. Assessment includes the entire coordinated system providers less the School Board, as accident information is not available from this organization. Fixed route transit service is also not included:

2009/2010

2010/2011

Number of accidents: 2

Number of accidents: 3

Number of miles: 1,186,492

Number of miles: 1,169,041

Accidents per 100,000 miles: .17

Accidents per 100,000 miles: .26

ASSESSMENT: Accidents are defined as collisions, derailments, personal casualties, fires and transit property damage greater than \$1,000.00. The standard is being met for the coordinated system.

E. Road Calls:

STANDARD: A minimum of 10,000 miles between road calls. Assessment includes PCPT only.

2009/2010

2010/2011

Sampled 12 months

Sampled 12 months

Number of road calls 10

Number of road calls 6

Number of tows 2

Number of tows 4

Miles between road calls 22,437

Miles between road calls 35,499

ASSESSMENT: Road calls are defined as those breakdowns that require vehicles to be towed, or requires a mechanic to be dispatched which causes an interruption of service. During the evaluation period, there have been 6 road calls, 4 of which required the vehicle to be towed. Total miles for this period were 212,991; therefore, there were

approximately 35,499 miles between road calls. The increase in mileage intervals was attributable to the 5 percent decrease in miles traveled compared to the 40 percent decrease in the number of road calls.

F. Complaints:

STANDARD: Complaints are investigated and resolved within a reasonable time period relative to the complaint. Complaints should be no more than .5 percent of all trips provided. PCPT has separate complaint and grievance policies. Daily service complaints are routine in nature and occur in the course of a day’s service. These are usually resolved immediately within the control center of PCPT. Formal grievances must be submitted in writing. These written complaints document any concerns or unresolved service complaints regarding the operation or administration of services. The LCB approved the current grievance policy in 1994, and is reviewed/updated annually. Assessment includes paratransit trips for PCPT and its contract operators only.

<u>2009/2010</u>	<u>2010/2011</u>
Written/verbal service complaints received/validated: <u>103</u>	Written/verbal service complaints received/validated: <u>25</u>
Number of trips provided: <u>79,025</u>	Number of trips provided: <u>67,597</u>
Percent of complaints to trips: <u>.13%</u>	Percent of complaints to trips: <u>.04%</u>

ASSESSMENT: PCPT investigates each complaint on an individual basis and corrective action is applied to minimize the chance of recurrence. For FY 2010/2011, 96% of the complaints were attributed to contracted transportation operators. PCPT staff continues to meet with the taxicab companies to discuss the number of complaints and possible solutions to prevent these reoccurring in the future, hence the reduction in the number of complaints for the past year. With the availability of transit service and the sponsored bus pass program, some paratransit riders are asked to utilize the more cost-effective mode of transportation unless they have a verifiable disability. This situation generates some complaints because of the loss of door-to-door convenience. See *Figures 2 and 3* for complaints by type and carrier.

Figure 2: Complaints by Type

Date	Late Pick-Up	Client Not Picked Up	Driver Courtesy	Other	Total
Jul-Sep 2010	9	2	3	2	16
Oct-Dec 2010	1	2	0	2	5
Jan-Mar 2011	1	0	0	0	1
Apr-Jun 2011	1	1	0	1	3
Total	12	5	3	5	25

Figure 3: Complaints by Carrier

Date	PCPT	Silver Streak	Yellow Cab	Wheelchair/ Stretcher	MedFleet Systems	EMT	Care Ride	Total
Jul-Sep 2010	1	2	7	1	1	4	0	16
Oct-Dec 2010	0	1	4	0	0	0	0	5
Jan-Mar 2011	0	0	0	0	0	1	0	1
Apr-Jun 2011	0	0	3	0	0	0	0	3
Total	1	3	14	1	1	5	0	25

*The “Other” category can consist of complaints such as cleanliness of vehicle, unsafe driving, late drop off, driver refused to provide transportation, policy, rates, etc.

G. Call-Hold Time:

STANDARD: Customers will reach reservation operators within three minutes. Assessment includes PCPT only.

2009/2010

2010/2011

Sampled 304 days

Number of calls: 97,006

Average calls per day: 319

Average waiting time on hold: 1:00 min.

