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 2014

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....4

V. COMPLIANCE WITH RULE 41-2, FAC....6

VI. COMMISSION STANDARDS....7

VII. LOCAL SERVICE STANDARDS....9

VIII. MEASURABLE STANDARDS/GOALS....10

A. Public Transit Ridership....10
B. On-Time Performance....10
Appointment Time....10
Return Trips....11
C. Passenger No-Shows....11
D. Accidents....11
E. Road Calls....12
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....15

XII. LEVEL OF COORDINATION (AVAILABILITY) – WORKSHEET 3....16

XIII. CUSTOMER SATISFACTION SURVEY....20

XIV. QUALITY ASSURANCE....20

XV. CONCLUSIONS....20

XVI. ATTACHMENTS.....20

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:** 7/1/13-6/30/14

PERSONS CONDUCTING THE REVIEW: Manny Lajmiri & Thelma Williams

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

LOCAL COORDINATING BOARD: December 4, 2014

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 the CTC by the local MPO. On January 24, 2012, a Memorandum of Understanding was approved between the CTC and the TD Commission, effective 4/1/2012 through 6/30/2016. 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.

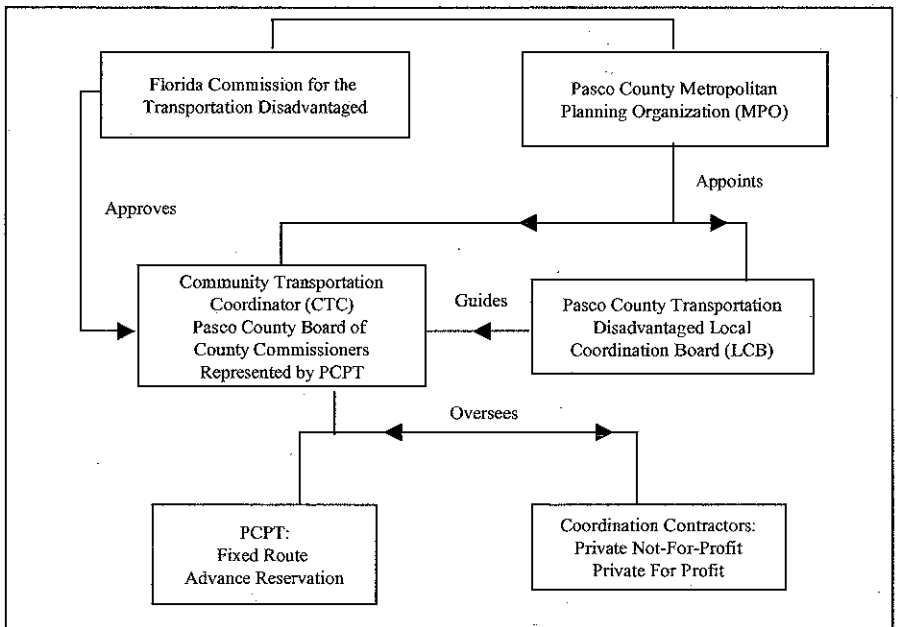


FIGURE 1: ORGANIZATIONAL CHART OF THE PASCO COUNTY TRANSPORTATION DISADVANTAGED PROGRAM

II. GENERAL INFORMATION

A. Operating Environment: ☐ Rural X Urban

B. Organization Type:
☐ Private-for-Profit
☐ Private-non-Profit
X Government
☐ Transportation Agency

C. Network Type:
☐ Sole Provider
X Partial Brokerage
☐ Complete Brokerage

D. Contracted Operators:
JARR, Inc., d/b/a Signature Car Service
Wheelchair/Stretcher Limo, Inc.
MedFleet, Inc.
Gulf Coast Yellow Cab, LLC
MMG Transportation, Inc.

E. Coordination Contractors:
Lighthouse for the Visually Impaired and Blind, Inc.
The Center for Independence, Inc.
Gulf Coast Jewish Family and Community Services
BayCare Behavioral Health, Inc.
A.F.I.R.E. of Pasco County, Inc.

F. There are no organizations or agencies that currently purchase service from the CTC.

G. TD Ombudsman Helpline Calls: July 2013 – June 2014

	Number of Calls/Complaints	Closed Cases
Medicaid Quality of Service	12	12
TD Quality of Service	2	2
TD/Medicaid Service Availability	57	N/A

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, 2013 through June 30, 2014. 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, 2012 through June 30, 2013. The approved 2013-2014 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 much more thorough monitoring was conducted of the Medicaid contractor. A summary letter of any deficiencies for each monitoring is sent to the operator. The Transportation Disadvantaged Local Coordination Board (LCB) is also provided a copy of the summary letter.

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 summary letter for each monitoring is also sent to the not-for-profit agency and provided to the LCB.

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, Lacoochee, 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. A cross-county route along the S.R. 54 corridor was implemented in 2012 connecting the East and West systems. The average monthly ridership for FY13/14 was 79,988 compared to 83,631 in FY12/13, a 4.4 percent decrease.

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 paratransit vehicles. The AVL system increases passenger safety; increases scheduling and dispatch capabilities; reduces administrative costs and increases service trip volume. Security cameras are installed 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; 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 2013 through June 2014, PCPT transferred 23 sponsored riders from

paratransit to the fixed route system, which represented approximately 2.2 percent of the unduplicated paratransit riders for this time period. This decrease (from 11.0 to 2.2) is mainly due to PCPT no longer providing Medicaid transportation, clients aging and not being able to transfer to fixed-route service, and the previous diligence of staff moving eligible clients to transit. This number could increase again as PCPT expands its fixed-route service to new areas not currently served.

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 department of Pasco County, PCPT is covered under their self-insurance umbrella. Departments/Divisions are subject to the statutory cap of $200,000 - $300,000.

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 $200,000 for any one person and $300,000 per occurrence at all times during the existence of the Contract. For the coordination contractors it is $200,000/$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 and the Commission for the Transportation Disadvantaged (CTD) 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 CTD 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.	$110,000
Wheelchair/Stretcher Limo, Inc.	$28,775
MedFleet, Inc.	$74,668
Gulf Coast Yellow Cab, LLC	$59,500
MMG Transportation, Inc.	$104,948
Lighthouse for the Visually Impaired and Blind, Inc.	$23,942
The Center for Independence, Inc.	$41,827
Gulf Coast Jewish Family & Community Services, Inc.	$9,796
BayCare Behavioral Health, Inc.	$26,389
A.F.I.R.E. of Pasco County, Inc.	$11,851

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 does not 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.

2012/2013	2013/2014
Number transferred 293	Number transferred 23
Number of unduplicated 2,659	Number of unduplicated 1,024
Percentage transferred 11.02	Percentage transferred 2.25

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

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 and no later than their scheduled appointment time. Assessment includes PCPT and its contract operators only.

2012/2013	2013/2014
Sampled 2,232 Trips	Sampled 2,208 Trips
> 60 minutes before appointment	> 60 minutes before appointment
8/2232 (.36%)	9/2208 (.41%)
> 0 minutes after appointment	> 0 minutes after appointment
1/2232 (.04%)	0/2208 (0%)

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 February, March, April, July, August and September 2014), all clients arrived on time to their destination.

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 - Return Trips:

STANDARD: Customers should be picked up no later than 60 minutes after their scheduled return. Assessment includes PCPT and contract operators only.

2012/2013	2013/2014
Sampled 2,232 Trips > 60 minutes from time of return call 15/2232 (.67%)	Sampled 2,208 Trips > 60 minutes from time of return call 17/2208 (.77%)

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 February, March, April, July, August and September 2014), although not inclusive of all trips, indicates a .77% violation of the standard. 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. 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. Contracted operators will also be encouraged to be more vigilant in this endeavor.

C. Passenger No-Shows:

STANDARD: Maintain fewer than 3.0 percent of no-shows for all paratransit trips. Assessment includes PCPT and its contract operators only.

2012/2013	2013/2014
Number of no-shows: 2,217 Number of trips: 75,641 Percent of No-Shows to trips: 2.93	Number of no-shows: 2,383 Number of trips: 74,331 Percent of No-Shows to trips: 3.21

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). Seventy-seven (77) percent of the no-shows reported were Medicaid clients. As of 5/31/14, PCPT no longer provides Medicaid trips.

