



**Citrus County Transportation Disadvantaged Local Coordinating Board (LCB)  
Annual Workshop**

**May 21, 2020 at 10:30 a.m.**

**MEETING WILL BE CONDUCTED VIA ZOOM WEBINAR**

To participate in public comment you can join Zoom webinar via any computer or smart device  
at:

[https://hernandoclerk.zoom.us/webinar/register/WN\\_hns7C8u5SoqE6yyRZr1VSg](https://hernandoclerk.zoom.us/webinar/register/WN_hns7C8u5SoqE6yyRZr1VSg)

The webinar will be recorded. Attendees will be required to register before they are connected to  
the meeting.

**AGENDA**

**A CALL TO ORDER**

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Committee Members and Staff
4. Declaration of Quorum

**B APPROVAL/MODIFICATION OF AGENDA  
(Limited to Board and Staff comment only)**

**C CORRESPONDENCE/INFORMATIONAL ITEMS**

1. Citrus County Transportation Disadvantaged Service Plan (TDSP)
2. Goals for FY 2020/2021

**D CITIZEN COMMENTS**

**E COMMISSION MEMBER COMMENTS**

**F MPO STAFF COMMENTS**

**G ADJOURNMENT AND NEXT MEETING: The May 21, 2020, regular meeting of the  
LCB will be conducted upon conclusion of the annual workshop at the Citrus County  
Transit Center, 1600 Lecanto Highway, Lecanto, FL**

The meeting agenda and back-up materials are available online at:  
[www.hernandocounty.us/hernandocitrusmpo](http://www.hernandocounty.us/hernandocitrusmpo).

---

**C DISCUSSION/INFORMATIONAL ITEMS**

**1. Transportation Disadvantaged Service Plan**

For the LCB's information, attached is a copy of the most up to date TDSP for Citrus County.

---

Attachment: Citrus County TDSP FY 2019/20

---

**2. Goals for FY 2020/21**

As the LCB may be aware, this is the last meeting of the FY 2019/2020 grant year. We are required to conduct a workshop once a year which may immediately precede the regular quarterly meeting. This meeting has been advertised as our public workshop.

To improve service and communication, the MPO staff would like to discuss goals and suggestions for improvements with the public and the board for the upcoming grant year. Our first meeting of the new grant year is scheduled for Wednesday August 20, 2020.

---

Attachment: N/A Discussion only

---

# Citrus County Transportation Disadvantaged Service Plan (TDSP)



Citrus County Transit Services  
1300 South Lecanto Highway  
Lecanto, Florida 34461

Approved May 23, 2019

Updated September 12, 2019

# TABLE OF CONTENTS

---

<b>Local Coordinating Board Membership Certification .....</b>	<b>4</b>
Community Transportation Coordinator (CTC).....	4
<b>Development Plan.....</b>	<b>6</b>
Introduction to the Service Area .....	6
Background of the TD Program.....	6
Commission for the Transportation Disadvantaged.....	7
<b>Community Transportation Coordinator Designation / History .....</b>	<b>8</b>
Designated Official Planning Agency.....	8
Designation Date / History .....	8
Organization Chart.....	9
<b>Consistence of Review of Other Plans.....</b>	<b>10</b>
Local Government Comprehensive Plan(s) .....	10
Regional Policy Plan(s) .....	10
<b>Public Participation .....</b>	<b>11</b>
Service Area Profile / Demographics.....	11
Land Use .....	11
<b>Population / Composition.....</b>	<b>11</b>
Transportation Disadvantaged Population:.....	11
Employment.....	13
Major Trip Generators/Attractors .....	14
<b>Inventory of Available Transportation Services .....</b>	<b>16</b>
Existing Transit Service.....	16
Transportation Alternatives .....	18
<b>Service Analysis .....</b>	<b>20</b>
Forecasts of Transportation Disadvantaged Population .....	20
<b>Existing and Projected Population Characteristics Needs Assessment.....</b>	<b>21</b>
Age Distribution.....	22
<b>Citrus County Transportation 2018 Projected Transit Fleet and Facility Needs .....</b>	<b>24</b>
Transportation Plan Impacts on Public Transit .....	25
Public Transit Plan .....	25
Orange Line Deviation Fixed Route Information.....	26
<b>Barriers to Coordination.....</b>	<b>28</b>
<b>Goals, Objectives and Strategies .....</b>	<b>28</b>
<b>Service Plan / Operations.....</b>	<b>31</b>
Type, hours and days of service .....	31
Accessing Services.....	31

Transportation Operators and Coordination Contractors .....	31
Public Transit Utilization .....	31
School Bus Utilization .....	32
Vehicle Inventory .....	32
System Safety Program Plan Certification.....	33
Inter-county Services .....	33
Emergency Preparedness and Response.....	33
Education Efforts / Marketing .....	33
Acceptable Alternatives.....	33
Service Standards.....	33
First Aid Policy CTD required .....	34
<b>Grievance Procedures.....</b>	<b>36</b>
<b>Community Transportation Coordinator Monitoring Procedures for Operations and Coordination Contractors .....</b>	<b>38</b>
Coordination Contract Evaluation Criteria.....	40
<b>Cost / Revenue Allocation and Rate Structure Justification .....</b>	<b>41</b>
Service Rates Summary .....	41
<b>Rate Model Worksheet .....</b>	<b>43</b>
<b>Quality Assurance .....</b>	<b>53</b>
Service Standards.....	53
Commission Standards.....	54
<b>Community Transportation Coordinator Evaluation Process .....</b>	<b>55</b>
Evaluation Process .....	55
CTC Evaluation Process .....	55
<b>Development Plan.....</b>	<b>56</b>
Introduction of Service Area .....	56
Service Area Profile / Demographics.....	56
Service Analysis.....	56
Service Plan Operations .....	56
For Operators and Coordination Contractors .....	57
Cost / Revenue Allocation and Rate Structure Justification .....	57
<b>Quality Assurance .....</b>	<b>57</b>
Community Transportation Coordinator Evaluation Process .....	57
Billing requirements to contracted operators .....	57

## **Local Coordinating Board Membership Certification**

The designated official planning agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the CTC concerning the coordination of transportation services.

According to Rule 41-2, FAC, there are eighteen (18) members appointed to the local coordinating board. The designated official planning agency appoints an elected official to serve as the official chairperson for all local coordinating board meetings.

- The Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Division of Vocational Rehabilitation.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocates. One whom must be a person who uses the transportation service(s) of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Department of Elder Affairs.
- An experienced representative of the local private for-profit transportation industry.
- local representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.
- Agency for Persons with Disabilities

### **The following are some of the duties of the local coordinating board:**

- Approving the Community Transportation Coordinator's Memorandum of Agreement (MOA) and Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance or reviewing the report from an outside evaluator.
- Reviewing all applications for local, state, and federal transportation disadvantaged funds.