Sampled 301 days

Number of calls: 94,489

Average calls per day: 314

Average waiting time on hold: 1:40 sec.

ASSESSMENT: Due to several reductions in dispatch and supervisor positions, there is considerably less staff answering telephones and making appointments at any given time. However, current standards are being met in this category. The following is a brief summary of the data contained in the sampling period.

Annual Evaluation 10/11 - Call-Hold Time

DATE	# Weeks	Total Calls Answered	Aver. Hold Time
7/1/10-7/31/10	4	8,360	0:00:49
8/1/10-8/31/10	4	5,323	0:00:47
9/1/10-9/30/10	5	8,853	0:01:18
10/1/10-10/31/10	4	8,678	0:01:29
11/1/10-11/30/10	4	7,934	0:02:04
12/1/10-12/31/10	5	7,440	0:02:30
1/1/11-1/31/11	4	8,509	0:02:24
2/1/11-2/28/11	4	8,529	0:01:24
3/1/11-3/31/11	5	7,525	0:01:44
4/1/11-4/30/11	4	6,964	0:01:52
5/1/11-5/31/11	4	7,345	0:02:11
6/1/11-6/30/11	5	9,029	0:01:30
TOTAL	52	94,489	0:20:02
Average Call-Hold Time			0:01:40

IX. ON-SITE OBSERVATION

PCPT supervisors perform routine observations of drivers. The supervisor completes an *Unannounced Observation Monitor Report* or an *On-Board Monitor Report*. Each of these reports is conducted on a quarterly basis for each driver. See **Attachment B for the “On-Site Observation of the System” survey.**

X. LEVEL OF COST - WORKSHEET 1

See **Attachment C for Level of Cost - Worksheet 1.**

XI. LEVEL OF COMPETITION - WORKSHEET 2

1. Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted in the System	Number of Trips	% of All Trips
Private Non-Profit	10	6	73,784	48.0%
Private For-Profit	12	6	42,469	27.6%
Government-School Bd	1	1	9,050	5.9%
Public Transit Agency*	1	1	25,128	16.4%
Disabled Veterans	1	1	3,170	2.1%
Total	25	15	153,601	100.0%

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

2. How many of the operators are coordination contractors? 6
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? All of them can expand. Some may need additional funding for vehicles/drivers. Does the CTC have the ability to expand? Yes
4. Indicate the date the latest transportation operator was brought into the system. October 2009 – New contract was issued with all current operators after undergoing RFP process. Two additional wheelchair operators were added.
5. Does the CTC have a competitive procurement process? Yes
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

Low Bid	1	Requests for Proposals
Request for Qualifications		Requests for Interested Parties
Negotiation Only		

Which of the methods listed above was used to select the current operators?
Requests for Proposals (RFP).

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

<input checked="" type="checkbox"/>	Capabilities of Operator	<input checked="" type="checkbox"/>	Scope of Work
<input checked="" type="checkbox"/>	Age of Company	<input checked="" type="checkbox"/>	Safety Program
<input checked="" type="checkbox"/>	Previous Experience	<input checked="" type="checkbox"/>	Capacity
<input checked="" type="checkbox"/>	Management	<input checked="" type="checkbox"/>	Training Program
<input checked="" type="checkbox"/>	Qualifications of Staff	<input checked="" type="checkbox"/>	Insurance
<input checked="" type="checkbox"/>	Resources	<input checked="" type="checkbox"/>	Accident History
<input type="checkbox"/>	Economies of Scale	<input checked="" type="checkbox"/>	Quality
<input checked="" type="checkbox"/>	Contract Monitoring	<input checked="" type="checkbox"/>	Community Knowledge
<input checked="" type="checkbox"/>	Reporting Capabilities	<input type="checkbox"/>	Cost of the Contracting Process
<input checked="" type="checkbox"/>	Financial Strength	<input checked="" type="checkbox"/>	Price
<input checked="" type="checkbox"/>	Performance Bond	<input type="checkbox"/>	Distribution of Costs
<input checked="" type="checkbox"/>	Responsiveness to Solicitation	<input type="checkbox"/>	Other: (List)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? It was advertised in local newspapers and on the Pasco County Website. It was also sent to any operator who either requested it or was on the list with the Purchasing Department prior to the RFP being released.