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:

2012/2013	2013/2014
Number of accidents: 7	Number of accidents: 4
Number of miles: 1,185,104	Number of miles: 1,136,944
Accidents per 100,000 miles: .59	Accidents per 100,000 miles: .35

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.

2012/2013	2013/2014
Sampled 12 months	Sampled 12 months
Number of road calls 0	Number of road calls 3
Number of tows 0	Number of tows 1
Miles between road calls 238,831	Miles between road calls 76,065

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 were three road calls. Total miles for PCPT during this period were 228,195; therefore, there were 76,065 miles between 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. 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.

PCPT has separate complaint and grievance policies. Formal grievances must be submitted in writing. A written grievance documents 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. There was no formal grievance submitted against PCPT or its contract operators during the monitoring period. The following assessment includes paratransit trips for PCPT and its contract operators only.

2012/2013

Written/verbal service complaints received/validated: 11
Number of trips provided: 75,641
Percent of complaints to trips: .01%

2013/2014

Written/verbal service complaints received/validated: 26
Number of trips provided: 74,331
Percent of complaints to trips: .03%

ASSESSMENT: PCPT investigates each complaint on an individual basis and corrective action is applied to minimize the chance of recurrence. For FY 2013/2014, 100% of the complaints were attributed to contracted transportation operators. PCPT staff continues to meet with contractors to discuss the customer concerns and possible solutions to prevent a repeat in the future. 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 2013	1	1	0	2	4
Oct-Dec 2013	1	0	0	3	4
Jan-Mar 2014	10	0	0	2	12
Apr-Jun 2014	6	0	0	0	6
Total	**18**	**1**	**0**	**7**	**26**

Figure 3: Complaints by Carrier

Date	PCPT	JARR	Yellow Cab	Wheelchair/ Stretcher	MedFleet	MMG	Total
Jul-Sep 2013	0	0	0	0	0	4	4
Oct-Dec 2013	0	0	0	0	0	4	4
Jan-Mar 2014	0	3	3	0	1	5	12
Apr-Jun 2014	0	3	1	0	0	2	6
Total	**0**	**6**	**4**	**0**	**1**	**15**	**26**

*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 that reach reservation operators within three minutes. Assessment includes PCPT only.

2012/2013

Sampled 300 days
Number of calls: 81,094
Average calls per day: 270
Average waiting time on hold: 0:49 min.

2013/2014

Sampled 300 days
Number of calls: 88,237
Average calls per day: 294
Average waiting time on hold: 1:06 sec.

ASSESSMENT: Current standards are being met in this category. The following is a brief summary of the data contained in the sampling period.

Annual Evaluation 13/14 - Call-Hold Time

DATE	# Weeks	Total Calls Answered	Aver. Hold Time
7/1-7/31/13	5	7,248	0:01:01
8/1-8/31/13	4	8,081	0:00:59
9/1-9/30/13	4	7,347	0:00:57
10/1-10/31/13	5	8,225	0:01:00
11/1-11/30/13	4	7,435	0:00:40
12/1-12/31/13	4	7,811	0:00:52
1/1-1/31/14	5	7,270	0:00:58
2/1-2/28/14	4	7,307	0:00:53
3/1-3/31/14	4	7,035	0:01:16
4/1-4/30/14	5	6,998	0:01:21
5/1-5/31/14	4	6,911	0:01:26
6/1-6/30/14	4	6,569	0:01:53
TOTAL	52	88,237	
Average Call-Hold Time			0:01:06

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	5	65,792	41.8%
Private For-Profit	16	5	48,030	30.5%
Government-School Bd	1	1	14,531	9.2%
Public Transit Agency*	1	1	26,301	16.8%
Disabled Veterans	1	1	2,627	1.7%
Total	29	13	157,281	100.0%

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

2. How many of the operators are coordination contractors? 5

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 2014 – A new contract was issued for Contracted Transportation Support Services after undergoing an RFP process.

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		2	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?

X	Capabilities of Operator		X	Scope of Work
X	Age of Company		X	Safety Program
X	Previous Experience		X	Capacity
X	Management		X	Training Program
X	Qualifications of Staff		X	Insurance
X	Resources		X	Accident History
	Economies of Scale		X	Quality
X	Contract Monitoring		X	Community Knowledge
X	Reporting Capabilities			Cost of the Contracting Process
X	Financial Strength		X	Price
	Performance Bond			Distribution of Costs
X	Responsiveness to Solicitation			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? 4

   The request for bids/proposals was distributed:

   X Locally __ Statewide ___ Nationally X 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.

   PCPT uses Facebook and Twitter to keep the public up-to-date on the latest news – including updates, important events, temporary interruptions in service, detours, route enhancements, etc.

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

   A supervisor registers persons who reside outside of the fixed route service area through the receipt of a written application. Persons who reside within ¾ 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 supervisor 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., TD, Community Development Block Grant, Title IIIB, etc. Also, the least expensive mode of transportation is used, given the situation (sponsored bus pass, paratransit bus, contracted taxicab or wheelchair service). Medicaid clients were referred to the Medicaid contractor; however, PCPT retained the oversight of this program. This program terminated on May 31, 2014.

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 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 the 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 February 2014, the CTC sent out its annual Client Satisfaction Survey. The Survey was mailed to 200 passengers countywide. Of the 144 surveys completed and returned, the results included: 90 percent rated good to excellent service; 94 percent found drivers courteous and helpful; and 92 percent felt that the fares were reasonable. **See Attachment D for the complete PCPT Client Satisfaction Survey.**

Ongoing Comment 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

ATTACHMENT A

COSTS OF TRANSPORTATION OPERATORS WORKSHEET

1. Rates

	CTC	CONTRACT OPERATORS	CENTER FOR INDEPENDENCE	GULF COAST FAMILY SERVICES	BAYCARE BEHAVIORAL	AFIRE OF PASCO	LIGHTHOUSE FOR THE BLIND
Per Mile Rates							
Per Mile Rate (Ambulatory)	$ 2.20	$ 2.15	N/A	N/A	N/A	N/A	N/A
Coordination Fee (per trip)	$ 2.70	$ 2.70	N/A	N/A	N/A	N/A	N/A
Nonambulatory/Wheelchair							
Base Fee (per trip)	$ 21.20	$ 18.50					
Coordination Fee (per trip)		$ 2.70					
Per Mile Rate	$ 2.68	$ 2.36					
Nonambulatory/Stretcher							
Base Fee (per trip)		$ 45.00					
Coordination Fee (per trip)		$ 2.70					
Per Mile Rate		$ 2.50					
Agency Sponsored Bus Pass	$ 37.50						
	$ 18.75						
	$ 3.75						
	$ 1.85						

2. Special or unique considerations which impact cost? No

Reporting Period: 07/01/13 - 06/30/14 Preparer's Initials: JW Date: 10/28/14

ATTACHMENT A - CONT'D

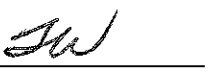
COSTS OF TRANSPORTATION OPERATORS WORKSHEET

	*CTC	**CONTRACT OPERATORS	CENTER FOR INDEPENDENCE	GULF COAST FAMILY SERVICES	BAYCARE BEHAVIORAL	LIGHTHOUSE BLIND/VISUALLY	A.F.I.R.E. OF PASCO
Operating Expenses	$ 1,197,885	$ 1,251,266	$ 444,550	$ 27,641	$ 233,428	$ 121,867	$ 130,768
Trips	155,537	65,188	26,075	1,768	16,560	2,446	18,943
3. Operating Expenses per Passenger Trip	$ 7.70	$ 19.19	$ 17.05	$ 15.63	$ 14.10	$ 49.82	$ 6.90
4. Operating Expenses per Vehicle Mile	$ 5.25	$ 2.54	$ 2.48	$ 2.42	$ 2.17	$ 2.51	$ 1.65
5. Passenger Trips per Vehicle	11,964	1,304	2,006	589	1,104	489	3,789
6. Passenger Trips per Driver Hour	12.35	2.12	3.11	0.27	1.97	0.78	5.93
7. Passenger Trips per Vehicle Mile	0.68	0.13	0.15	0.15	0.15	0.05	0.24

8. The agencies doing primarily group trips have lower per trip expenses than the rest of the operators.

DRIVER HOURS	12,596	30,804	8,396	6,444	8,388	3,132	3,197
VEHICLE MILES	228,195	493,047	179,613	11,427	107,645	48,637	79,170
VEHICLES	13	50	13	3	15	5	5

*Includes Sponsored Bus Pass Trips
**Includes School Board Data

Reporting Period: 07/01/13 - 06/30/14 Preparer's Initials:  Date: 10/28/14

Attachment B

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-22-14 Wed.

