

# Hernando County FY 2025-34 Transit Development Plan (TDP) Hernando County Board of County Commissioners Meeting September 10, 2024



# Hernando County FY 2025-2035 TDP Meeting Agenda

1. Results of TheBus On-Board Surveys
2. Results of Public Meetings, Stakeholder Interviews, & Phase 1 Online/Social Media survey of Hernando County Residents
3. Summary of top public transportation needs in Hernando County
4. Next Steps

# What is a Transit Development Plan (TDP)?

- Ten-year plan that supports the development of an effective multimodal public transportation system.
- Required every five years by the Florida Department of Transportation (FDOT), guaranteeing the County access to annual State Public Transit Block Grant operating funds for fixed route and ADA services.
- Basis for defining current and future public transportation needs in Hernando County.
- Transit provider's planning, development, and operational guidance document: a "strategic blueprint."
- Marketing tool for providing continual community outreach and awareness of public transportation.
- Detailed financial plan outlining paths to implementing new service and capital projects.
- **The TDP is "*yours*"**
  - It will reflect the interests of your community and the help plan to continue success of TheBus system

# Required Components of a Major TDP

1. Public Involvement Process
2. Relationship Review to Other Plans
3. Metropolitan Transportation Planning Process Coordination Program
4. Demand Estimation
5. Land Use and Corridor Development Assessment
6. Ten-Year Operating & Capital Program

Revised TDP Rule Effective July 9, 2024

As of July 9, 2024, the revised [Rule 14-73.001 F.A.C. pertaining to Transit Development Plans \(TDPs\)](#) for public transit agencies is now in effect. This update impacts the submission timelines and requirements for TDP Major Updates and Annual Progress Reports.



**Key Changes:**

- **Streamlined TDP Process:** Simplified procedures to make the preparation and submission of TDPs more efficient.
- **Increased Coordination with Metropolitan Planning Organizations (MPOs):** Enhanced collaboration to ensure comprehensive regional transit planning.
- **Focused Prioritized Projects:** Emphasis on identifying and prioritizing key projects that align with strategic goals and funding opportunities
- **New Submission Deadline for TDP Major Updates and Annual Updates:** March 1<sup>st</sup> (previously September 1<sup>st</sup>)

# Recent Public Outreach Activities

## 1. Phase 1 Public Outreach:

- On-Board Surveys – **COMPLETED (May 2024)**
- Online/Social Media Survey – **COMPLETED (JULY 2024)**
- Stakeholder/Community interviews – **COMPLETED (AUGUST 2024)**
- Presentations: Board of County Commissioners, MPO Board/TAC/CAC/TDLCB, Hernando County Chamber of Commerce Advocacy Committee – **COMPLETED (AUGUST 2024)**

## 2. Community Stakeholders Interviewed:

- Hernando County Chamber of Commerce
- Pasco-Hernando Workforce Development Board
- United Way of Hernando County
- You Thrive Florida (formerly Mid-Florida Community Svcs.)
- Hernando/Citrus MPO
- GOPASCO (neighboring transit agency)
- Citrus County Connection (neighboring transit agency)
- Hernando County Health & Human Service Dept.
- Adventure Coast Visitors Bureau
- Florida Dept. of Transportation District Seven
- Jericho Road Ministries





# Onboard Survey Effort: April-May 2024

1. Bus riders were surveyed in the months of April-May of 2024.
2. All four The Bus routes were surveyed on Weekdays & Saturdays.
3. The survey team collected 120 passenger surveys (25 total were collected in 2019).
4. Riders were asked to fill out the survey while they rode the bus.
5. Surveys were available in English (95% of total returns) and Spanish (5% of total returns).

**TheBus**  
HERNANDO COUNTY TRANSIT (TheBus) SURVEY

DEAR VALUED CUSTOMER: We would like your input to help improve transit service in Hernando County. Your participation in the attached survey is completely voluntary. This survey is anonymous – please DO NOT put your name or other identifying marks on the survey. Even if you are unable to complete the entire survey, please return it to a surveyor or leave it in your seat as you exit the bus. If you do not wish to participate, please return the blank form to the surveyor. Thank you for helping TheBus to serve you better!

1. Where did you come **FROM** before you got on this bus for this trip?

1. Home	5. School/After School Activity
2. Work	6. College/Job Training
3. Doctor/Medical	7. Visiting/Recreation
4. Shopping/Errands	8. Other _____ (please specify)

2. How did you get to the bus for this trip?

1. Walked 3 blocks or less	5. Taxi/Uber/Lyft ride
2. Walked more than 3 blocks	6. Transfer from GoPasco bus
3. Bicycle/Scooter/E-scooter	7. Ride from someone
4. Drove _____ miles (please specify)	8. Other _____ (please specify)

3. Where are you going on **THIS** trip?  
(Please select only your FINAL destination)

1. Home	5. School/After School Activity
2. Work	6. College/Job Training
3. Doctor/Medical	7. Visiting/Recreation
4. Shopping/Errands	8. Other _____ (please specify)

4. What fare did you pay?

1. Regular fare (\$1.25)	6. Reduced 7-day pass (\$5.00)
2. Reduced fare (\$0.60)	7. Regular 31-day pass (\$30.00)
3. Regular 1-day pass (\$3.00)	8. Reduced 3-day pass (\$15.00)
4. Reduced 1-day pass (\$1.50)	9. Free
5. Regular 7-day pass (\$10.00)	

5. IF you paid a FREE or REDUCED fare, please indicate your eligibility:

1. Senior	3. ADA
2. Student	4. Medicaid

6. After you finish your bus travel, how will you get to your final destination? (Please select only ONE)

1. Walk 3 blocks or less	5. Taxi/Uber/Lyft ride
2. Walk more than 3 blocks	6. Transfer to GoPasco bus
3. Bicycle/Scooter/E-scooter	7. Ride from someone
4. Drive _____ miles (please specify)	8. Other _____ (please specify)

7. How often do you ride TheBus? (Please select only ONE)

1. About 1 day per week	3. 4 or more days per week
2. 2 or 3 days per week	4. Once or twice a month

8. What is the most important reason you ride TheBus?  
(Select only ONE)

1. I don't drive	5. Parking is difficult/expensive
2. Car is not available	6. Bus is more convenient
3. Bus is more economical	7. I don't have a valid driver's license
4. Traffic is too bad	8. Other: _____ (please specify)

9. How would you make this trip if TheBus were not available?

1. Drive	5. Taxi/Uber/Lyft Ride
2. Ride from someone	6. Would not make the trip
3. Bicycle/Scooter/E-scooter	7. Other _____ (please specify)
4. Walk/Wheelchair	

10. How long have you been using TheBus services?

1. This is my first day	4. 2 years to 5 years
2. Less than 6 months	5. More than 5 years
3. 6 months to 2 years	6. Other _____ (please specify)