How many responded? Eight

The request for bids/proposals was distributed:

Locally Statewide Nationally Website

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc.)?
These services are provided through other County Departments.

XII. LEVEL OF COORDINATION – WORKSHEET 3

1. PLANNING – What are the coordinated plans for transporting the TD population?

With available funding, the CTC will continue to expand the fixed route service area. As these new service areas become accessible, PCPT will be persistent in transferring persons currently on paratransit to the fixed route.

The CTC will continue monitoring its drivers, operators and coordination contractors to ensure continued compliance with local, state and federal regulations.

2. PUBLIC INFORMATION – How is public information distributed about transportation services in the community?

Brochures and flyers are distributed throughout the community via mail, on-board the bus, shopping centers, libraries, schools, hospitals/medical facilities, community colleges and government buildings. They are also available during presentations, exhibits and special events.

Public transportation information/service changes are also placed in newspapers through advertising or public notices. The Pasco County Consumer Information Department is notified and the PCPT web page also has information on TD services.

3. **CERTIFICATION** – How are individual certifications and registrations coordinated for local TD transportation services?

A Transportation Services Supervisor (TSS) registers persons who reside outside of the fixed route service area through the telephone or written application. Persons who reside within $\frac{3}{4}$ miles of the fixed route service area are expected to use transit. If unable to use transit, an application is sent to them with an authorization for release of medical records that they must have their physician fill out and sign. A TSS will review the application and medical history of the applicant to determine if paratransit service will be offered to this individual. If paratransit service is denied, the applicant is informed of the appeal process available to them.

4. **ELIGIBILITY RECORDS** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Eligibility is determined through the process stated above. When clients are registered, they are made eligible for as many funding sources as they qualify for, i.e. Medicaid, TD, Community Development Block Grant, Title IIIB, etc. Also, the least expensive mode of transportation is used, given the situation (agency-sponsored bus pass, paratransit bus or van, or contracted taxicab or wheelchair/stretchers service).

5. **CALL INTAKE** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

The dispatch center is set up with dispatch staff and call waiting procedures to ensure minimal wait time.

6. **RESERVATIONS** – What is the reservation process? How is the duplication of a reservation prevented?

The prospective client calls in a reservation to dispatch in order to request a trip. The dispatcher books the trip using the dispatch/scheduling software. The software will not allow a duplication of the same trip to the same person.

7. **TRIP ALLOCATION** – How is the allocation of trip requests to providers coordinated?

Through the dispatchers, the computer software will assign trips to PCPT drivers first. After hour and overflow trips will be assigned to contract operators, depending on the

mode of transport necessary. Dispatchers can override this system to be sure that trips are distributed proportionally among the operators.

8. SCHEDULING – How is the trip assignment to vehicles coordinated?

Dispatcher will schedule trips via the scheduling software. This software will assign trips with consideration to time and mode of transport needed. For instance, the software will not allow the dispatchers to assign a wheelchair or stretcher trip to a vehicle not equipped to transport that particular mode.

9. TRANSPORT – How are the actual transportation services and modes of transportation coordinated?

This is based on driver/vehicle availability. If PCPT drivers and vehicles are available, then PCPT will furnish the trip. If not, it will be assigned ahead of time or as an add-on trip to a contract operator. Contract operators perform all before and after hour trips or trips on weekends. Modes of transportation are assigned by the computer, but can be overridden by dispatchers if the situation warrants it.

10. DISPATCHING – How is the real time communication and direction of drivers coordinated?

Driver manifests dictate pick-up and drop-off times. Drivers decide pick-up and drop-off order. Radio communications between dispatch center and drivers allow for changes in schedules (no-shows, delays, breakdowns, etc.), which allows the dispatch center to respond accordingly, i.e., adjust the schedule, locate another driver, or assign the trip to another operator.

11. GENERAL SERVICE MONITORING – How is the overseeing of transportation operators coordinated?

The contract operators are monitored annually on site. PCPT staff inspects all contract vehicles annually. Monthly reports, which include trips, miles, hours, accidents, etc., are sent to the Transportation Administrative Manager. Daily reports of trips are sent to PCPT accounting staff for verification and reconciliation. In addition, the PCPT complaint policy allows a customer to report problems/concerns.