Please list any special guests that were present: Kris Coleen

Location: DaVita 36819 Eiland Blvd Zephyrhills

Number of passengers picked up/dropped off: 1

Ambulatory: Yes
Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☐ Name Tag ☑ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

K. Wayne Ball TSS

Revised September 2006

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-23-14 Thurs.

Please list any special guests that were present: CAROL MAS, MARY TERSHANSY

Location: 2B 38516 Valley Oaks Circle

Number of passengers picked up/dropped off: 2

Ambulatory: yes
Non- Ambulatory: yes

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☐ Name Tag ☑ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

K. McCayne Bailey TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-23-14

Please list any special guests that were present: LAURENCE BARTHOLF

Location: 14234 22nd ST DADE City

Number of passengers picked up/dropped off: 1

Ambulatory: yes
Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☐ Name Tag ☑ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☐ Yes ☐ No ☑ N/A

If no, please explain:

K. Wayne Barlow TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-23-14

Please list any special guests that were present: Gladys Richke

Location: 37653 May Lane Zephyrhills

Number of passengers picked up/dropped off: 1

Ambulatory: yes
Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☐ Name Tag ☑ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☐ Yes ☐ No ☑ N/A

If no, please explain:

K Wayne Bakk TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-23-2014

Please list any special guests that were present:

Location: 10911 Echo Loop, New Port Richey

Number of passengers picked up/dropped off: 1

Ambulatory: Yes
Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☐ Yes ☑ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

William Quinn TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-24-2014

Please list any special guests that were present:

Location: Davita, Hudson

Number of passengers picked up/dropped off: 1

Ambulatory:
Non- Ambulatory: one

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? ☐ No ☑ Yes Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☐ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

William Quinn TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-24-2014

Please list any special guests that were present:

Location: Claude Pepper New Port Richey

Number of passengers picked up/dropped off: 5

Ambulatory: four
Non- Ambulatory: one

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

William Quinn TSS

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-23-2014

Please list any special guests that were present:

Location: Davita, Ridge Road

Number of passengers picked up/dropped off: 1

Ambulatory:

Non- Ambulatory: ✓

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☐ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

William Quinn - 55

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-30-14

Please list any special guests that were present:

Location: 10730 La Quinta dr. New Port Richey

Number of passengers picked up/dropped off: 1

Ambulatory: walker

Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☑ Yes ☐ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☑ Yes ☐ No ☐ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

Revised September 2006

William Quiles T35

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM
REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP

Date of Observation: 10-30-14

Please list any special guests that were present:

Location: Regional wound care 7525 Medical dr Hudson

Number of passengers picked up/dropped off: 1

Ambulatory: Yes
Non- Ambulatory:

Was the driver on time? ☑ Yes ☐ No If no, how many minutes late/early? _____

Did the driver provide any passenger assistance? ☐ Yes ☑ No

Was the driver wearing any identification? No ☐ Yes ☑ Uniform ☑ Name Tag ☐ ID Badge ☑

Did the driver render an appropriate greeting? ☑ Yes ☐ No ☑ Regular passenger

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted? ☑ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☑ Yes ☐ No

Is there a sign posted on the interior of the vehicle with a local phone number for comments/complaints/commendations?

☑ Yes ☐ No

Does the vehicle have working heat and air conditioning? ☑ Yes ☐ No

Does the vehicle have two-way communications in good working order? ☑ Yes ☐ No

If used, was the lift in good working order? ☐ Yes ☐ No ☑ N/A

Was there safe and appropriate seating for all passengers? ☑ Yes ☐ No

Did the driver properly use the lift and secure the passengers? ☑ Yes ☐ No ☐ N/A

If no, please explain:

William Quinn 735

ATTACHMENT C **LEVEL OF COST WORKSHEET 1**

CTC EXPENSES BY ACCOUNT (500-599)					
Expense Category	Evaluation Period '13 No. of Trips: 150,862		Evaluation Period '14 No. of Trips: 157,281		Percent Change
	Expense	Cost/Trip	Expense	Cost/Trip	
Labor (501)	$ 961,883	6.38	$ 870,629	5.54	-9.5%
Fringe Benefits (502)	$ 265,770	1.76	$ 298,543	1.90	12.3%
Services (503)	$ 30,090	0.20	$ 27,622	0.18	-8.2%
Material and Supplies Consumed (504)	$ 399,205	2.65	$ 346,549	2.20	-13.2%
Utilities (505)	$ 12,066	0.08	$ 14,019	0.09	16.2%
Casualty and Liability Costs (506)	$ 105,091	0.70	$ 137,699	0.88	31.0%
Taxes (507)	$ 929	0.01	$ 1,322	0.01	42.3%
Purchased Transportation Service (508)	$ 1,245,852	8.26	$ 1,512,604	9.62	21.4%
Miscellaneous Expenses (509)	$ 13,951	0.09	$ 3,406	0.02	-75.6%
Interest Expense (511)	$ 1,775	0.01	$ 2,577	0.02	45.2%
Leases and Rentals (512)	$ 1,099	0.01	$ 217	0.00	-80.3%
Annual Depreciation and Amortization (513)	$ 109,494	0.73	$ 113,648	0.72	3.8%
Contributed Service - Allowable Expense (530)	$ 2,261	0.01	$ 1,717	0.01	-24.1%
Allocated Indirect Expenses	$ 52,627	0.35	$ 76,853	0.49	46.0%
SYSTEM TOTAL	**$ 3,202,093**	**21.23**	**$ 3,407,405**	**21.66**	**6.4%**

Bus pass trips are not included in the above calculations.

The 31.0 percent increase in Casualty and Liability Costs was attributed to two coordination contractors (Center for Independence and BayCare Behavioral Health) who substantially increased their liability expenses last year.

The 42.3 percent increase in Taxes was attributed to all coordination contractors reporting slight increases last year.

The 21.4 percent increase in Purchased Transportation Service was due to sponsored bus passes now being reported in this category.

The 75.6 percent decrease in Miscellaneous Expenses was mainly attributed to one of the Coordination Contractors (Center for Independence) substantially reducing expenses in this category.

The 45.2 percent increase in Interest Expense was attributed to one of the Coordination Contractors (Center for Independence) increasing over $900 in interest expenses this past year.

The 80.3 percent decrease in Leases and Rentals was attributed to one of the Coordination Contractors (A.F.I.R.E.) not reporting expenses in this category last year.

The 24.1 percent decrease in Contributed Service was attributed to one of the Coordination Contractors (Gulf Coast) reporting $500 less in expenses in this category last year.

The 46.0 percent increase in Allocated Indirect Expenses was attributed to one of the Coordination Contractors (Center for Independence) increasing $27,000 in expenses in this category last year.

This information was taken from the Annual Operations Report (AOR), which provides additional detail.

Reporting Period: 7/1/13-6/30/14 Preparers Initials: JM Date: 10/28/14

Attachment D

PASCO COUNTY PUBLIC TRANSPORTATION (PCPT)
CLIENT SATISFACTION SURVEY
MARCH 2014

A client satisfaction survey was conducted during March 2014. A total of 200 surveys were mailed on a random basis to Title III-B eligible and qualified passengers countywide. Trip documents reflected that these individuals had used the advance reservation service during the months of November 2013 through January 2014. Enclosed with each survey was a postage-paid, return envelope. By March 31, 2014, one was returned as undeliverable, while 144 or 72% were completed and returned to PCPT.

Following each question are the responses by actual number and their percentage of the 144 surveys returned. In addition, the results are compared to the two previous annual survey results. Percentages on the previous annual results are based on their respective number of returned surveys.

To better reflect actual service and obtain more accurate information this year, several additional questions were added to the survey. Questions 1-6 and 10 remained the same. Questions 7-9 are new.

Survey Question 1: What is the usual PRIMARY PURPOSE of your trip?

	March 2014	January 2013	January 2012
Medical	105/56%	101/54%	131/64%
Shopping	36/19%	35/19%	44/21%
Elderly Nutrition	28/14%	22/12%	11/5%
Social Services	7/4%	6/3%	9/4%
Other	9/5%	15/8%	5/2%
Personal	1/1%	5/3%	4/2%
Leisure	0/0%	1/<1%	3/1%
Employment	0/0%	0/0%	0/0%
No Response	1/1%	2/1%	1/1%

Comment:
Since many respond to this question with more that one choice, percentages are based on each individual category. This survey indicated continuing high use of public and sponsored transportation for shopping and medical trips. Trips to the Elderly Nutrition Program increased again this past year.