11. Which three TheBus improvements would be most important to you?

1. More frequent service	7. More connecting sidewalks
2. Earlier/late weekday service	8. Need for transfer center
3. Expanded Saturday hours	9. Express service to: _____
4. Sunday service	10. Other _____ (please specify)
5. Expand service to: _____	
6. More bus shelters/benches	

12. Do you use a wheelchair or other mobility aid?

1. Yes	2. No
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13. Your gender is...

1. Male	3. Other _____ (please specify)
2. Female	

14. Your age is...

1. 19 or under	5. 50 to 59
2. 20 to 29	6. 60 to 64
3. 30 to 39	7. 65 or older
4. 40 to 49	

15. Your heritage is...(check all that apply)

1. White/Caucasian	5. American Indian/Alaska Native
2. Black/African American	6. Two or more races
3. Hispanic/Latino	7. Other _____ (please specify)
4. Asian/Pacific Islander	

16. What is the range of your total annual household income?

1. Less than \$10,000	5. \$40,000 to \$49,999
2. \$10,000 to \$19,999	6. \$50,000 to \$59,999
3. \$20,000 to \$29,999	7. \$60,000 to \$69,999
4. \$30,000 to \$39,999	8. \$70,000 or over

17. Do you have a valid driver's license?

1. Yes	2. No
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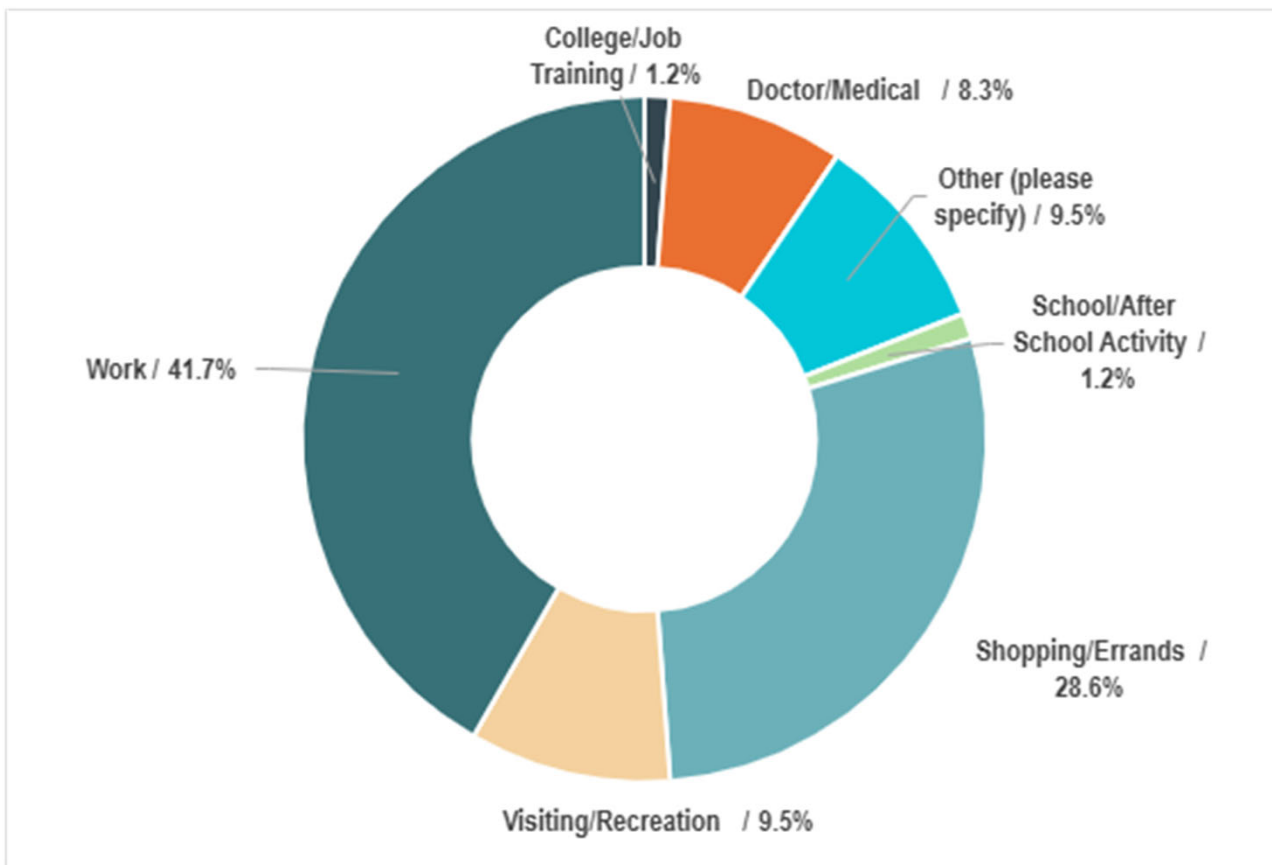
SURVEY CONTINUED ON BACK