12. DAILY SERVICE MONITORING – How area real-time resolutions to trip problems coordinated?

If driver notifies dispatch center via radio of any problem, trips/drivers can be reassigned. Also, contract operators can be given add-on trips if a vehicle is available in the area.

13. TRIP RECONCILIATION – How is the confirmation of official trips coordinated?

Accounting staff compares driver manifests with daily computer system reports. Any discrepancies in mileage or fees are researched, verified and corrected. Reconciliation

is performed daily, monthly, quarterly and annually so that any changes that may occur are correctly notated.

14. **BILLING** – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

This process is carried forward from the reconciliation process listed above. Fiscal staff processes invoices, which are signed by the contract operators, and then sent to the County Finance Department. Payment is sent directly to the contract operators from the Finance Department. After payment to the contract operators, PCPT invoices the appropriate funding source (TD, IIIB, Medicaid, CDBG, etc.) for reimbursement.

15. **REPORTING** – How is operating information reported, compiled, and examined?

Driver's manifests are manually keypunched into the computer system. These are balanced and reconciled for miles, hours and trips. The system then generates the appropriate reports.

16. **COSTS RESOURCES** – How are costs shared between the coordinator and the operators in order to reduce the overall costs of the coordinated program?

The biggest costs saving are through the use of the CTC's reservation and scheduling system and staff. Prepared manifests are distributed to contract operators at no costs to them for staff time. Also, trips in certain outlying areas are given to the same operator to allow multiloading to occur.

Coordination contractors generate specialized trips for their specific clientele, i.e., developmentally disabled, visually impaired, disabled veterans, elderly, etc. These contractors have personnel specially trained to transport these specific types of clientele and can transport these individuals more cost-effectively than the CTC.

17. **INFORMATION RESOURCES** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Corroborative efforts at problem solving and sharing of information occur between the CTC, contract operators, and other agencies. This results in a savings of staff time and effort. For instance, group meetings are held between hospital staff and CTC staff to ensure the most cost efficient and effective mode of transportation is used to transport discharged patients. Meetings are held between the CTC and contract operators to impart new information or review rules and regulations if complaints/problems occur.

18. **OVERALL** – What type of formal agreement does the CTC have with organizations that provide transportation in the community?

Non-profit organizations that have received local, state or federal funding (capital or operational) to provide trips for their clients have a coordination contract with the CTC. For-profit operators who have participated in the RFP process have operator contracts with the CTC.

XIII. CUSTOMER SATISFACTION SURVEY

Several surveys are conducted throughout the year to collect data from customers. These surveys serve as an avenue for the customer to voice their concerns and keep their anonymity and to keep PCPT aware of public attitude and service image. Typical questions asked are relative to their trip, reservation and/or information call, driver, vehicle, satisfaction of service, fares, convenience, etc.

In January 2011, the CTC sent out its annual Client Satisfaction Survey. The Survey was mailed to 200 passengers countywide. Of the 137 surveys completed and returned, the results included: 87 percent rated good to excellent service; 92 percent found drivers courteous and helpful; and 95 percent felt that the fares were reasonable. **See Attachment D for the complete PCPT Client Satisfaction Survey.**

Ongoing Survey Cards are placed in each transit bus. Comments are logged and if possible, they are acted upon. Suggestions are also considered in route adjustment reviews.

XIV. QUALITY ASSURANCE

Several audits by funding agencies are conducted of PCPT on an annual or biennial basis. See Attachment E for a copy of the audits conducted in the past year.

XV. CONCLUSIONS

PCPT has policies, goals and objectives in place with a system that evaluates and documents operational activities. Dispatch scheduling accountability has improved as a result of software updates. Further revisions/adjustments will be made based on changes to the operating environment. It is recommended that PCPT continue to monitor standards as defined and adjust accordingly.

XVI. ATTACHMENTS

- A. Cost of Transportation Operators Worksheet
- B. On-Site Observation of the System Survey
- C. Level of Cost - Worksheet 1
- D. PCPT Client Satisfaction Survey
- E. Audits of Funding Agencies