Survey Question 2: How often have you used this service over the past six months?

	March 2014	January 2013	January 2012
1 - 2 times	3/2%	4/3%	9/6%
3 - 5 times	26/18%	17/12%	31/21%
6 -10 times	29/20%	25/18%	30/20%
More than 10 times	84/58%	92/67%	80/53%
No response	2/1%	0/0%	0/0%

Comment:
The majority of respondents again report using the system in excess of 10 times. These results continue to lend support to the conclusion that a considerable number of passengers are repetitive riders and remain dependent on the service for their transportation needs. However, there continues to be many new clients enrolled in the program.

Survey Question 3: Do you feel the DRIVERS are professional, courteous and helpful?

	March 2014	January 2013	January 2012
Yes	136/94%	132/96%	147/98%
No	0/0%	0/0%	1/<1%
Needs Improvement	7/5%	5/4%	1/<1%
No Response	1/1%	1/<1%	1/<1%

Comment:
There was overall satisfaction in the category this year. All drivers receive special client sensitivity training upon employment, with subsequent follow up training. Contract operators are also included in these responses and are responsible for performing at the same level of professionalism.

Survey Question 4: Do you feel the VEHICLES are clean and comfortable?

	March 2014	January 2013	January 2012
Yes	135/94%	129/94%	137/91%
No	0/0%	0/0%	1/1%
Needs Improvement	4/3%	6/4%	10/7%
No Response	5/3%	3/2%	2/1%

Comment:
Again, there was an overall satisfaction in the category this year. Occasionally one of the contractors may get a complaint of an unclean or uncomfortable vehicle.

Survey Question 5: Do you feel the HOURS of service meet your needs?

	March 2014	January 2013	January 2012
Yes	119/83%	115/83%	128/85%
No	5/3%	4/3%	5/3%
Needs Improvement	19/13%	14/10%	16/11%
No Response	1/1%	5/4%	1/1%

Comment:
Overall, the majority of clients are satisfied with the hours of operation. Service is available from 5:00 am to 8:30 pm, Monday through Friday. However, some clients still like the ability to take trips on weekends.

Survey Question 6: Do you feel the FARES are reasonable?

	March 2014	January 2013	January 2012
Yes	132/92%	129/94%	145/97%
No	2/1%	2/1%	0/0%
Needs Improvement	6/4%	1/1%	1/<1%
No Response	4/3%	6/4%	4/3%

Comment:
There is still a high overall satisfaction with fares. However, clients are not required to pay a co-pay if the trip is funded under Title III-B, Older Americans Act. Donations are accepted by these clientele.

Survey Question 7: Are you at your appointments ON TIME?

	March 2014
Yes	120/83%
No	1/1%
Needs Improvement	15/10%
No Response	8/6%

Comment:
The great majority of clients arrive to their appointments on time. However, they may have to wait to get picked up after the appointment is completed, especially if the appointment time is unscheduled. Other factors creating delays include heavy road traffic and numerous riders who are picked up at the end when being multi-loaded for group trips (shopping, ENP sites, etc.) Lately, due to staffing levels, persons have complained that it is difficult to get through on the telephone to let PCPT know that they are ready to get picked up.

Survey Question 8: Do you get rides at the times and on the days you need them?

	March 2014
Yes	118/82%
No	3/2%
Needs Improvement	18/13%
No Response	5/3%

Comment:
Overall, the majority of clients are satisfied with the times and days of service offered. On occasion, same day service is requested, which we are unable to accommodate. Some clients would also like to be able to take trips on Saturday or Sunday.

Survey Question 9: Does the transportation service take you to the places you need to go?

	March 2014
Yes	122/85%
No	6/4%
Needs Improvement	6/4%
No Response	10/7%

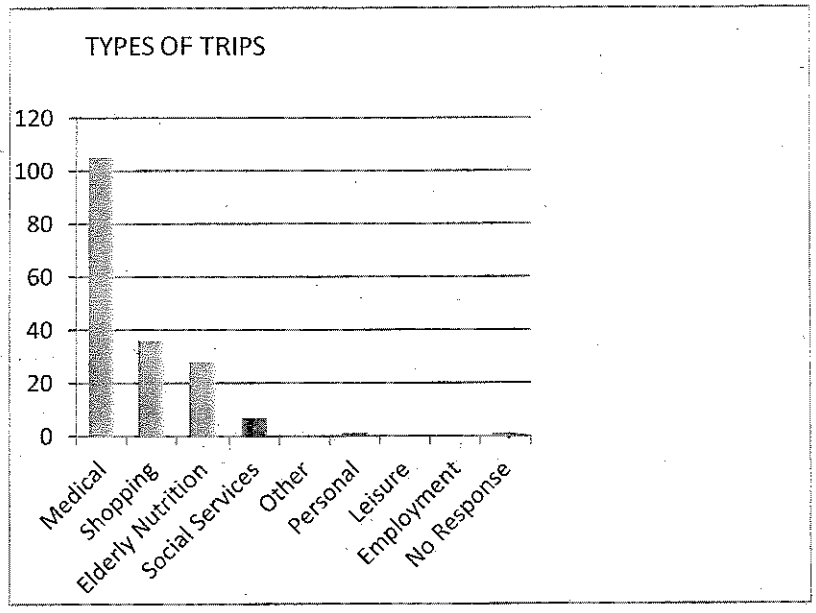
Comment:
There is an overall satisfaction with trips to desired destinations. Due to adequate funding this past year, PCPT has not had to deny trips (unless it was for same day or after hour service).

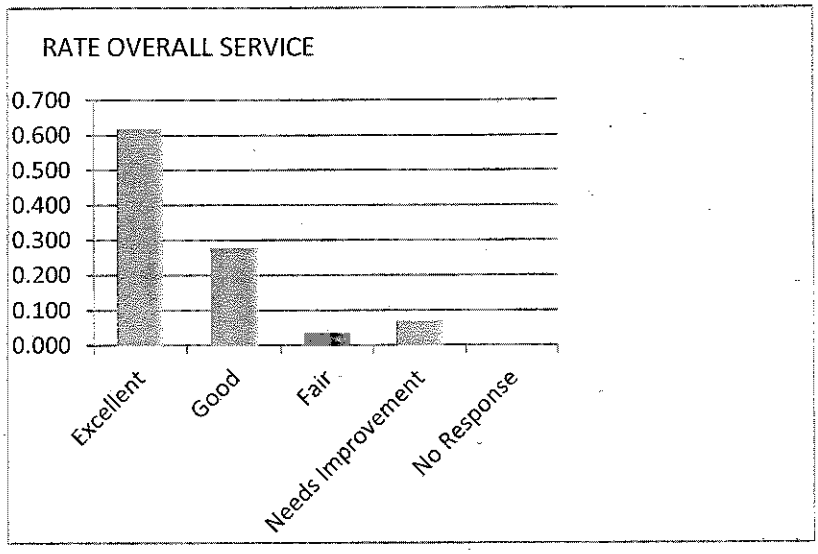
Survey Question 10: How would you rate the OVERALL TRANSPORTATION SERVICE?

	March 2014	January 2013	January 2012
Excellent	89/62%	77/56%	92/61%
Good	40/28%	53/38%	52/35%
Fair	5/3%	4/3%	3/2%
Needs Improvement	10/7%	3/2%	3/2%
No Response	0/0%	1/1%	0/0%

Comment:
Funding was adequate this year and we were able to meet most of the rider's request for trips.

Note: Additional comments listed at the end of this document.