# TheBus Riders - Trip Purpose

1. Riders surveyed reported the following reason for their trip on TheBus:

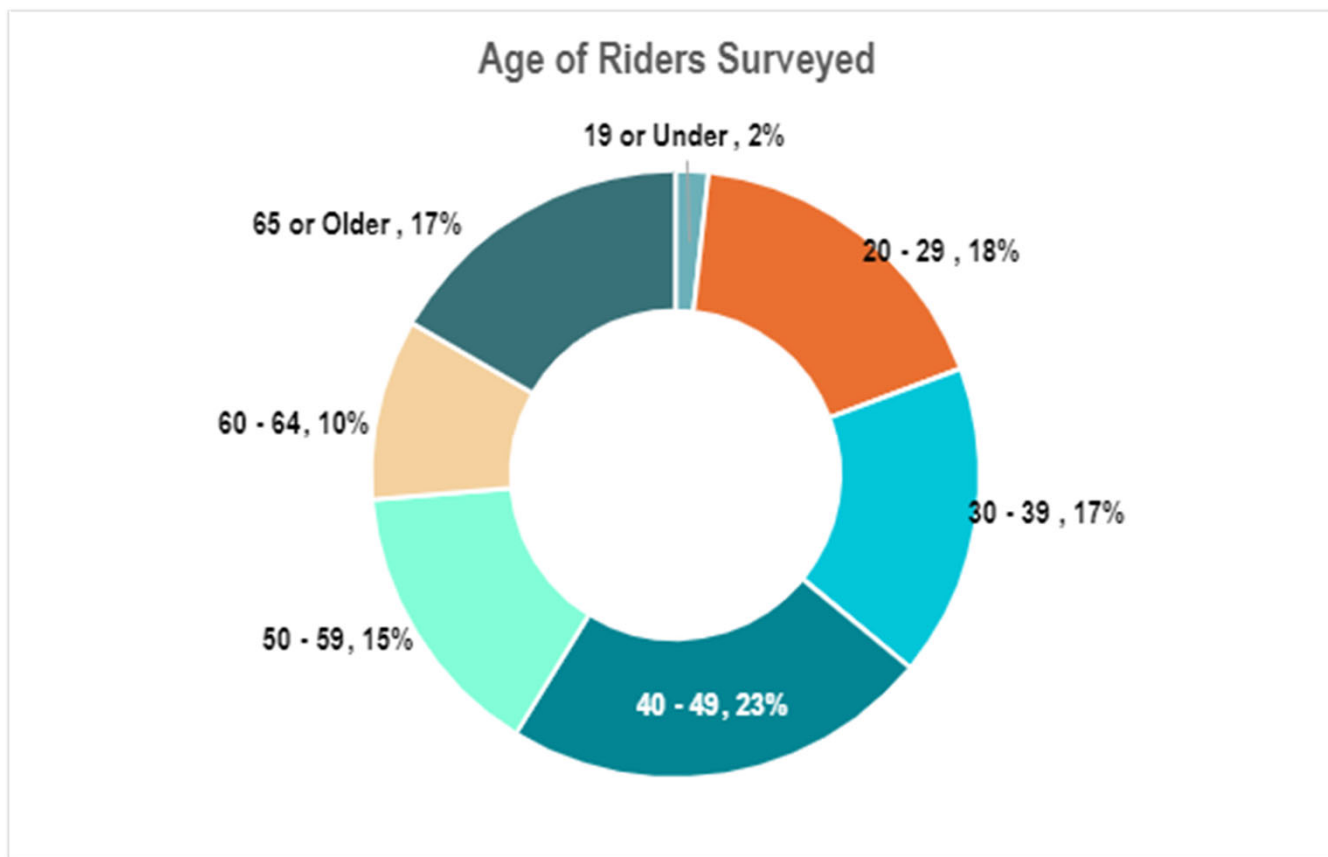
- **Work (41.7%)**
- **Shopping/Errands (28.6%)**
- **Visiting/Recreation (9.5%)**
- **Other (9.5%)**
- **Doctor/Medical (8.3%)**
- **College/Job Training (1.2%)**
- **School/After School Activity (1.2%)**

2. Highlight: This is a higher-than-average work trip system.



# Age of TheBus Riders

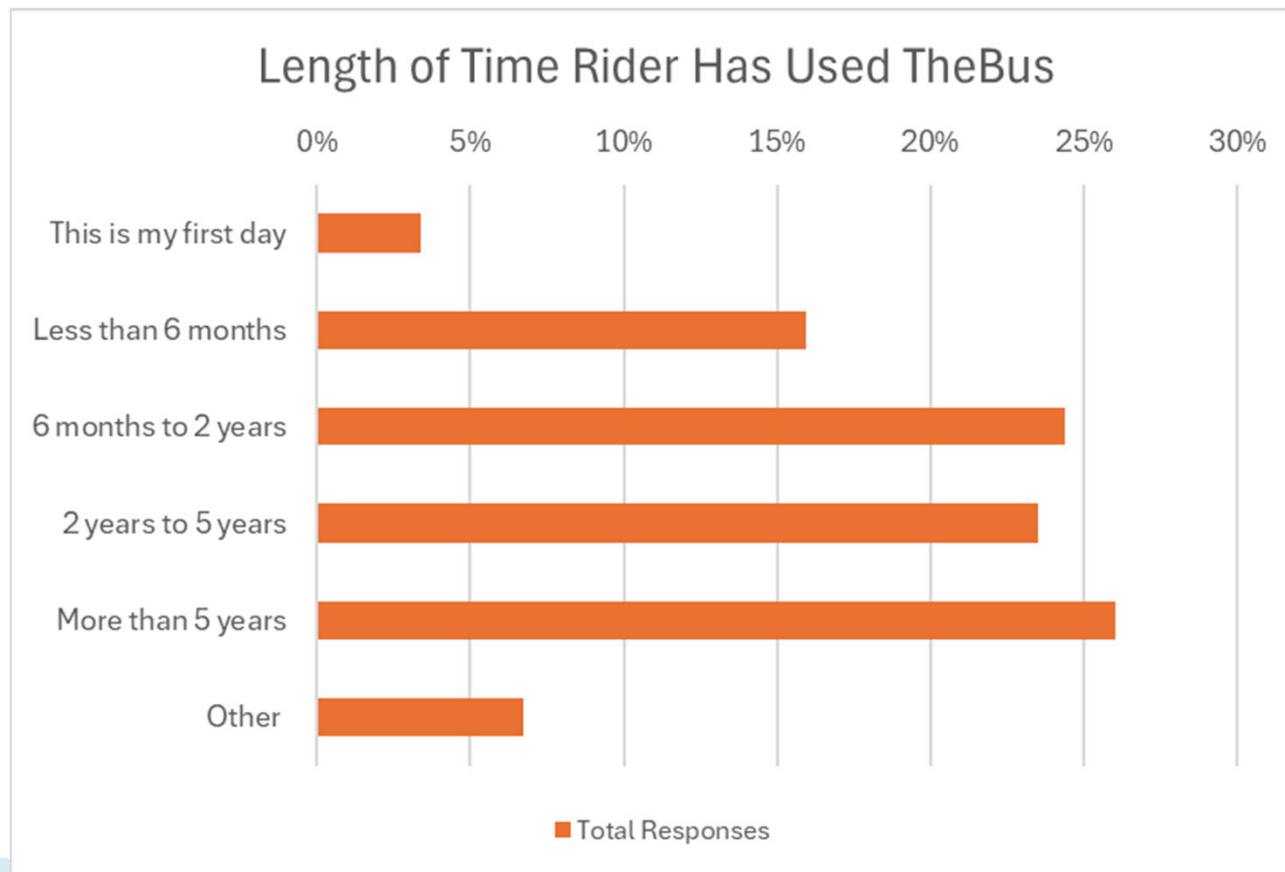
1. The age of the riders surveyed indicates that most users are over the age of 19.
2. There is a fairly even range of age cohorts that currently utilize TheBus service.
3. Highlight: TheBus has healthy range of ridership from most age cohorts.