### **Community Transportation Coordinator (CTC)**

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The Citrus County Board of County Commissioners is the designated CTC for Citrus County.

The CTC may provide all or a portion of transportation services in a designated service area. CTC's may also subcontract or broker services if it is cost effective and efficient.

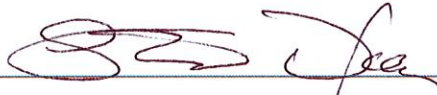
### **The following are some responsibilities of the CTC:**

- Develop and implement a Memorandum of Agreement (MOA) and Service Plan.
- Execute contracts for services with transportation operators.
- Review all applications for federal, state, and local funding (in conjunction with the local coordinating board);
- Prepare an Annual Operating Report.

Hernando/Citrus Metropolitan Planning Organization  
 1661 Blaise Drive, Brooksville FL, 34601

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2012(3), FAC, does in fact represent the appropriate parties as identified in the following lists; and
2. The membership (shown in Table 1: Membership of the Local Coordinating Board) represents, to the maximum extent feasible, a cross section of the local community.

Signature:  Date: 9/13/19

**Table 1: Membership of the Local Coordinating Board**

Representation	Member	Alternate	Term
1. Chairperson	Jimmie T. Smith		Official
2. Elderly	Beverly Isabelle		3/19/2022
3. Disabled	Stephen C. Brown		3/15/2021
4. Citizen Advocate (1 of 2)	Vacant		NA
5. Citizen Advocate/User (2 of 2)	David Douglas		3/15/2021
6. Children at Risk	Sandra Woodard	Sue Littnan	NA
7. Community Action	Ginger West		NA
8. Public Education	Marilyn Farmer		NA
9. Dept. of Transportation	Dave Newell	Katina Kavouklis	NA
10. Dept. of Children and Families	Vacant		NA
11. Dept. of Elder Affairs	Vacant		NA
12. Dept. of Vocational Rehabilitation	Jeffrey Aboumrad		NA
13. Dept. of Health Care Administration	Tamyika Young	Calvin Smith	NA
14. Regional Workforce	Brenda Chrisman		NA
15. Veteran Services	Vacant		
16. Transportation Industry	Terrence Garrity		1/31/2020
17. Local Medical Community	Katie Lucas (Susan K.)		NA
18. Agency for Persons with Disabilities	Elizabeth Watson		NA

# Development Plan

## Introduction to the Service Area

The Citrus County Transit System (CCT) operates a demand-response door-to-door bus service for residents of the County. This para transit service provides a transportation option to the county's transportation disadvantaged population (elderly, disabled, and economically disadvantaged) a potential alternative to single-occupancy driving along with a deviated fixed route linking Beverly Hills, Lecanto, Inverness, Crystal River, Hernando, and Floral City.

CCT operates 25 buses and vans with an average of 8,407 trips a month. The transit system has been in operation since 1978 under the County's Community Services. CCT's current para-transit bus service is considered sufficient to serve the County's generally rural development pattern and density.

CCT's service satisfies the County's Transportation Disadvantaged Services Program which was developed based on Rule 41-2, Florida Administrative Code, and Chapter 427, Florida Statutes. The **Hernando/Citrus Metropolitan Planning Organization** is the Designated Official Planning Agency for the purposes of implementing the County's Transportation Disadvantaged Services program and the BOCC approves the CCT's annual funding and operating budget. The County's Community Transportation Coordinator (CTC) is currently filled by the CCT's director.

Aside from the BOCC, a local Transportation Disadvantaged Coordinating Board also gives guidance to the planning and operation of CCT. The local coordinating board is comprised of citizen volunteers representing the elderly, disabled, economically disadvantaged, military veterans, and Citrus County citizens at large. The local coordinating board also includes representatives from the County School Board, the Florida Department of Transportation (FDOT), the Department of Children and Families, and the Labor and Employment Services Sector.

CCT is supported by various funding sources from the Federal Transportation Administration, the State of Florida, and the County. The Federal Transportation Administration funding is derived from 5307 Urbanized Area Formula Grants, State funding consists of the FDOT 5310 and 5311 grants, and funds from the Florida Commission for the Transportation Disadvantaged. The County provides matching funds for the system's operation from the general fund.

## Background of the TD Program

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as: "Those persons who because of physical or mental disability, income, status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes."

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Chapter 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact chapter 427, Florida Statutes (FS) with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code (FAC) was adopted to implement the provision of Chapter 427. In addition, Rule 41-2 of the FAC assigns the Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.



The following sections discuss each of the major components of the Transportation Disadvantaged program.

### **Commission for the Transportation Disadvantaged**

The Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, FS states that:

“The purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged.”

#### **The Commission currently consists of the following members:**

- The Secretary of the Department of Transportation or the Secretary’s designee.
- The Secretary of the Department of Children and Families or the Secretary’s designee.
- The Commissioner of Education or the Commissioner’s designee.
- The Director of the Agency for Health Care Administration or the Director’s designee.
- The Secretary of the Department of Labor and Employment Security or the Secretary’s designee.
- The Executive Director of the Department of Veteran’s Affairs or the Executive Director’s designee.
- A representative of the Florida Association for Community Action, who shall serve at the pleasure of that association.
- A person over the age of sixty, who is a member of a recognized statewide organization representing elderly Floridian.
- A person with a disability, who is a member of a recognized statewide organization representing Floridians with disabilities.
- Two citizen advocates, one representing rural citizens and one representing urban citizens.
- A representative of the Community Transportation Coordinators.
- A representative of the Early Childhood Council.
- The Secretary of the Department of Elder Affairs or the Secretary’s designee.
- A representative of the Florida Transit Association, who shall serve at the pleasure of that association.
- Six representatives of current private for profit or private not-for-profit transportation operators;
- Six representatives of the non-transportation business community.

The Governor appoints representatives for Persons with Disabilities, the Elderly, Community Transportation Coordinators, and Citizen Advocates (two) for four-year terms. The Commissioner of Agriculture and Consumer Services appoints the Private For-Profit Operator representatives. The President of the Senate appoints three of the non-transportation business community representatives and the Speaker of the House of Representatives appoints the other three non-transportation business representatives. The remaining members serve without a fixed term.

The Chairperson and Vice-Chairperson of the Commission are elected annually by the Commission members.

# **Community Transportation Coordinator Designation / History**

## **Designated Official Planning Agency**

The designated official planning agency is responsible for transportation disadvantaged planning in a given area. In the urbanized areas of the state, the planning agencies are metropolitan planning organizations (MPOs). In the rural areas of the state, organizations that are eligible to be planning agencies are:

- County or city governments.
- Regional planning councils.
- Metropolitan planning organizations or;
- Local planning organizations who are currently performing planning activities in the service area.

## **Designation Date / History**

Citrus County's Public Transit System, Citrus County Transit (CCT) originated in 1978, and is operated under the County's Community Services Department. The CCT was most recently re-designated as the CTC effective July 1, 2017.-2022.