TYPES OF TRIPS
120
100
80
60
40
20
0
Medical
Shopping
Elderly Nutrition
Social Services
Other
Personal
Leisure
Employment
No Response


RATE OVERALL SERVICE
0.700
0.600
0.500
0.400
0.300
0.200
0.100
0.000
Excellent
Good
Fair
Needs Improvement
No Response

One hundred forty-four (144) written comments were received. The summary follows:

	Number of Times this Comment was Made	Total Percent of Comments Made
I am very grateful to have this service. Thank you.	23	16%
Praised drivers	19	13%
General praise of overall service	16	11%
Very long waits to go home after appointments	16	11%
Need trips other than medical and shopping	10	7%
Praised dispatch staff	9	6%
I do not want to get picked up two hours before appointment.	6	4%
Need longer paratransit hours and weekend trips	6	4%
The fare system is confusing. Not everyone has to pay co-pays.	5	3%
Shopping hours need to be cut down. We often wait two hours with perishable groceries.	5	3%
We need more variety of grocery stores - like Save-a-Lot.	4	3%
I can no longer get personal and social service trips.	3	2%
Need service to the Mall	3	2%
Some Yellow Cabs are dirty and smell like smoke. I have seen roaches.	3	2%
I would like to go earlier.	2	1%
$4.00 is too much to pay for a round trip.	2	1%
I am sometimes late for appointments.	1	1%
I need to be able to have afternoon doctor appointments.	1	1%
I missed a few appointments. No one came to get me.	1	1%
I waited a long time on the telephone to book an appointment.	1	1%
If I am dropped off at the wrong location, they leave me.	1	1%
Drivers need more training in securing wheelchairs.	1	1%
Yellow Cab drivers are rarely on time.	1	1%
Sometimes I need to stop at the pharmacy on the way home from my Dr. appointment.	1	1%
I want to go to the lunch site in Dade City five (5) days per week.	1	1%
I need to be able to go to Wal-Mart more than once per month.	1	1%
I want to be able to go to restaurants.	1	1%
I thought I could only go to the Elderly Nutrition Program.	1	1%
Totals	**144**	**100%**

Attachment E

Area Agency on Aging of Pasco - Pinellas, Inc.

Area Agency on Aging of Pasco-Pinellas, Inc.

2014 OAA PROGRAMMATIC MONITORING CHECKLIST

PROVIDER	Pasco County Public Transportation (PCPT)
SERVICE(S)	Title IIIB/LSP Transportation
DATE(S) OF VISIT	September 25th, 2014
PARTICIPANT(S)	Thelma Williams, Transportation Administration Manager, PCPT Joseph DeGeorge, Operation Manager, PCPT
MONITOR(S)	Shannon Fernandez, Program Manager, AAAPP

CONTRACT COMPLIANCE AND SERVICE DELIVERY

STANDARD #1 – Previous Programmatic Monitoring

All issues from the previous programmatic monitoring have been resolved within an established and reasonable timeframe.

RESPONSE:

There are no unresolved issues resulting from the Monitoring Visit that took place on August 14th, 2013.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #2 – Targeting, Prioritization and Waitlist

A targeting plan with specific targeting objectives is in place:

A. Services are targeted to individuals with greatest economic need, older individuals with greatest social needs, older individuals at risk for institutional placement, older minority individuals, low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
B. Provider has implemented the plan of action detailed in the Service Provider Application to satisfy the service needs of targeted individuals.
C. Provider is serving the proposed number and percentage of older individuals with greatest economic need, older minority individuals, older individuals at risk for institutional placement, low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas (*as specified in the Service Provider Application*).
D. Client files contain current prioritization instruments in accordance with the Provider's Prioritization Policy.
E. A waitlist has been appropriately established, maintained, and utilized as necessary.

RESPONSE:

a) The Provider has an approved Service Provider Application on file with the AAAPP. This application denotes the Program's proposed efforts to target older individuals with the greatest economic and social need, low-income minority individuals, elders residing in rural areas, "Limited English Speakers" and clients "At Risk for Nursing Home Placement".

b) The Provider has implemented the plan of action outlined in the Service Provider Application to satisfy the service needs of targeted individuals.

c) Per the Approved Service Provider Application, the Provider proposes to serve clients in the following categories. As of the Second Quarter, the provider has served the categorized clients accordingly:

- Unduplicated Clients to be served with LSP: 100
- Unduplicated Clients served: 100
- Percentage achieved to proposal: 100%

- Unduplicated Clients to be served with OAA: 325
- Unduplicated Clients served: 373
- Percentage achieved to proposal: 114%

- Unduplicated BPL clients to be served: 125
- Unduplicated BPL clients served: 85
- Percentage achieved to proposal: 68%

Standard #2 Continued.

- Unduplicated Minority clients to be served: 45
- Unduplicated Minority clients served: 58
- Percentage achieved to proposal: 129%

- Unduplicated Low-Income Minority clients to be served: 25
- Unduplicated Low-Income Minority clients served: 16
- Percentage achieved to proposal: 64%

- Unduplicated Rural clients to be served: 30
- Unduplicated Rural clients served: 22
- Percentage achieved to proposal: 73%

- Unduplicated clients with Limited English Proficiency to be served: 25
- Unduplicated clients with Limited English Proficiency served: 17
- Percentage achieved to proposal: 68%

- Unduplicated clients At Risk of Nursing Home Placement to be served: 30
- Unduplicated clients At Risk of Nursing Home Placement served: 89
- Percentage achieved to proposal: 297%

- Unduplicated Low-Income Minority client with Limited English proficiency to be served: 5
- Unduplicated Low-Income Minority client with Limited English proficiency served: 1
- Percentage achieved to proposal: 20%

As of the Second Quarter, the Provider has met, exceeded, and/or is on track to meet or exceed all annual proposals. The Provider is commended on the outstanding work in targeting and serving these individuals.

d) Prioritization is based on type of trip; therefore, riders will not receive transportation if their destinations do not relate to medical, group shopping, ADC, and/or congregate dining. Other transportation types of trips can be referred to other funding sources under PCPT's purview.

e) The Program currently maintains an informal waitlist for services, though no person is waiting or has had a denied trip for all of FY2014. In summary, reservations for trips are made and approved based upon priority, open slots, and funding.

X	Achieved		Partially Achieved		Not Achieved		N/A		Follow-up Needed

STANDARD #3 – Staff Training

Provider staff has received training pertinent to the performance of required functions:

A. Utilizing the DOEA assessment tool.
B. DOEA standards for specific service training as outlined in the most current DOEA Program and Services Handbook is being utilized.
C. Mandatory reporting of suspected abuse, neglect, self-neglect, and exploitation of the elderly training has been conducted.

RESPONSE:

a) Transportation Services are not categorized as a registered service; therefore, the provider does not utilize any of the DOEA 701 Assessment tools.

b) The program is compliant with all standards for specific service via the most current DOEA Program and Services Handbook.

c) The program abides by the mandatory reporting requirement for persons suspected of being abused, neglected and/or exploited. The program reports that they have had to make one report year to date. The Program is trained annually by a qualified individual.

X	Achieved		Partially Achieved		Not Achieved		N/A		Follow-up Needed

STANDARD #4 – Programmatic Reporting

All required programmatic reports are accurate and submitted in a timely manner:

A. Annual Outreach and Public Education Report
B. Quarterly Reports:
   - Program Objective Analysis Report (Form 113A)
   - OAA Output Report for Project Year (Form 002 or 002N)
   - Legal Priority Issue Areas (IIIB Legal Providers only)
C. Detailed meeting minutes from the agency Board of Director Meetings are submitted regularly.
D. Semi-Annual Outreach Report (Title IIIC Providers only)
E. Surplus/Deficit Reports

RESPONSE:

a) Outreach and Public Education Reports are due in March of FY2014 and pertinent to activities performed in FY2013. The Outreach and Public Education Report due in FY2014 was submitted punctually.

b) Quarterly Reports are due by the tenth of every April, July, October and January. At the time of the writing of this report the Program Manager reports that the Second Quarterly report was submitted on time and is considered accurate.

c) All Meeting Minutes from the Pasco County Public Transportation's Local Coordinating Board are submitted to and received by the AAAPP upon completion.

d) Not applicable.

e) Surplus/Deficit Reports are due by the 20th of each month. All Surplus/Deficit Reports are submitted and received by the Program Manager on a monthly basis.

X	Achieved		Partially Achieved		Not Achieved		N/A		Follow-up Needed

STANDARD #5 – Outcome Measures

Outcome measures referenced in the current Standard Contract are achieved: ***(OAA REGISTERED SERVICES ONLY)***

A. Provider has implemented the strategies detailed in the current Service Provider Application.
B. Provider uses available CIRTS reports to track outcome achievement.
C. Provider submits quarterly reports including review of outcome exceptions.
D. Provider analyzes factors that enhance or inhibit ability to achieve outcome measures.
E. Provider takes appropriate action including staff training to address outcomes, which are not achieved.