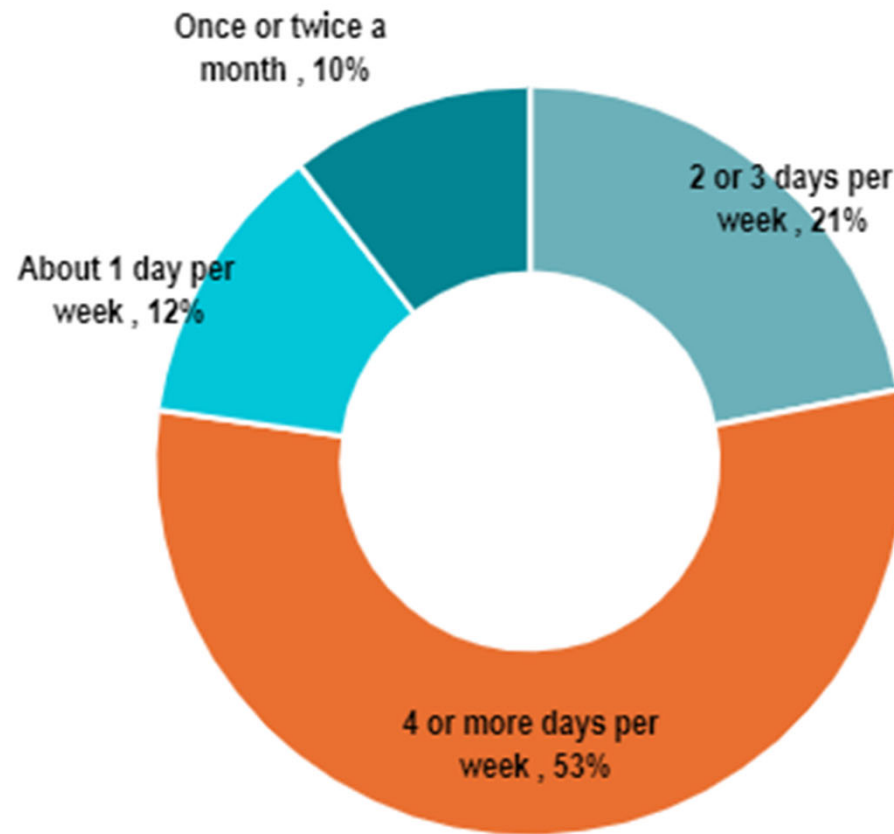
# Length of Time Using TheBus

1. 26% of riders surveyed have used the service for more than 5 years.
2. 24% of those surveyed have used the bus at least 2-5 years.
3. Highlight: there is a healthy distribution of those who have used the system for awhile and those who are fairly new to the system.



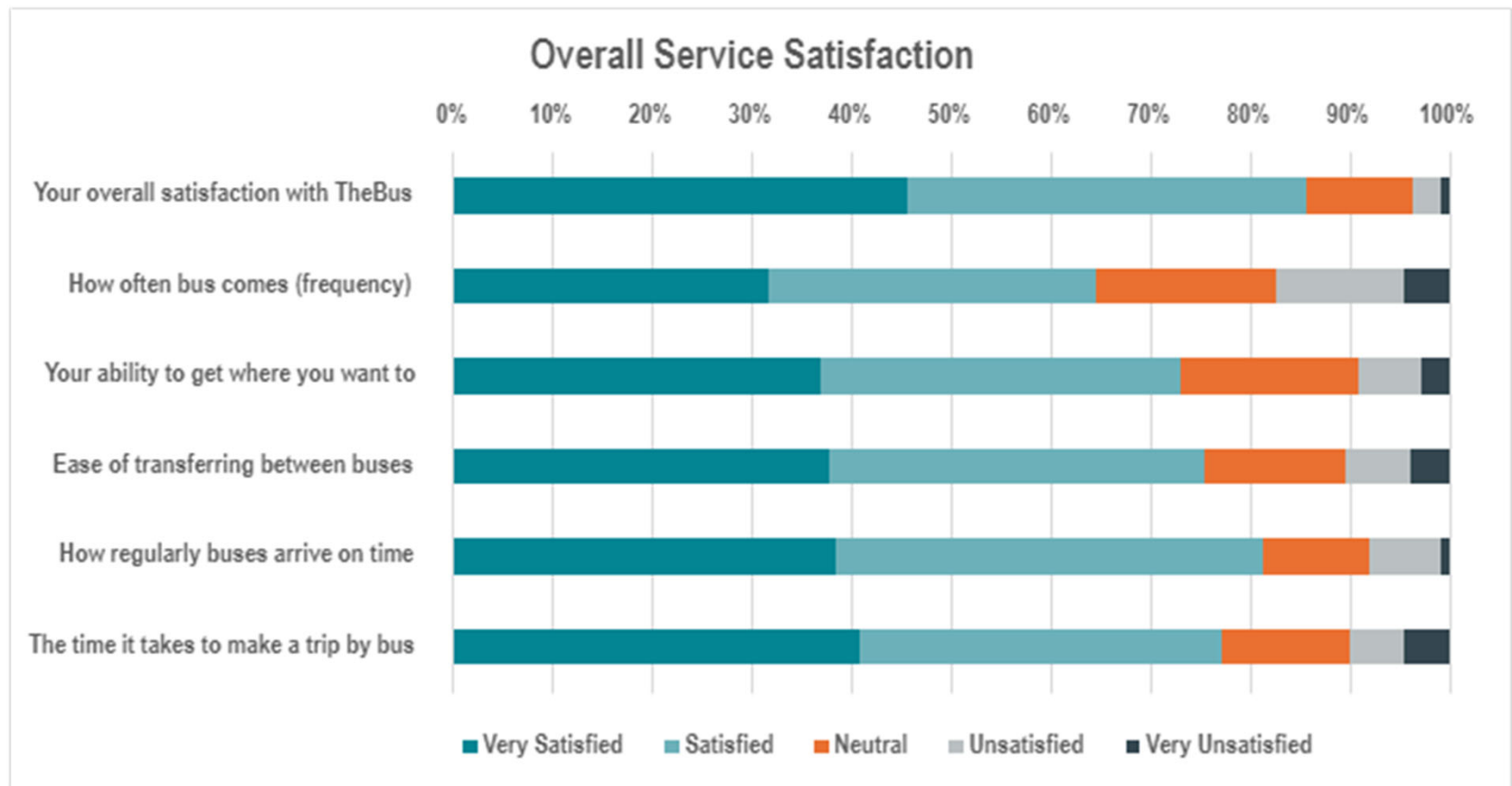
# Frequency of Use

1. Over 50% use the bus 4 or more days per week.
2. An additional 21% use it 2-3 days per week.
3. More than 53% of riders surveyed use the system for many days of the week.