In August of 1990, the Citrus County BOCC accepted the position of Designated Official Planning Agency for the purposes of implementing the County's Transportation Disadvantaged Services Program, pursuant to Rule 41-2, FAC, and Chapter 427, FS. The Florida Transportation Disadvantaged Program is administered by the Florida Commission for the Transportation Disadvantaged. Effective July 1, 2018, the Hernando/Citrus Metropolitan Organization became the Designated Official Planning Agency for Citrus County

A local Transportation Disadvantaged Coordinating Board was organized and chaired by a County Commissioner. The local Coordinating Board consists of citizen volunteers representing the elderly, disabled users of the transportation-disadvantaged program in the county, the economically disadvantaged, the military, the veterans, and the citizens at large.

A staff representative of the County School Board, the Florida Department of Transportation, the Department of Children and Families, and the Labor and Employment Services represents appropriate governmental agencies.

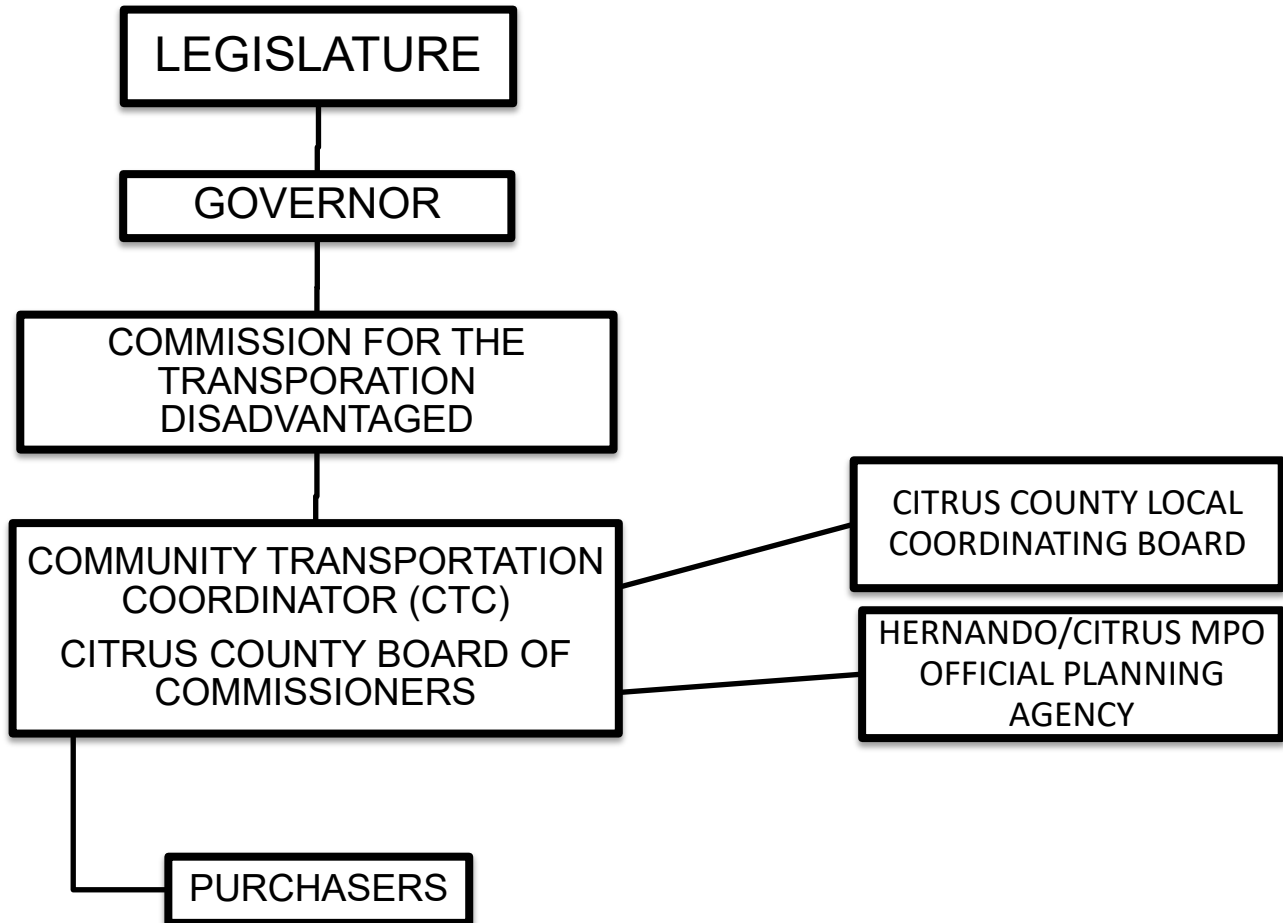
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County Community Services Department, Transit Services is the recipient of those funds.

The Florida Commission for the Transportation Disadvantaged has also made grant funds available to implement the services to the transportation disadvantaged citizens of the County and these grant funds support capital equipment purchases and the operations of the program. The Citrus County Community Services Department, Transit Services is the recipient of these funds and the funds are called "Transportation Disadvantaged Trip/Equipment Funds."

**Organization Chart**

The following chart identifies the general organization of those involved in the provision of transportation disadvantaged service in Citrus County.

**Figure 1: Organization Chart**



## **Consistency Review of Other Plans**

### **Local Government Comprehensive Plan(s)**

**The local comprehensive planning process involves essentially four basic steps:**

1. The collection and analysis of pertinent data concerning the physical and socio-economic characteristics of the study area.
2. The formulation of goals for future growth and development.
3. The development of objectives and policies guided by the goals which are the essence of the Comprehensive Plan.
4. The implementation of the Comprehensive Plan.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Citrus County Comprehensive Plan/Public Transit Element.

### **Regional Policy Plan(s)**

#### **Commission for the Transportation Disadvantaged 5-Year/20-Year Plan**

The Commission for the Transportation Disadvantaged 5-Year/20-Year Plan established goals, objectives and a plan of action for the Transportation Disadvantaged Commission. The plan presents forecasts of the demand for transportation disadvantaged services, the cost of meeting the forecasted demand, the forecasts of future funding for transportation disadvantaged services and the approaches to balancing the supply and demand for these services. The plan also provides forecasts of the transportation disadvantaged population, the demand for trips, the number of trips supplied, the unmet demand for trips and the operating expenses.

The Transportation Disadvantaged Service Plan is consistent, to the maximum extent feasible, with the Commission for the Transportation Disadvantaged 5-Year/20-Year Plan.

## Public Participation

The Transportation Disadvantaged Service Plan is approved annually by the Local Coordinating Board at an advertised public meeting. The Board is comprised of representatives from private and public agencies, as well as citizens. All meetings are open to the public.