RESPONSE:

Transportation Services are not a registered service. All units of service are submitted for re-imbursement on an aggregate basis.

[ ] Achieved [ ] Partially Achieved [ ] Not Achieved [X] N/A [ ] Follow-up Needed

STANDARD #6 – Case Record Compliance

Case records sampled showed compliance with requirements for client eligibility, intake, and service delivery.

RESPONSE:

All case records are maintained on the computer client database. The Program Manager had the opportunity to work with the Office Supervisor for the purpose of reviewing individual computer records. A clear process for intake, service delivery, and client eligibility was demonstrated. In addition, service units for ten randomly chosen clients were reviewed using the same methodology as indicated in Standard #8.

Please see Attachment I. for further details regarding client records.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #7 – CIRTS Data Integrity

CIRTS client records are accurate ***(OAA REGISTERED SERVICES ONLY)****:*

CIRTS records of assessment, program enrollment and received services are accurate, entered in CIRTS in a timely manner and agree with client and project records. Exception Reports exemplify 100% accuracy.

RESPONSE:

Transportation Services are not a registered service. All units of service are submitted for re-imbursement on an aggregate basis.

[ ] Achieved [ ] Partially Achieved [ ] Not Achieved [X] N/A [ ] Follow-up Needed

STANDARD #8 – Budgetary Compliance

Budgetary Compliance:

A. Provider is serving or has a plan to serve the number of proposed units as identified in the service provider application.
B. Provider has a clear audit trail for units of service entered in CIRTS as indicated by a review of client files, service logs, monthly summaries, and quarterly reports to the AAAPP.

RESPONSE:

a) The Provider is serving and has a plan to serve the number of proposed units as identified in their most current approved service application.

b) The monitors reviewed submitted units of service for the month of August 2014. A total of 1104 units of service were submitted to the AAAPP for re-imbursement. The 10 client files reviewed previously via the computer database were clearly denoted throughout the audit trail for August.

Clients schedule their appointment for transportation and the appointment is logged on to a driver manifest. The driver marks the trip as either being complete, with time included, and/or a no show or cancelled trip. Daily manifests are inputted into the database and a monthly report can be pulled and segregated by funding stream and completed trips. All OAA trips and expenditures are reported aggregately to the AAAPP for re-imbursement.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #9 – Consumer Satisfaction

Consumer satisfaction and effective delivery of service has been verified through:

A. Home visits (including service observation, if possible) in order to reveal effective delivery of service.
B. Client satisfaction surveys.
C. Advisory Council minutes (Title IIIC Providers only).
D. Provider has approved Grievance Policies, Procedures and Logs
E. Provider has approved Complaint Policies, Procedures and Logs
F. Review of consumer complaints and/or Incident Reports received by the Service Provider, including documentation of the Service Provider response and resolution.

Information obtained through the utilization of subsections a, b, c, and, d is utilized to address problem areas and improve services.

RESPONSE:

a) The Program Manager made an attempt to interview a willing Title IIIB/LSP Transportation Service recipient. The scheduled trip on 9/25/14 was a pickup for a Medical appointment, however once the driver arrived to the destination, it was brought to our attention that the client had left prematurely. The driver followed all proper procedures and documented the trip appropriately.

b) Returned surveys are reviewed, analyzed, summarized and used to make service improvements as necessary. Generally the comments summarized are indicative of high levels of satisfaction.

c) N/A

d) The program has Grievance Policies, Procedures, and Logs pertinent to contractual requirements. No registered grievances have been reported for YTD 2014. All clients are notified of their right to grieve at the inception of service delivery.

e) The program has Complaint Policies, Procedures, and Logs pertinent to contractual requirements on file.

f) The Program Manager reviewed the Provider's Complaint Log. The Program reported 0 complaints for YTD 2014. Additionally, the Program Manager reviewed the Provider's Incident Log whereas 3 incidents needed reporting for August 2014, all which were handled appropriately.

X	Achieved		Partially Achieved		Not Achieved		N/A		Follow-up Needed

STANDARD #10 – Voluntary Contributions

Provider has a voluntary contribution system in place.

RESPONSE:

The Provider has a Voluntary Contribution policy consistent with the Older Americans Act. Clients are notified through literature on the shuttles of the normal price of the trip and additionally notified that they may contribute towards the price if they want to.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #11 – Regulatory Compliance

OAA Provider is in Regulatory Compliance with:

A. OAA services reviewed are being provided in accordance with the DOEA Program And Services Handbook and the approved Service Provider Application
B. Provider complies with all regulations pertinent to the service being provided (I.E, fire, health inspections, Licensure, etc.)
C. Florida Statute 119.071 (5) requiring any agency that collects social security numbers to provide a written explanation to the individual the reason for its collection.
D. Health Insurance Portability and Accountability Act (HIPAA) requirements.

RESPONSE:

a) All Transportation services are provided in compliance with the most current DOEA Home and Community Based Services Handbook and the Provider's most current approved Service Provider Application.

a) The Provider is compliant with all regulations pertinent to the service being provided.

b) The Provider is compliant with Florida Statute 119.071(5), in that it notifies every client they serve with information on why they collect the individuals Social Security information. The Program currently does not gather information on client's social security numbers.

c) The Provider has policies within their most current approved Service Provider Application to address HIPAA requirements.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #12 – Involvement with the ADRC

Provider is involved with the Aging and Disability Resource Center (ADRC).

A. Provider submits monthly reports highlighting contacts to their agency to AAAPP.
B. Provider abides by no-wrong-door system.

RESPONSE:

a) The Provider submits each monthly report punctually to the ADRC, highlighting the number of contacts the Provider has made.
b) The Provider is compliant with the 'no-wrong-door' system, which helps to designate ADRC long term care and financial assistance programs for elders, persons with developmental disabilities, and their caregivers.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #13 - Subcontractors

Provider monitors subcontractors as required by the Standard Contract.

RESPONSE:

Pasco County Public Transportation is also the Pasco County Community Transportation Coordinator (CTC). Under this umbrella, PCPT coordinates sub-contracts with providers to arrange for the provision of transportation services. The same sub-contractors are used to provide over-flow services, funded by Title IIIB, and which PCPT may not be able to provide itself. In accordance with Federal and State requirements, PCPT monitors its sub-contracts. The Program Administrator was able to review and obtain the most recent monitoring reports, which show full compliance for (4) different sub-contracts.

[X] Achieved [ ] Partially Achieved [ ] Not Achieved [ ] N/A [ ] Follow-up Needed

STANDARD #14 - Volunteers

Provider has policies governing the utilization of volunteers.

RESPONSE:

The Older Americans Act suggests, to the extent feasible, that volunteers be incorporated into service delivery in order to maximize service dollars while offering opportunities to volunteers. All volunteers receive a mandatory orientation, and are included in other scheduled offerings of mandatory staff in-service education/training and background screenings (if applicable). The organization on a whole recruits, trains, and retains volunteers for utilization in a variety of services. Transportation is a service where volunteers are not used directly. Coordinated services such as Congregate Meals and Adult Day Care utilize volunteers who may assist clients on-board and off-board upon being transported to sites or facilities where these services occur.

[X]	Achieved	[ ]	Partially Achieved	[ ]	Not Achieved	[ ]	N/A	[ ]	Follow-up Needed

Submitted by: Shannon Fernandez, Program Manager, AAAPP
Date: October 1st, 2014

Attachment I.