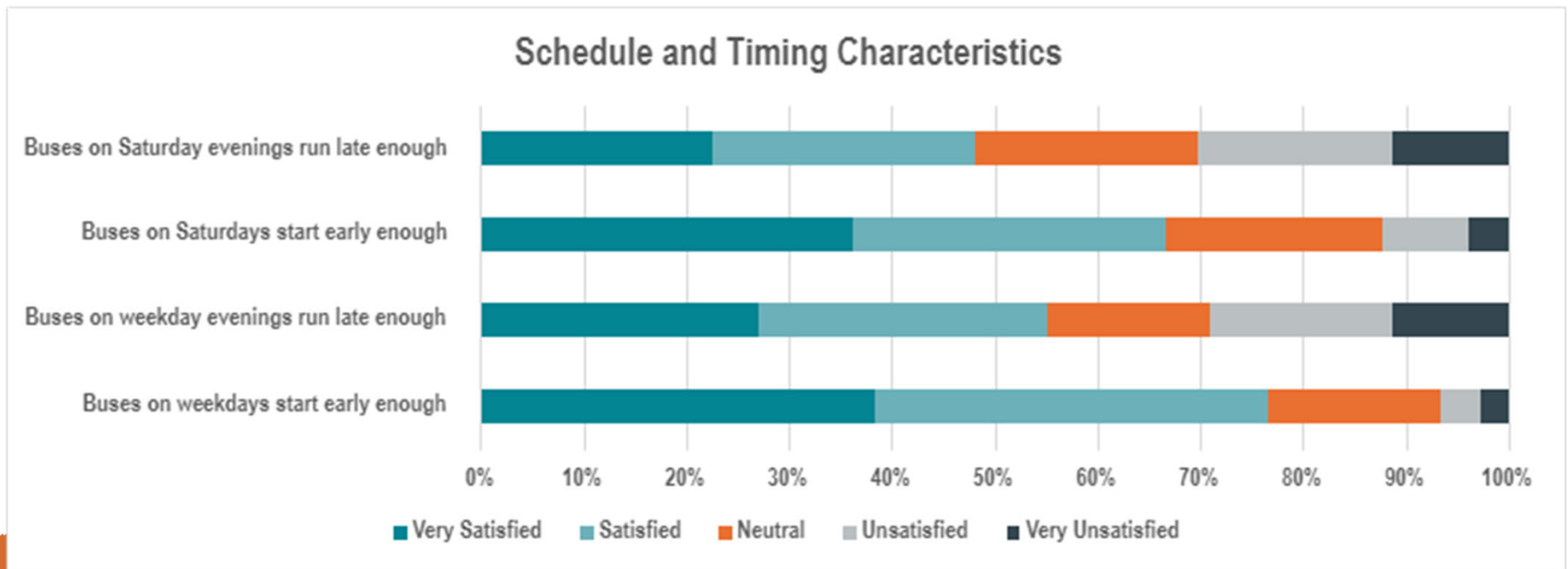
# Overall Satisfaction with The Bus

1. Over 80% are Very Satisfied or Satisfied with TheBus service.
2. There is less satisfaction with bus frequencies, where the bus goes to, and ease of transferring to another route.



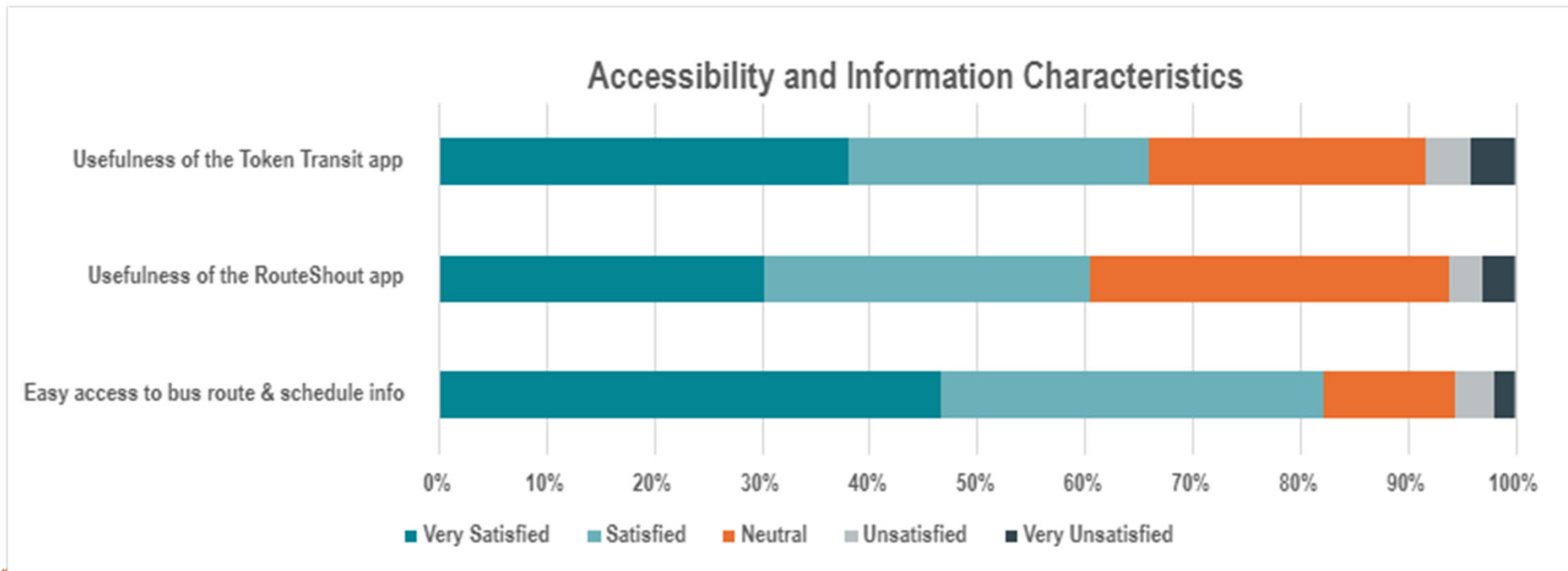
# Overall Satisfaction with TheBus Span of Service

1. Nearly a third of riders are less satisfied with how late Weekday service currently runs.
2. Nearly a third of riders are less satisfied with how late Saturday service currently runs.
3. Some riders were less satisfied with how early the service starts in the morning on Weekdays and Saturdays.