### Service Area Profile / Demographics

Citrus County is located in west central Florida along the Gulf Coast and is bounded by the Withlacoochee River on the north and east, Hernando County on the south, and the Gulf of Mexico on the west. The surrounding counties include Levy to the northwest, Marion to the northeast, Sumter to the east and southeast, and Hernando to the south. The county contains approximately 773 square miles. There are two incorporated places: The City of Inverness on the East Side of the county, and the City of Crystal River on the West Side.

### Land Use

Citrus County is a largely rural county with the concentrations of population located in the Cities of Inverness and Crystal River. The unincorporated areas of the county are in transition from rural and agricultural land uses to rural residential and suburban residential uses. A large portion of the county is developed as low density residential or is vacant but committed for residential use. Another major land use is conservation. Lands owned by the State of Florida, Southwest Florida Water Management District (SWFWMD), and other public lands comprise a major portion of the County. A tabulation of the land uses in Citrus County is presented on the next page.

## Population / Composition

### Transportation Disadvantaged Population:

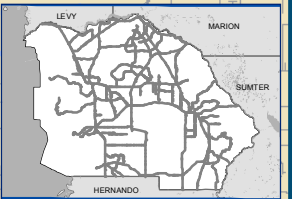
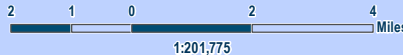
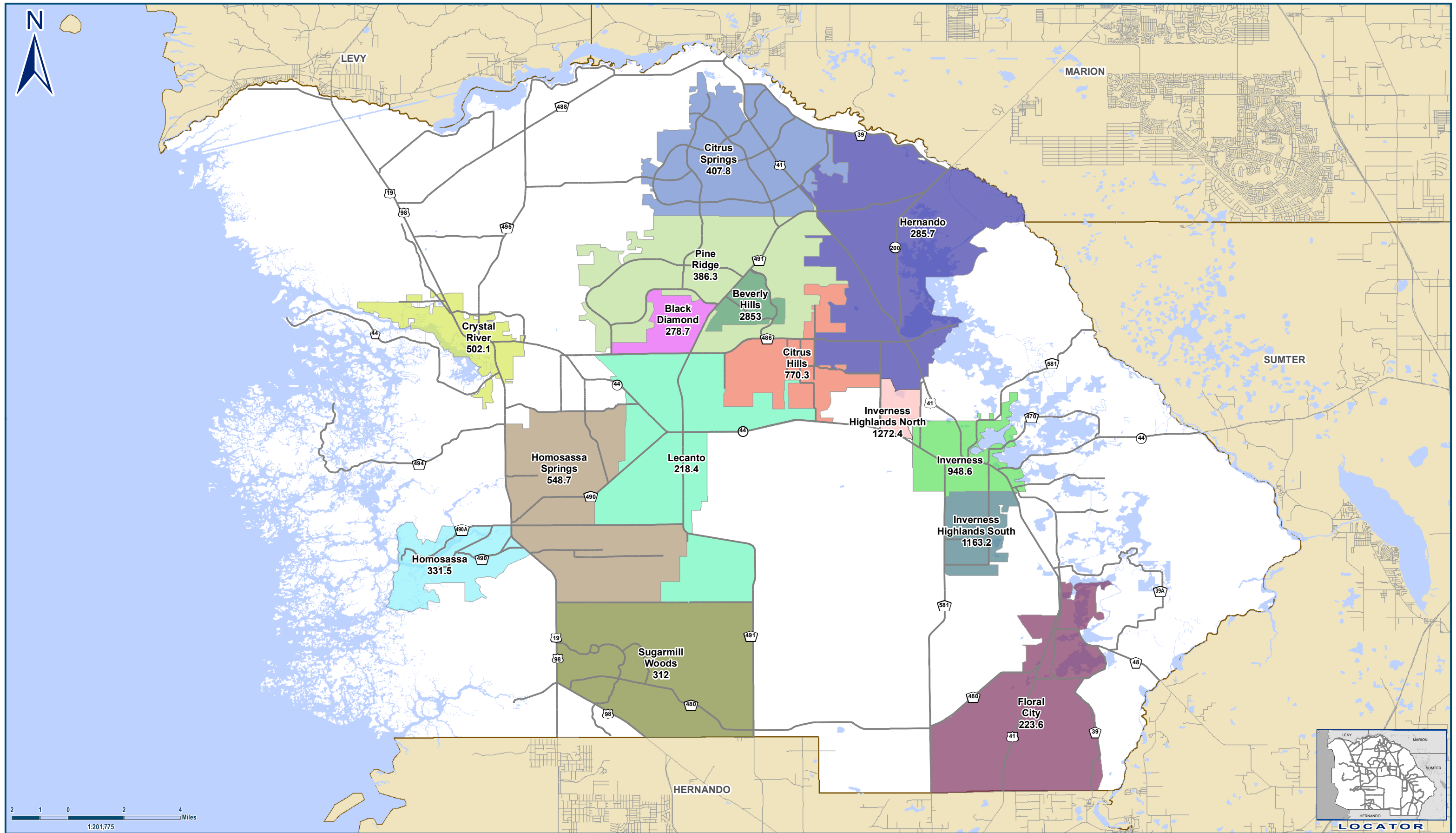
The projected number of "transportation disadvantaged" persons (including low income, physically and mentally disabled, and elderly) living in Citrus County is shown in Table 7-1. More than 50% of the county's population is considered potentially transportation disadvantaged. This population group has been consistently growing in the last few years, again, indicating a potential need for an increased level of transit services in the future.

The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

**Table 2: Potential Transportation Disadvantaged Population in Citrus County by Year, 2017-2023**

Year	Population
2017	68,193
2018	69,147
2019	70,114
2020	71,095
2021	73,089
2022	72,282
2023	75,540

\*Includes Category I and II Transportation Disadvantaged Population



LOCATOR

**LEGEND**

- |                |               |                           |                 |
|----------------|---------------|---------------------------|-----------------|
| Beverly Hills  | Crystal River | Homosassa Springs         | Lecanto         |
| Black Diamond  | Floral City   | Inverness                 | Pine Ridge      |
| Citrus Hills   | Hernando      | Inverness Highlands North | Sugarmill Woods |
| Citrus Springs | Homosassa     | Inverness Highlands South |                 |

**Estimated Population Density per Square Miles  
by Census Designated Places (CDP)  
Citrus County, FL**

**Geographic Resources and Community Planning Division**

Prepared By : Amy E. Hyler, GIS Specialist

Date: April 3, 2014

Source: Enterprise Geodatabase, US Census Bureau

Map Number: AH000025

Jim Faulkner  
Director



This information is to be used for general purposes only. The Citrus County Geographic Resources and Community Planning Division makes every effort to provide content that is accurate and complete as of the date it is printed. However, all information provided must be independently verified by the user. Citrus County shall not be liable for any claims, demands, or losses of any kind in connection with the use of this information, including but not limited to, damages or losses caused by reliance upon the accuracy or timeliness of this information and the viewing, copying, or distributing of these materials.