Area Agency on Aging of Pasco-Pinellas, Inc.
Client File Monitoring Tool for Unregistered Services

	Organization: PCPT Unregistered Program: IIIB/LSP Transportation	LP9700	AA7985	JS7504	CA1002	BH3651	JE(PSUEDO)	ME9860	HR5531	WC3501	LB3591	Comments
1	Was an Intake/Registration Form completed and if applicable, updated annually?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
2	Was Client Eligibility Verified? (See Program/Service Eligibility Criteria)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
3	Has 'OAA Priority for Service Delivery' been established and if applicable, updated annually?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Prioritization is captured through the registration form as well as through the Transview System.
4	Did the worker obtain a signed 'Release of Information/HIPAA' form?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Information is located on the registration forms.
5	Did the worker obtain a signed 'Social Security Collection Notice' form?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Information is located on the registration forms.
6	Did the worker provide a 'Grievance Policy' to the client?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Grievance information is posted on each bus as well as through ADC and Dining Site Providers.
7	Is the client correctly being billed for services each month?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
8	Do 'Progress Notes' reflect the last contact?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
9	If applicable, are there substantiate reasons for termination/reduction of service and document of proper client notification?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Notes	ADC	SHOP	NUT	NUT	SHOP	MED	SHOP	MED	MED	ADC	

Yes = Compliant

No= Non-Compliant and Comment Is required

N/A = Not/Applicable

Revised 03/15/12

DRAFT REPORT

FY2014 TRIENNIAL REVIEW

of the

Pasco County Board of County Commissioners
Pasco County Public Transportation (PCPT)
Port Richey, Florida
Recipient ID: 5318

Performed for:

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL TRANSIT ADMINISTRATION
REGION IV

Prepared by:

CDI/DCI Joint Venture

Scoping Meeting Date: May 8, 2014
Site Visit Dates: September 15-16, 2014
Draft Report Date: October 16, 2014

Table of Contents

I. Executive Summary 1

II. Review Background and Process 2

1. Background 2
2. Process 2
3. Metrics 2

III. Grantee Description 4

IV. Results of the Review 6

1. Financial Management and Financial Capacity 6
2. Technical Capacity 6
3. Maintenance 6
4. Americans with Disabilities Act 6
5. Title VI 7
6. Procurement 7
7. Disadvantaged Business Enterprise 8
8. Legal 8
9. Satisfactory Continuing Control 8
10. Planning/Program of Projects 8
11. Public Comment on Fare Increases and Major Service Reductions 9
12. Half Fare 9
13. Charter Bus 9
14. School Bus 9
15. Security 9
16. Drug Free Workplace and Drug and Alcohol Program 10
17. Equal Employment Opportunity 10

V. Summary of Findings 11

VI. Attendees 12

VII. Appendices 13

I. Executive Summary

This report documents the Federal Transit Administration's (FTA) Triennial Review of Pasco County Board of County Commissioners, Pasco County Public Transportation (PCPT). CDI/DCI Joint Venture performed the review. During the site visit, administrative and statutory requirements were discussed and documents were reviewed. PCPT's transit facilities were toured to provide an overview of activities related to FTA-funded projects.

The Triennial Review focused on PCPT's compliance in 17 areas. Deficiencies were found in the areas listed below.

Review Area	Deficiencies	
	Code	Description
Technical Capacity	D-122	Incorrect FFR reporting
Procurement	D-22	Procurement policies and procedures not evident

II. Review Background and Process

1. Background

The United States Code, Chapter 53 of Title 49, requires the FTA of the United States Department of Transportation (USDOT) to perform reviews and evaluations of Urbanized Area Formula Grant activities at least every three years. This requirement is contained in 49 U.S.C. 5307(i). This review was performed in accordance with FTA procedures (published in FTA Order 9010.1B, April 5, 1993). At least once every three years, the Secretary shall review and evaluate completely the performance of a grantee in carrying out its program, specifically referring to compliance with statutory and administrative requirements.

The Triennial Review includes a review of the grantee's compliance in 17 areas. The basic requirements for each of these areas are summarized in Section IV.

This report presents the findings from the Triennial Review of Pasco County Public Transportation. The review concentrated on procedures and practices employed during the past three years; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. The specific documents reviewed are referenced in this report and are available at FTA's regional office or at the grantee's office.

2. Process

The Triennial Review process includes a pre-review assessment, a review scoping meeting with the FTA regional office, and an on-site visit to the grantee's location. The review scoping meeting was conducted with the Region IV Office on May 8, 2014. Necessary files retained by the regional office were sent to the reviewer electronically. A review package was sent to PCPT advising it of the site visit and indicating information that would be needed and issues that would be discussed. The site visit to New Port Richey, Florida occurred on September 15-16, 2014.

The onsite portion of the review began with an entrance conference, in which the purpose of the Triennial Review and the review process were discussed. The remaining time was spent discussing administrative and statutory requirements and reviewing documents. A tour of PCPT's transit facilities was conducted to provide an overview of activities related to FTA-funded projects. A sample of maintenance records for FTA-funded vehicles and equipment was also examined during the site visit. Upon completion of the review, a summary of preliminary findings was provided to PCPT at an exit conference. The individuals participating in the review are listed in Section VI of this report.

3. Metrics

The metrics used to evaluate whether a grantee is meeting the requirements for each of the areas reviewed are:

- *Not Deficient*: An area is considered not deficient if, during the review, no findings were noted with the grantee's implementation of the requirements.
- *Deficient*: An area is considered deficient if all of the requirements within the area reviewed were not met.
- *Not Applicable:* An area can be deemed not applicable if, after an initial assessment, the grantee does not conduct activities for which the requirements of the respective area would be applicable.

III. Grantee Description

Organization Public Services Branch

As a department of the Community Services Department of the Pasco County Board of County Commissioners, Pasco County Public Transportation (PCPT) directly operates both fixed-route and ADA complementary paratransit service in Pasco County, Florida. In addition, PCPT functions as the Community Transportation Coordinator and coordinates countywide paratransit transportation operations with other human services agencies. Pasco County is approximately 868 square miles with a population of 470,000.

Services

PCPT operates ten fixed routes with service divided between the major population areas in the eastern and western portions of the county. Three fixed routes operate in the eastern portion of the county and six operate in the western portion. An additional route operates cross-county. Service in East Pasco covers the area from Zephyrhills in the south to Lacoochee in the north. In West Pasco, the service is provided in the northwest area at Denton Avenue in Hudson, eastward to Little Road, and south to Tarpon Springs, where there are two connections with the Pinellas Suncoast Transit Authority. In East Pasco, service is provided from approximately 6:15 a.m. to 7:30 p.m., Monday through Friday, and 7:15 a.m. to 6:30 p.m. on Saturday. Service in West Pasco is provided from approximately 5:00 a.m. to 8:30 p.m., Monday through Friday, and 6:00 a.m. to 7:00 p.m. on Saturday. There is no Sunday service. ADA complementary paratransit service operates during the same days and hours as fixed route service.

The basic adult fare for fixed-route service is $1.50. A reduced fare of $0.75 is offered at all times for students; persons 65 years of age or older; and persons with a Medicare card, Disability card, or VA "Services Connected" card. The fare for the general paratransit service in the county is $4.00 with a reduced fare of $2.00 offered to all ADA-eligible paratransit passengers travelling within the ¾ mile corridor of the fixed-route service. One personal care attendant (paratransit only) and children under the age of four are not charged a fare.

PCPT operates a fleet of 28 buses for fixed-route service. Eighteen buses are required for peak service. Five additional buses are in a contingency fleet. PCPT directly operates 12 vehicles used in ADA complementary paratransit service. All vehicles have FTA interest. Subcontractors provide extended paratransit service in the county.

Administrative offices and operations facilities are located at 8620 Galen Wilson Boulevard in Port Richey. The facility is county-owned. Buses for western service are stored and dispatched from that location. Maintenance for western service vehicles is performed at the county Maintenance Facility located just to the south in New Port Richey where FTA has interest only in the bus wash rack, fuel pumps and countroom. The service for the eastern part of the county operates from a satellite operations and maintenance facility in San Antonio. PCPT has two transit centers, one in Port Richey and one in San Antonio. FTA has no interest in the transit centers or the satellite facilities.

Grant Activity
Below is a list of PCPT's seven active grants at the time of the review.

Grant Number	Grant Amount	Date Executed	Description
FL-90-X654-00	$2,321,824	7/28/08	County Public Transportation Service
FL-90-X695-02	$619,080	8/20/09	County Public Transportation Service
FL-90-X732-00	$2,564,128	11/16/10	County Public Transportation Service
FL-90-X753-00	$2,468,375	12/1/11	County Public Transportation Service
FL-90-X780-02	$290,224	1/15/13	County Public Transportation Service
FL-90-X814-00	$3,379,784	4/24/14	County Public Transportation Service
FL-96-X020-00	$3,944,919	7/8/09	Eight replacement buses, 50 bus shelters, and security equipment

Completed Projects
Since the last triennial review, PCPT completed the following projects:

- Purchased five fixed-route buses
- Established s cross-county route connecting the east and west portion of the county
- Completed a Ten-Year Transit Development Plan (Access Pasco)
- Developed a Bus Advertising Program
- Purchased and installed new bus stop signs. Shelters

Projects Underway
Projects underway include the installation of additional shelters and improvement of ADA/sidewalk accessibility to bus stops.