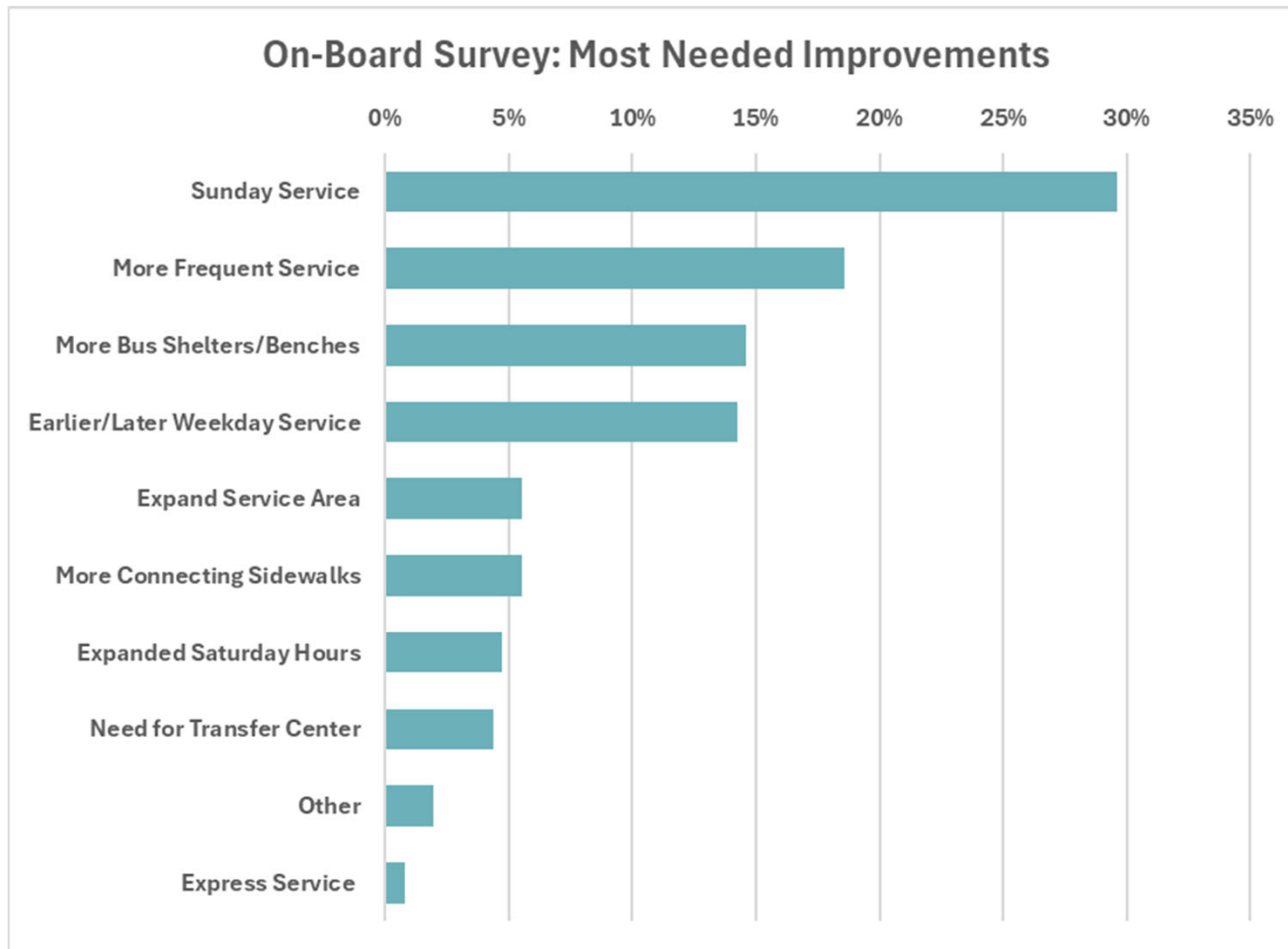
# Accessibility and Ease of Use

1. Over 60% of riders find the mobile ticketing app (Token Transit) useful.
2. Over 60% of riders find the real-time bus tracker app (RouteShout).
3. Over 80% of riders are satisfied with the availability of bus route and schedule information.



# Top Needs Identified by Riders

1. Sunday Service, More Frequent Service, More Bus Shelters/Benches, & Earlier/Later Weekday Service cited as most-needed improvements.