## Employment

Table 3 outlines the employment in Citrus County by Major Industry based on the 2016 County Business Patterns from the US Census Fact Finder, Release Date 4/19/18.

**Table 3: Major Industries Employment in Citrus County by Industry Title,**

2012 NAICS code	Industry	Paid employees for pay period including March 12 (number)	First-quarter payroll (\$1,000)	Annual payroll (\$1,000)
62	Health care and social assistance	10,283	\$96,161.00	\$407,181.00
44-45	Retail trade	5,686	\$37,078.00	\$155,600.00
72	Accommodation and food services	3,124	\$11,466.00	\$46,533.00
56	Administrative and support and waste management and remediation services	2,446	\$14,558.00	\$57,812.00
23	Construction	1,583	\$12,853.00	\$59,650.00
81	Other services (except public administration)	1,455	\$7,611.00	\$32,113.00
53	Real estate and rental and leasing	971	\$5,051.00	\$21,452.00
54	Professional, scientific, and technical services	853	\$8,736.00	\$38,557.00
22	Utilities	760	\$25,317.00	\$82,767.00
52	Finance and insurance	673	\$8,832.00	\$35,847.00
42	Wholesale trade	626	\$5,974.00	\$24,753.00
71	Arts, entertainment, and recreation	423	\$1,634.00	\$6,861.00
51	Information	328	\$3,379.00	\$13,325.00
31-33	Manufacturing	303	\$2,344.00	\$11,912.00
48-49	Transportation and warehousing	141	\$980.00	\$4,350.00
61	Educational services	61	\$341.00	\$1,412.00
55	Management of companies and enterprises	32	\$378.00	\$1,845.00
11	Agriculture, forestry, fishing and hunting	24	\$99.00	\$410.00
99	Industries not classified	4	\$12.00	\$60.00
<b>Total for all sectors</b>		<b>29,803</b>	<b>\$243,132.00</b>	<b>\$1,003,859.00</b>

## **Major Trip Generators/Attractors**

The major transit attractors and generators within the county are comprised of retail and shopping areas and institutional and civic uses. Of the existing generators, 32 are located along US-19, US-41, and SR-44. The majority of passengers come from the Beverly Hills area and use the system extensively. The majority of all trips are to shopping centers or medical facilities. The most frequented destinations are the Inverness Regional Mall, Kings Bay Plaza in Crystal River, Crystal River Mall, and Meadowcrest Commercial Professional Development.

Increased transit needs to and from institutional facilities is expected as some not-for-profit institutions such as The Light House, Blind Americans, Inc. and expand operations (Table 4: Existing Para-transit Generators and Attractors).

**Table 4: Existing Para-transit Generators and Attractors  
Citrus County Florida, (from RouteMatch)**

<b>Facility Name</b>	<b>General Location</b>
Inter-County Recycling	Lecanto
Cypress Cove	Crystal River
Candlewood Court	Inverness
Rendezvous Beauty Salon	Crystal River
Dollar General	Various
Salon Creations	Inverness
Kings Bay Lodge	Crystal River
Transfer	Lecanto
Key Center, Lecanto, White Bldg.	Lecanto
Blind America	Hernando
Citrus Memorial Hospital	Inverness
Quail Run-Holder	Hernando
Harbor Lake	Inverness
Central FL. Rehab	Crystal River
Singing Forest MHP	Floral City
Gulf Coast Aquatics	Inverness
Library	Beverly Hills
Citrus Memorial Rehab	Crystal River
Publix, Citrus Hills	Hernando
CASA	Inverness
Winn Dixie, BH Park Plaza	Beverly Hills
Dialysis, CR	Crystal River
Winn Dixie Homosassa	Homosassa
Stoneridge Landing	Inverness
Veteran's Clinic	Lecanto
Publix, Hwy 44, Crystal River	Crystal River
Avante NH	Inverness
Sporting Health Club	Crystal River
Key Workshop	Inverness
Walmart, Homosassa	Homosassa
Walmart, Cardinal	Homosassa
Diamond Ridge H&R Center	Lecanto
Publix, Homosassa	Homosassa