Future Projects
Planned for the next three to five years are:

- An operations/maintenance facility with fueling station and bus wash rack in East Pasco
- The purchase of new dispatch/scheduling software
- Installation of an Intelligent Transportation System (ITS) with Wi-Fi, including automated voice/visual announcement system and passenger counters.

IV. Results of the Review

1. Financial Management and Financial Capacity

Basic Requirement: The grantee must demonstrate the ability to match and manage FTA grant funds, cover cost increases and operating deficits, cover maintenance and operational costs for FTA funded facilities and equipment, as well as conduct and respond to applicable audits.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Financial Management and Financial Capacity.

2. Technical Capacity

Basic Requirement: The grantee must be able to implement FTA funded projects in accordance with the grant application, Master Agreement, and all applicable laws and regulations, using sound management practices.

Finding: During this Triennial Review of PCPT, deficiencies were found with the FTA requirements for Technical Capacity. Federal regulations require grantees to complete the Indirect Expense section of the Federal Financial Report (FFR) if they charge indirect costs to grants. A review of PCPT's charges to federal operating grants indicates that the grantee does charge indirect expenses to grants but has not completed the Indirect Expenses section of the FFR as required.

Corrective Action(s) and Schedule: By the next quarterly reporting period, October 30, 2014, PCPT will report indirect costs in the Indirect Expense section of its FFRs in TEAM-Web as required.

By February 18, 2015, PCPT will provide supporting documentation to FTA Region IV that it has implemented procedures to properly track and report indirect expenses in its FFRs in TEAM-Web.

3. Maintenance

Basic Requirement: Grantees and subrecipients must keep federally funded vehicles, equipment and facilities in good operating condition. Grantees and subrecipients must keep ADA accessibility features on all vehicles, equipment and facilities in good operating order.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Maintenance.

4. Americans with Disabilities Act

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 (ADA) provide that no entity shall discriminate against an individual with a disability in connection with

the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the USDOT requirements for ADA.

5. Title VI

Basic Requirement: The grantee must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance without regard to whether specific projects or services are federally funded. The grantee must ensure that federally supported transit services and related benefits are distributed in an equitable manner.

Note: The 2014 Triennial Review covers a three-year period in which the FTA issued a revised circular for Title VI, which provided more information on how to comply and changed requirements for some grantees with populations over 200,000 persons. As of October 1, 2012, grantees must comply with the requirements of FTA C 4702.1B. The Triennial Review will look at compliance with the requirement of FTA C 4702.1A for the period prior to October 1, 2012, and compliance with the revised circular for activities after this date.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Title VI.

6. Procurement

Basic Requirement: Grantees use their own procurement procedures that reflect applicable state and local laws and regulations, provided that the process ensures competitive procurement and the procedures conform to applicable federal law, including 49 CFR Part 18 (specifically Section 18.36) and FTA Circular 4220.1F, "Third Party Contracting Guidance."

Finding: During this Triennial Review of PCPT, deficiencies were found with the FTA requirements for Procurement. FTA C 4220.1F requires recipients to have written federal procurement procedures as a condition of self-certification. PCPT's current written procurement policies and procedures have been directed toward local funding practices and do not include required provisions for meeting FTA requirements for federal procurements.

Corrective Action(s and Schedule: By February 18, 2015, PCPT will provide FTA Region IV with written procurement procedures that ensure full and open competition in all federally funded procurements and reflect compliance with all elements and conditions of FTA C 4220.1F.

7. Disadvantaged Business Enterprise

Basic Requirement: The grantee must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of DOT-assisted contracts. Grantees also must create a level playing field on which DBEs can compete fairly for DOT-assisted contracts.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the USDOT requirements for DBE.

8. Legal

Basic Requirement: The grantee must be eligible and authorized under state and local law to request, receive, and dispense FTA funds and to execute and administer FTA funded projects. The authority to take actions and responsibility on behalf of the grantee must be properly delegated and executed. Grantees must comply with Restrictions on Lobbying requirements.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Legal.

9. Satisfactory Continuing Control

Basic Requirement: The grantee must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Satisfactory Continuing Control.

10. Planning/Program of Projects

Basic Requirement: The grantee must participate in the transportation planning process in accordance with FTA requirements, MAP-21, and the metropolitan and statewide planning regulations. Grantees must participate in a coordinated public transit-human services transportation planning process that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services for funding and implementation. Each recipient of a Section 5307 grant shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a POP.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Planning/POP.

11. Public Comment on Fare Increases and Major Service Reductions

Basic Requirement: Section 5307 grantees are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Public Comment on Fare Increases and Major Service Reductions.

12. Half Fare

Basic Requirement: For service supported with Section 5307 assistance, fares charged elderly persons, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Half Fare.

13. Charter Bus

Basic Requirement: Grantees are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Grantees are allowed to operate community based charter services excepted under the regulations.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Charter Bus.

14. School Bus

Basic Requirement: Grantees are prohibited from providing exclusive school bus service unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service. School tripper service that operates and looks like all other regular service is allowed.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for School Bus.

15. Security

Basic Requirement: As recipients of Section 5307 funds, grantees must annually certify that they are spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Security.

16. Drug Free Workplace and Drug and Alcohol Program

Basic Requirement: All grantees are required to maintain a drug-free workplace for all employees and to have an ongoing drug-free awareness program. Grantees receiving Section 5307, 5309 or 5311 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Drug-Free Workplace and Drug and Alcohol Program.

17. Equal Employment Opportunity

Basic Requirement: The grantee must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving federal financial assistance under the federal transit laws. (Note: EEOC's regulation only identifies/recognizes religion and not creed as one of the protected groups.)

Finding: During this Triennial Review of PCPT, no deficiencies were found with the FTA requirements for Equal Employment Opportunity (EEO).

V. Summary of Findings

Review Area	Finding	Deficiency	Corrective Action	Response Date	Date Closed
1. Financial Management and Financial Capacity	ND				
2. Technical Capacity	D-122	Incorrect FFR reporting	By the next quarterly reporting period, October 30, 2014, PCPT will report indirect costs in the Indirect Expense section of its FFRs in TEAM-Web as required. Provide supporting documentation to FTA Region IV that procedures have been implemented to properly track and report indirect expenses in FFRs in TEAM-Web.	February 18, 2015	
3. Maintenance	ND				
4. ADA	ND				
5. Title VI	ND				
6. Procurement	D-22	Procurement policies and procedures not evident	Provide FTA Region IV with written procurement procedures that ensure full and open competition in all federally funded procurements and reflect compliance with all elements and conditions of FTA C 4220.1F.	February 18, 2015	
7. DBE	ND				
8. Legal	ND				
9. Satisfactory Continuing Control	ND				
10. Planning/ POP	ND				
11. Public Comment on Fare Increase and Major Service Reductions	ND				
12. Half Fare	ND				
13. Charter Bus	ND				
14. School Bus	ND				
15. Security	ND				
16. Drug-Free Workplace/ Drug and Alcohol Program	ND				
17. EEO	ND				

VI. Attendees

Name	Title/Organization	Phone Number	E-mail Address
PCPT		***(727)***	
Michael Carroll	Transportation Manager	834-3200	mcarrol@ridepcpt.com
Thelma Williams	Administrative Manager	834-3200	twilliams@ridepcpt.com
Joseph DeGeorge	Operations Manager	834-3200	jdegeorge@ridepcpt.com
Ahsan Khalil	Public Transportation Program Coordinator	834-3200	akhalil@ridepcpt.com
Kristina Moran	Accountant II	834-3200	kmoran@pascocountyfl.net
Susan Rostom	Senior Accounting Clerk	834-3200	srostom@pascocountyfl.net
Tim Salmond	Lead Technician	847-8965	tsalmond@pascocountyfl.net
Rick Giangrande	Fleet Operations Supervisor	861-3089	rgiangrande@pascocountyfl.net
FTA		***(404)***	
Lauren Pessoa	Transportation Program Specialist	865-5488	Lauren.Pessoa@dot.gov
Christopher White	Program Manager	865-5619	Christopher.White@dot.gov
CDI/DCI Joint Venture		***(785)***	
Randall Pine	Reviewer	841-7771	Piner@earthlink.net

VII. Appendices

No appendices included in this report.