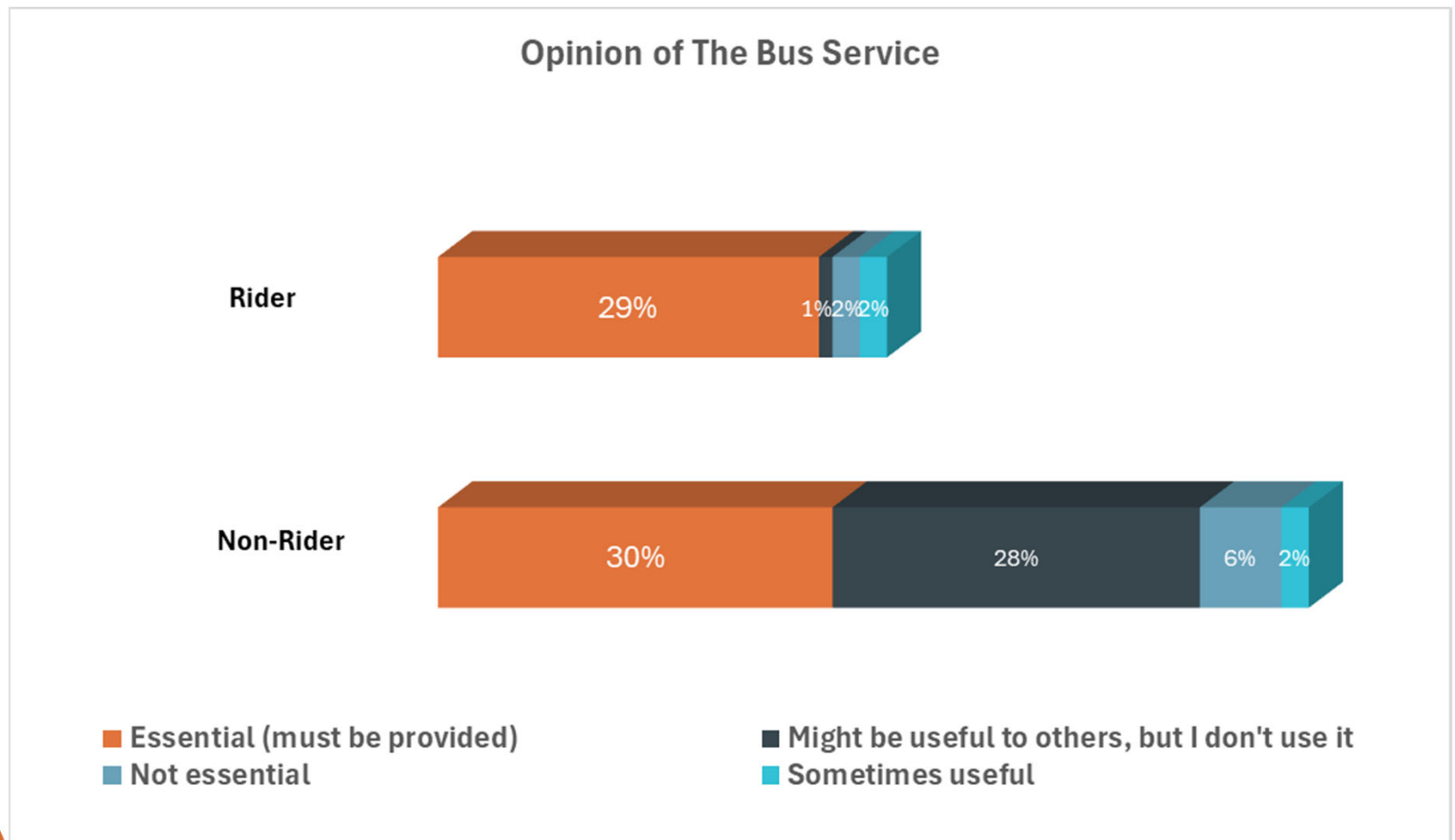
# Phase 1 Online/Social Media Survey



1. Phase 1 online surveys were posted online, advertised on Facebook and placed on Hernando County's social media links from June-July of 2024.
2. The online survey effort "reached" over 25,000 accounts, with over 2,300 clicks to the survey page.
3. In total, 190 surveys were completed.
4. A social media/online survey was not conducted in the 2019 TDP effort, so this gives the community fresh perspectives, including from those who do not currently use TheBus services.

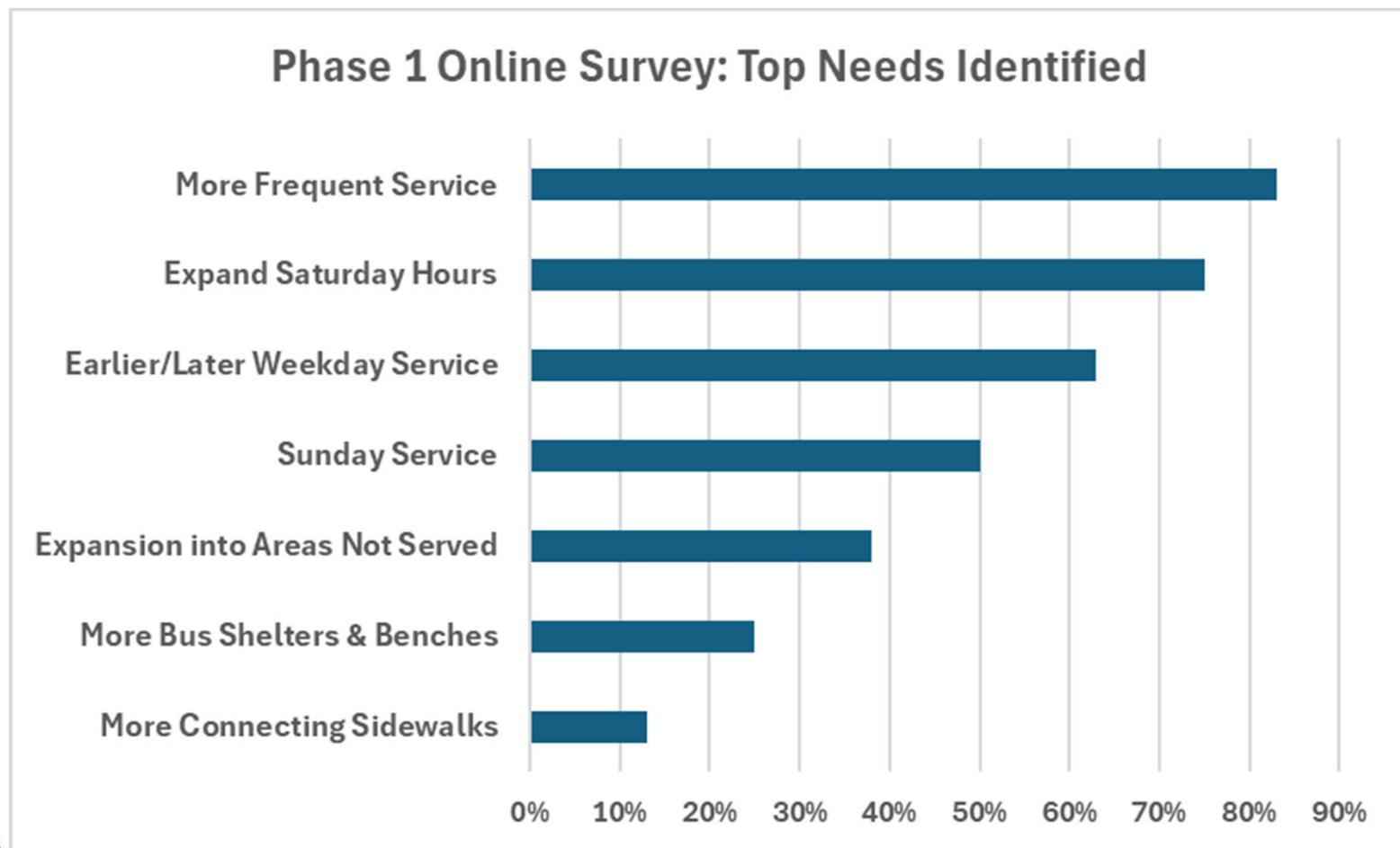
# Phase 1 Online/Social Media Survey Highlights

1. The CUTR Team found that there were favorable Opinions regarding TheBus services:
  - Nearly 60% of Non-Riders responded that the service is Essential or Useful to Others.