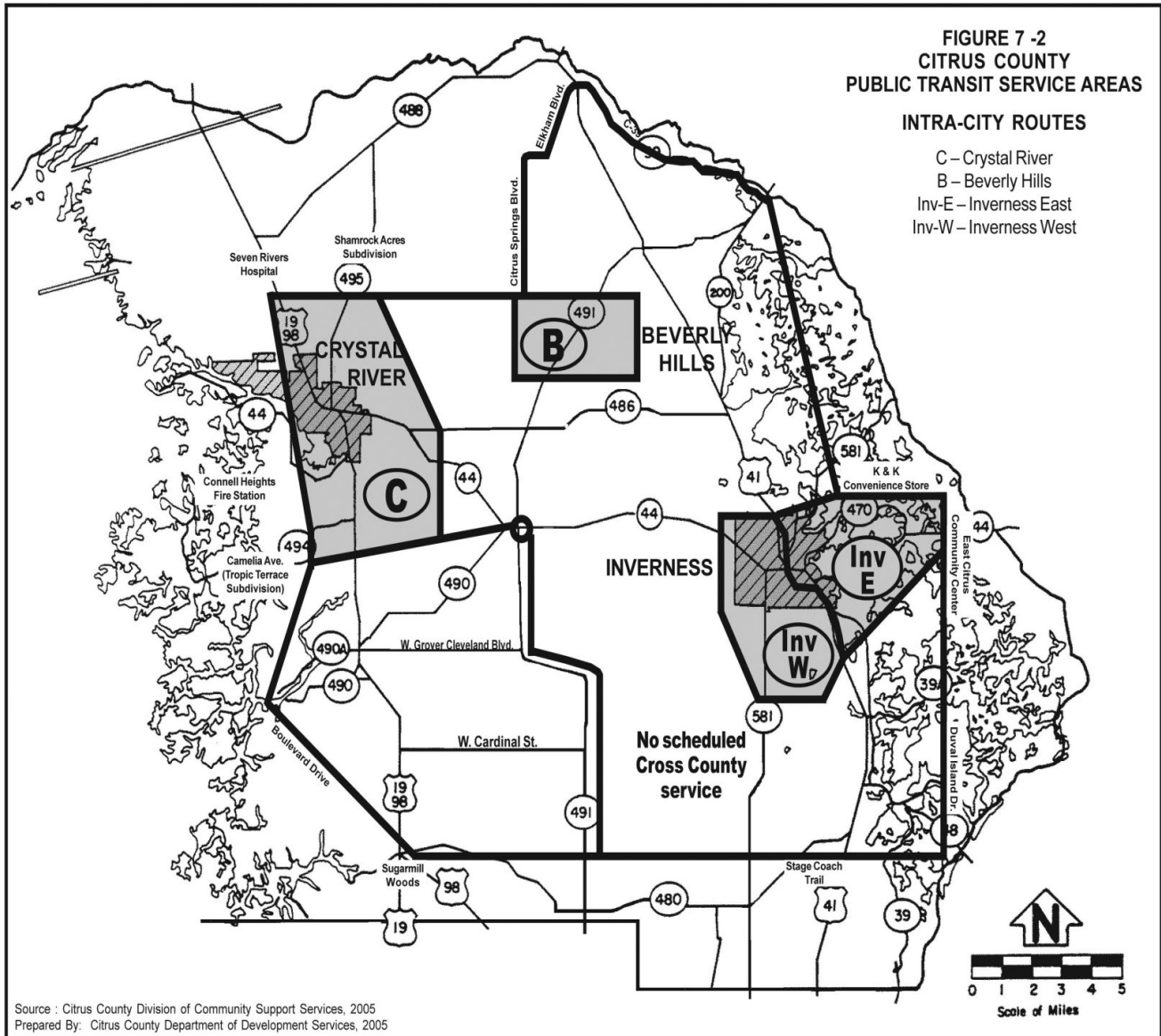
Facility Name	General Location
Walmart, Lecanto	Lecanto
Save A Lot, Inverness	Inverness
Bealls, Inverness	Inverness
Publix	Inverness
Inverness Club	Inverness
Ventura Village Apartments	Hernando
Citrus Nephrology, Crystal River	Crystal River
Winn Dixie (Sweetbay)	Crystal River
CR Mall	Crystal River
Crystal Oaks	Lecanto
Dialysis, Inverness/Publix P	Inverness
Winn Dixie, Highland Square	Inverness
Key Pine Village	Lecanto
Citrus Pools-Colby Plaza	Hernando
Daystar-CR	Crystal River
Davis Cottage	Lecanto
McDonald's/CR	Crystal River
Family Resource Center	Hernando
Fat Boys / CR	Crystal River
Days Inn	Crystal River
Transfer - Citrus County Transit	Lecanto
Key Workshop- DON'T USE – OLD	Inverness
Citrus Mem/Red Building	Inverness
Courthouse, Old, Sq. Orange Line Inv	Inverness
North Paul Senior Center	Inverness
Orange Line Stop-Old Publix Bldg, Reg Mall	Inverness
Key Training/Nursery Lecanto	Lecanto
Key Training Center/Lecanto	Lecanto
Citrus County Transit	Lecanto
Brentwood in the Meadow Alf	Lecanto
East Citrus Senior Center CD	Inverness
West Citrus Senior Center, Homosassa CD	Homosassa
The Lighthouse	Inverness
Walmart Supercenter-Inverness	Inverness
Lecanto Senior Center CD / Lecanto	Lecanto
Overall Supply	Inverness
WTI Para and Orange Line	Inverness

# Inventory of Available Transportation Services

## Existing Transit Service

The existing CCT system provides transit service throughout Citrus County as a demand-response para transit bus system. The system picks up riders anywhere within the county's 773 square-mile area and transports them to their planned destinations, in some cases for Veterans Services as far as Gainesville and the Villages VA (see Figure 3: Citrus County Public Transit Service Areas).

**Figure 3: Citrus County Public Transit Service Areas**



Existing service runs from 5:45 AM to 7:00 PM. While most service areas have transit service from Monday to Friday (except holidays), certain service areas such as Dunnellon and Ozello / Red Level/Citronelle are available only on select weekdays. Riders are required to call and make a reservation two days by noon in advance to allow scheduling of routes and drivers. The following are the schedules of CCT's current transit service within each service area:

Citrus County Transit is a public transportation program available to everyone.

We provide door to door service. Reservations may be made up to 14 days in advance, but no later than two (2) business days in advance.

Cost: \$5 each way. \$1 transfer fee. Only one transfer allowed.

Children 12 and under ride free.

Customers who meet financial criteria may be eligible for a reduced rate of \$3 each way with a \$1 transfer fee.

**Tel: (352) 527-7630**



### Beverly Hills Bus Schedule

To	Days	Pick Up	Return
Beverly Hills	Mon – Fri	08:30 am 10:00 am 12:30 pm	11:00 am 01:30 pm 03:00 pm
Crystal River	Tues & Thurs	08:30 am 12:30 pm	11:00 am 03:00 pm
Inverness	Mon, Wed & Fri	08:30 am 12:30 pm	11:00 am 03:00 pm
Lecanto*	Mon – Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

### Crystal River Bus Schedule

To	Days	Pick Up	Return
Crystal River	Mon – Fri	08:30 am 10:00 am 12:30 pm	11:00 am 01:30 pm 03:00 pm
Homosassa, Inverness & Beverly Hills	Mon – Fri	07:30 am 09:00 am	11:00 am 01:00 pm
Lecanto*	Mon – Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

### Dunnellon Bus Schedule

To	Days	Pick Up	Return
Inverness	Mon, Wed & Fri	08:00 am	03:00 pm
Lecanto*	Mon, Wed & Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

### Floral City Bus Schedule

To	Days	Pick Up	Return
Inverness*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:15 pm
Lecanto*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

### Hernando Bus Schedule

To	Days	Pick Up	Return
Inverness*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:15 pm
Lecanto*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*Some restrictions may apply in outlying areas. Please contact our office to confirm services available from your address.*

### Hernando Citrus Hills Area Bus Schedule

To	Days	Pick Up	Return
Inverness	Mon, Wed & Fri	08:45 am 12:45 pm	11:00 am 03:00 pm
Lecanto*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 pm
CR, Hom	Mon – Fri	07:30 am 09:00 am	11:00 am 01:00 pm
Beverly Hills	Mon – Fri	07:30 am 09:00 am	11:45 am 02:15 pm

*\*outlying areas may apply*

### Homosassa Bus Schedule

To	Days	Pick Up	Return
Homosassa, Crystal River, Beverly Hills & Inverness	Mon - Fri	07:30 am 09:00 am	11:00 am 01:00 pm
Lecanto*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

### Inverness Bus Schedule

To	Days	Pick Up	Return
Inverness	Mon - Fri	08:30 am 10:00 am 12:30 pm	11:00 am 01:30 pm 03:00 pm
Crystal River, Homosassa & Beverly Hills	Mon - Fri	07:30 am 09:00 am	11:00 am 01:00 pm
Lecanto*	Mon – Fri	07:30 am 09:00 am	11:30 am 02:00 pm

*\*outlying areas may apply*

## Lecanto Bus Schedule

To	Days	Pick Up	Return
Lecanto	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 am
Crystal River, Beverly Hills, Homosassa, & Inverness	Mon - Fri	07:30 am 09:00 am	11:00 am 02:00 pm

\*outlying areas may apply

## Ozello\*/Red Level/Citronelle Bus Schedule

To	Days	Pick Up	Return
Inverness	Mon - Fri	08:30 am 10:00 am 12:30 pm	11:00 am 01:30 pm 03:00 pm
Crystal River, Homosassa & Beverly Hills	Mon - Fri	07:30 am 09:00 am	11:00 am 01:00 pm
Lecanto*	Mon - Fri	07:30 am 09:00 am	11:30 am 02:00 pm

\*7:30 am trips are limited to work and medical 5/7/14

Currently, CCT has ten (10) administrative staff personnel and nineteen (19) bus drivers (including casuals). Under the existing fee structure, adults pay full price and children 12 and under ride free. The existing fee structure is \$5.00 and \$3.00 per one-way trip.

Citrus County's transit ridership has steadily grown over the last 3 years with the last 2 years seeing an increase in ridership of 25%. Which has resulted in increased operation revenues and operating expenses, shown in Table 5: Revenues and Operating Expenses by Measure and Year Citrus County, Florida 2015-2018.

**Table 5: Revenues and Operating Expenses by Measure and Year  
Citrus County, Florida 2015-2018**

Measure	2014	2015	2016	2017	2018
Riders	244,565	202,671	200,527	220,434	161,260
Expenses	\$3,092,035	\$3,357,565	\$2,561,950	\$2,012,641	\$2,042,735
Revenues	\$2,304,341	\$1,995,187	\$2,359,707	\$2,360,553	\$2,135,242
Vehicle Miles	738,418	1,081,522	931,068	739,927	744,930

\*Source: Citrus County Transit, Annual Operating Report, Prepared by: Citrus County Transit

CCT's operation is supported by various state and county funding mechanisms. In 2017, local funding accounted for approximately 20.5% of the operating expense of CCT. The remaining operation costs are funded by the Commission for the Transportation Disadvantaged and other state and federal funding programs, including:

- **Section 5307** –The Federal Transit Administration provides monies for operations and purchase of equipment.
- **Section 5311** – FDOT provides monies for operations and the purchase of equipment.
- **Section 5310** – FDOT provides funds for the purchase of equipment.
- **Developmental Services** - This program is sponsored by the Key Training Center for the mentally disabled. Under this program, the individuals are transported to and from the Key Training Center to their homes.
- **Florida Commission for the Transportation Disadvantaged** - Operating costs are provided for transportation disadvantaged customers.

Because of the high percentage of transportation disadvantaged, fare box revenues do not account for a large percentage of the CCT's funding. In 2017, rider fares accounted for 3.91% of the total operational funding.

### Transportation Alternatives

The following are other Non-Emergency Transportation services currently available to the public in Citrus County.

Terry's Taxi

Local Taxi service serving Citrus County, Nursing Homes Prescription deliveries, Local Hospital patient transportation, Med-Waiver providers. Airport Transportation. Not ADA accessible, wheel chair in trunk. Operates 24/7. Contact 352-726-3723, Toll Free 877-569-8294.

AAA Transportation and Taxi

Serving Citrus County Cities: Floral City, Inverness and Hernando. Local Transportation, and airport transport. Not ADA accessible, wheel chair in trunk. Operates 24/7. **Contact 352-860-0800**

## Service Analysis

### Forecasts of Transportation Disadvantaged Population

#### Projected Transit Demand

According to the Census Bureau, Citrus County had a population of 141,236 in 2010. The population increased at a rate of 2.5% between 2000 and 2005 and a similar modest rate of increase is expected in the future. Historical and projected population information for the County is shown in Table 6: Historical and Projected Population by Year Citrus County, Florida 2000 - 2030.

**Table 6: Historical and Projected Population by Year  
Citrus County, Florida 2000 - 2030**

Year	Population	Percentage Change
2000 Census	118,085	
2007 Estimates	140,124	
2010 Census	141,236	
2015	139,360	-1.32
2020	147,755	7.28
2025	149,528	1.45
2030	151,325	1.45
2035	153,141	1.45

\*Source: PUMA 00900

**Table 7: Historical Transit Ridership and Percent Change by Year Citrus County, Florida 2014-2018**

Year	Average Monthly Ridership	Percent Change from previous year
2014	7,848	12.88
2015	7,653	-2.48
2016	7,522	-1.71
2017	8,392	11.57
2018	8,407	.18

\*Citrus County Transit, 2018

## Existing and Projected Population Characteristics Needs Assessment

**Table 8: Population Statistics by Race, Age and Gender, Citrus County, Florida Updated 2018**

Population by Race	2015 Counts	Percentages	2018 Counts	Percentages	2015-2018 Changes	Percentage Change
Total Population	141,056	100%	147,929	100%	6,873	
<b>Population by Race</b>						
American Indian and Alaska native alone	56	0.04%	59	0.04%	3	0.00%
Asian alone	2,257	1.60%	2,367	1.60%	110	0.00%
Black or African American alone	4,373	3.10%	4,586	3.10%	213	0.00%
Native Hawaiian, and other Pacific native alone	0	0.00%	0	0.00%	0	0.00%
Some other race alone	649	0.46%	5,650	3.82%	5,001	3.36%
Two or more races	2,116	1.50%	2,515	1.70%	399	.20%
White alone	131,605	93.30%	130,325	88.10%	(1,280)	-5.20%
<b>Population by Hispanic or Latino Origin (of any race)</b>						
Persons of Hispanic or Latino Origin	7,335	5.20%	8,431	5.7%	1,096	0.50%
Persons Not of Hispanic Origin	133,721	94.80%	139,497	94.30%	5,776	-0.50%
<b>Population by Gender</b>						
Male	68,271	48.40%	71,598	48.40%	3,327	0.00%
Female	72,785	51.60%	76,331	51.60%	3,546	0.00%
<b>Population by Age</b>						
Persons 0 to 4 years	5,360	3.80%	5,621	3.80%	261	-0.12%
Persons 5 to 17 years	15,798	11.20%	21,189	15.00%	15,829	3.80%
Persons 18 to 64 years	70,246	49.80%	73,669	49.80%	3,423	0.00%
Persons 65 years and over	49,652	35.20%	53,106	35.90%	3,454	.70%

\*Source: US Census 2016 and 2018 Quick Facts Bureau of Economic & Business Research Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and its Counties 2015-2040 with Estimates for 2014 (Released June 2014) and v.2018

**Age Distribution**

Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. 50% of the county’s population is currently 55 years and older and the percentage of elderly population is expected to increase through 2030 to 54%. Citrus County’s aging population indicates a critical need to not only maintain but expand transit services in the future. The projected distribution of age groups in Citrus County is shown in Table 9: Existing and Projected Age Distribution by Age and Year Citrus County 2007 to 2030.