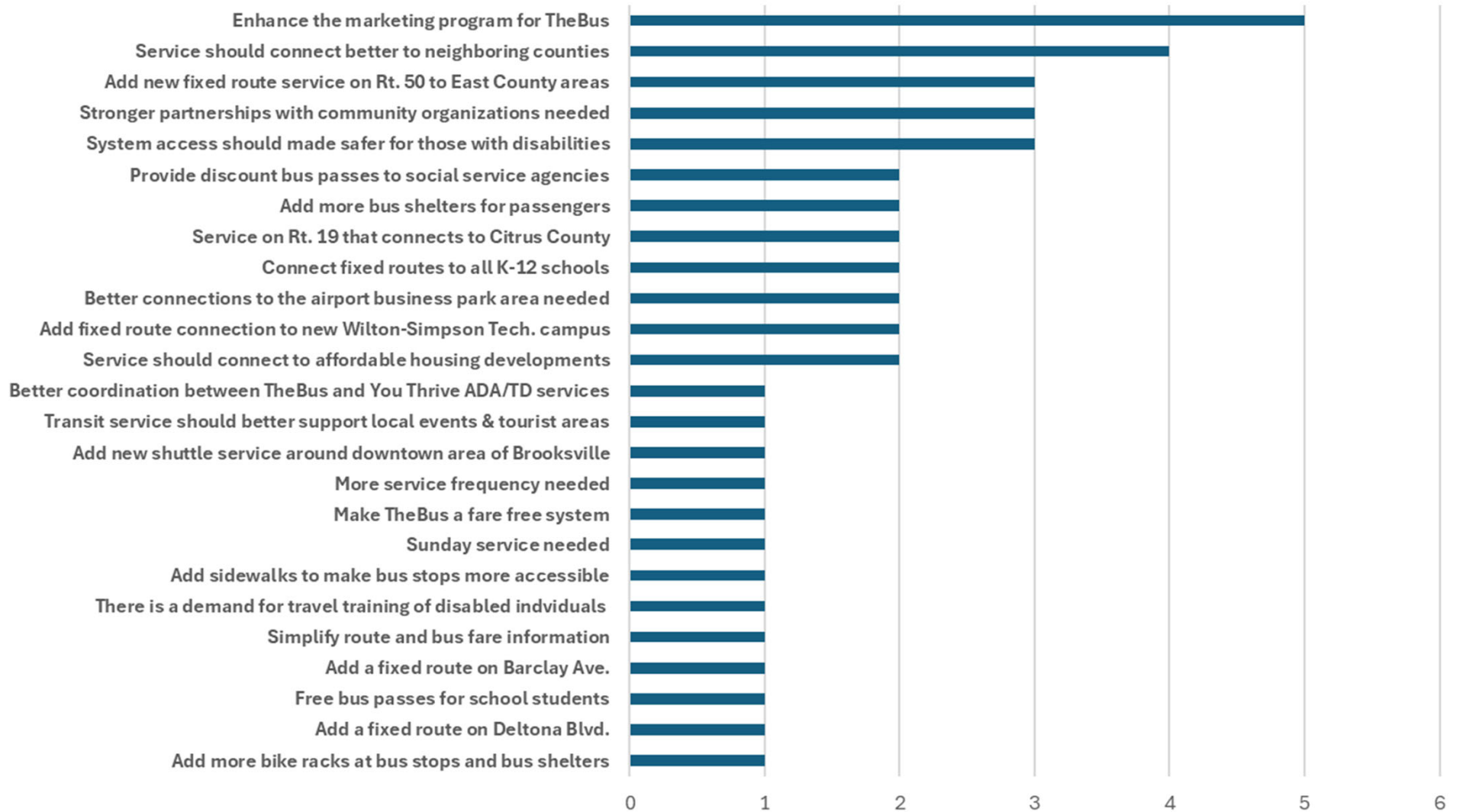
# Phase 1 Online/Social Media Survey: Top-Ranked Improvement/Needs Identified by Riders

1. More Frequent Service, Expanded Saturday Svc. Hrs., & Earlier/Later Weekday Svc Hrs. were the top picks.
2. Sunday Service and Expansion into New Areas also important.



# Phase 1 – Comments Received from Public Meetings/Interviews

## Phase 1 - Comments Received from Public Meetings/Interviews



# Key Takeaways from Recent Surveys, Public Outreach, and Interviews

- **More Service:** The need for more fixed route service (Weekday/Sat. Evenings, Frequency, & Sunday Svc.).
- **More Accessible/Enhanced Bus Stops:** There is a clear preference for more bus shelters, improved access to bus stops, and the addition of connecting sidewalks.
- **Addition of Service to Areas Currently Not Served:** There is interest in seeing some kind of transit service added to those areas of the county that currently do not have a bus route and/or connect to neighboring counties (such as Rt. 50/East County, Rt. 19 to Citrus Co., Barclay/Deltona/Airport Business Park area).
- **Better Marketing/Community Outreach:** There were many comments that noted that TheBus needs a better marketing-information-community outreach program.

# Identifying & Prioritizing the Top Needs of TheBus System

1. **Earlier/Later Weekday Service (extend from 4:20 a.m. to 9:10 p.m.)**
2. **Earlier/Later Saturday Service (extend from 4:20 a.m. to 8:10 p.m.)**
3. **Addition of Routes in Areas Currently not Served**
  - Rt. 50/East County (connecting to job areas and Pasco Co. Transit)
  - Rt. 19 (connecting to Citrus County Transit)
  - Barclay Ave.
  - Deltona Blvd.
  - Airport Business Park Area
  - US 41
  - Express Bus Service
4. **Capital/Facility Improvements (to support existing & expanded service)**
  - New Transfer Facility
  - New Maintenance & Admin. Facility
5. **More Frequent Service**
6. **Addition of Sunday Service**
7. **Safer and More Accessible Bus Stops**
  - More bus shelters
  - More sidewalks and accessibility enhancements
  - Addition of bike racks at busiest stops/transfer points



# Next Steps: Phase 2 Public Outreach and Online/Social Media Survey



1. Phase 2 surveys and public outreach allows the public and stakeholders to weigh in on prioritizing the improvements identified in Phase 1.
2. As part of this effort, the CUTR Team will be able to provide additional analysis that outlines how much each service improvement will increase ridership.
3. This prioritization process will provide Hernando County's decision makers with some clarity on what improvements are needed most needed in the short term(1-5 yrs.) and which are longer-term needs (yrs. 6-10).

# Next Steps

1. **Phase 2 Public Outreach and Online Survey (August-September 2024):**
  - Rank the public's TheBus improvement priorities from Phase 2 surveys and outreach.
  - Develop final service and project alternatives, including capital and operating costs and implementation schedule.
2. **Complete major components of additional chapters of the TDP based on analysis and public input (October 2024):**
  - Goals & Objectives
  - Transit Demand Assessment
  - Needs Development & Evaluation
  - Final Ten-Year Transit Development Plan (TDP) & Financial Plan
3. **Present Final 2025-34 TDP for Review and Adoption by the BOCC (Nov. 2024)**
4. **Submit Final MPO-Adopted TDP to Florida Department of Transportation (FDOT) for Review and Approval (Nov. 2024)**

# Project Schedule

Tasks		2024												2025	
		Feb.	Mar.	Apr.	May	June	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan	Feb.	
1	Project Management	Kickoff Mtg.	WRG Mtg. #1	WRG Mtg. #2	WRG Mtg. #3		WRG Mtg. #4	WRG Mtg.#5	WRG Mtg. #6						
2	Public Invovlement Program		<div>★</div> <div>Tech Memo #1</div>	Submit PIP to FDOT											
		On-Board Survey													
		Stakeholder Meetings													
		Operator Mtgs./Surveys													
		Direct & Social Media Outreach to the General Public													
3	Assessment of Existing Conditions														
4	Performance Evaluation						Tech Memo #2								
5	Situation Appraisal														
6	Update of Policy Framework and Goals & Objectives							Tech Memo #3							
7	Definition & Evaluation of Alternatives														
8	Ten-Year Action Plan								Tech Memo #4						
9	Review & Adoption by BOCC, Submittal to FDOT										BOCC Approval	Submit to FDOT for Review & Approval★	Complete Final Edits & TDP Document		

➤ Planned BOCC TDP Approval Date: 11/19/24



# We are here to listen and help you build on your success!

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**Thank You!**