**Table 9: Existing and Projected Age Distribution by Age and Year Citrus County 2007 to 2030**

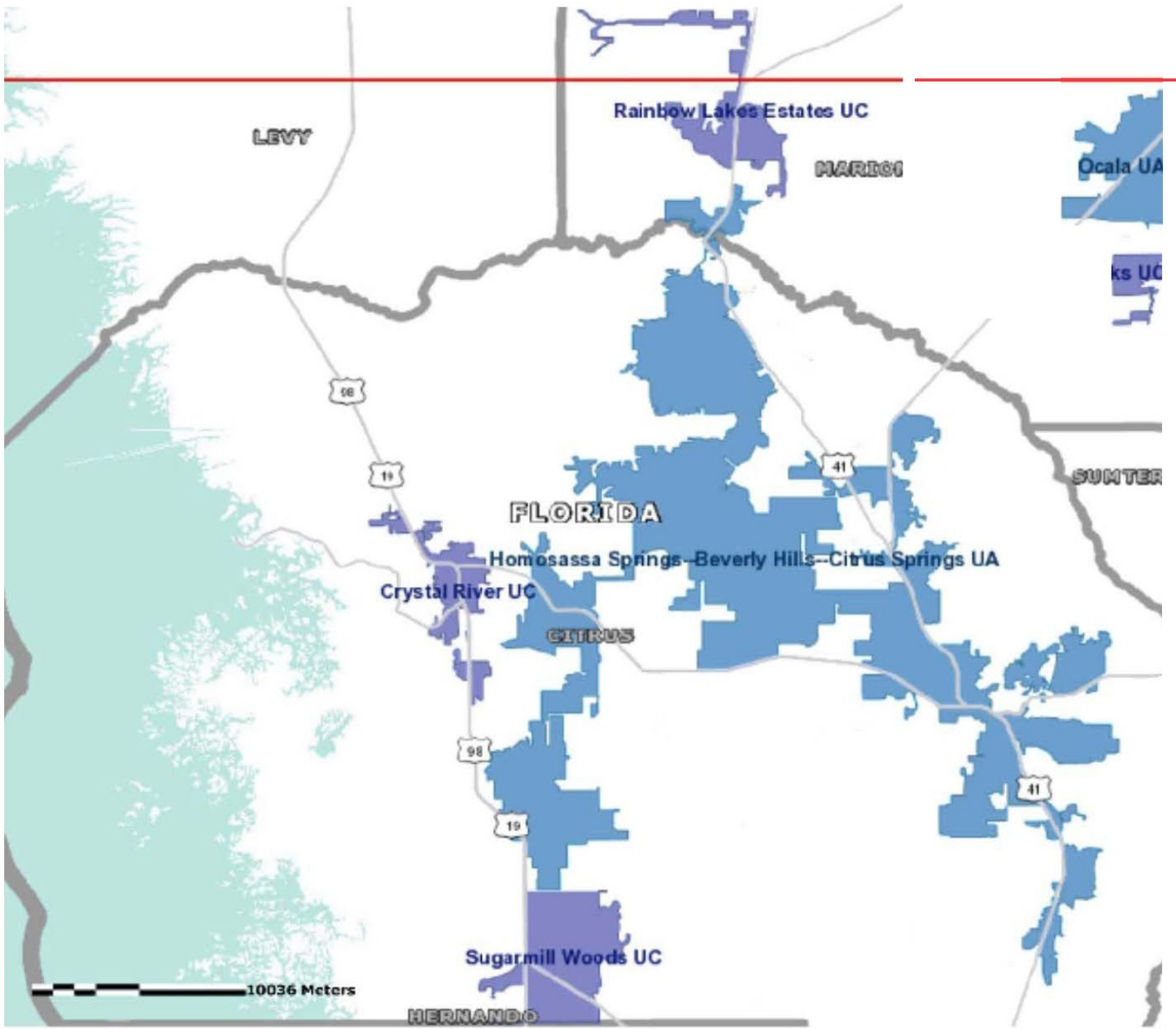
<b>Age</b>	<b>2007</b>	<b>2010</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
0-17	22,215	20,208	20,775	21,132	21,463	22,398
18-24	17,764	15,222	3,856	7,943	8,383	8,007
25-54	32,036	32,414	40,835	40,645	43,388	44,676
55-64	22,857	23,501	24,036	26,467	25,988	23,890
65-79	31,845	33,643	34,442	34,839	41,278	46,927
80 and over	13,407	11,578	12,116	19,372	22,567	28,123
Percent of Population 55 and over	49%	48%	50%	53%	54%	55%

\*Source: Bureau of Economic & Business Research Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and its Counties 2015-2040 with Estimates for 2014 (Released June 2014)

This section is intentionally left blank.



Figure 4: Citrus County Urbanized Areas and Urban Clusters, 2010



\*2010 Census Data and the Florida Department of Transportation Citrus County is 56.13% Urban 43.87% Rural.

## Citrus County Transportation 2018 Projected Transit Fleet and Facility Needs

Future transit needs were estimated using the constant ratio current growth rate method, with the assumption that the current relationship between the transit fleet and average monthly ridership will remain constant over time. The historic and projected number of buses needed through the year 2030 can be seen in Table 10: Citrus County Fleet Needs, Historic and Projected, 2014-2030.

All future transit plans depend on the availability of funding and the necessary population density to support the deviated fixed route system. More opportunities for state transit funding are available to support the deviated fixed route system when counties reach a population of more than 200,000 people.

**Table 10: Citrus County Fleet Needs, Historic and Projected, 2014-2030**

<b>Year Historical</b>	<b>Average Monthly Ridership</b>	<b>Number of Vehicles Needed</b>
2014	7,848	25
2015	7,653	25
2016	7,522	25
2017	8,392	25
2018	8,407	25
2025 Projected	9,260	25
2030 Projected	10,186	25

\*Source: Citrus County Transportation

## **Transportation Plan Impacts on Public Transit**

Highway and roadway improvements scheduled over the next 10-years to the year 2030 will have 2 types of impacts for CCT. The major improvements will result in short-term impacts and long-term impacts. All roadway improvements are identified in the County's 5 Year Capital Improvement Plan and Florida Department of Transportation's (FDOT) 5 Year Work Program.

The short-term "construction" impacts could result in minor delays and alternate routes during the construction of the new facilities. It is anticipated that these impacts could result in additional time being required to transport passengers. The length of delay will likely vary due to the demand response nature of the existing transit service. Coordination between the CCT and agencies involved in the roadway improvements is necessary to continue providing as efficient a program as possible. This effort should include, at a minimum, a 10-day notification of highway construction projects in the County.

The long-term impacts will be characterized by reduced traffic congestion levels and improved vehicle and transit operations. In addition, because of improvements in the roadway network, more routing options could potentially be made available where CCT service is currently not available. For instance, the potential extension of the Suncoast Parkway may create the opportunity to provide longer distance bus service and inter-county regional bus service.

## **Public Transit Plan**

The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service hours, and increasing trip frequency to serve a larger percentage of the County's population.

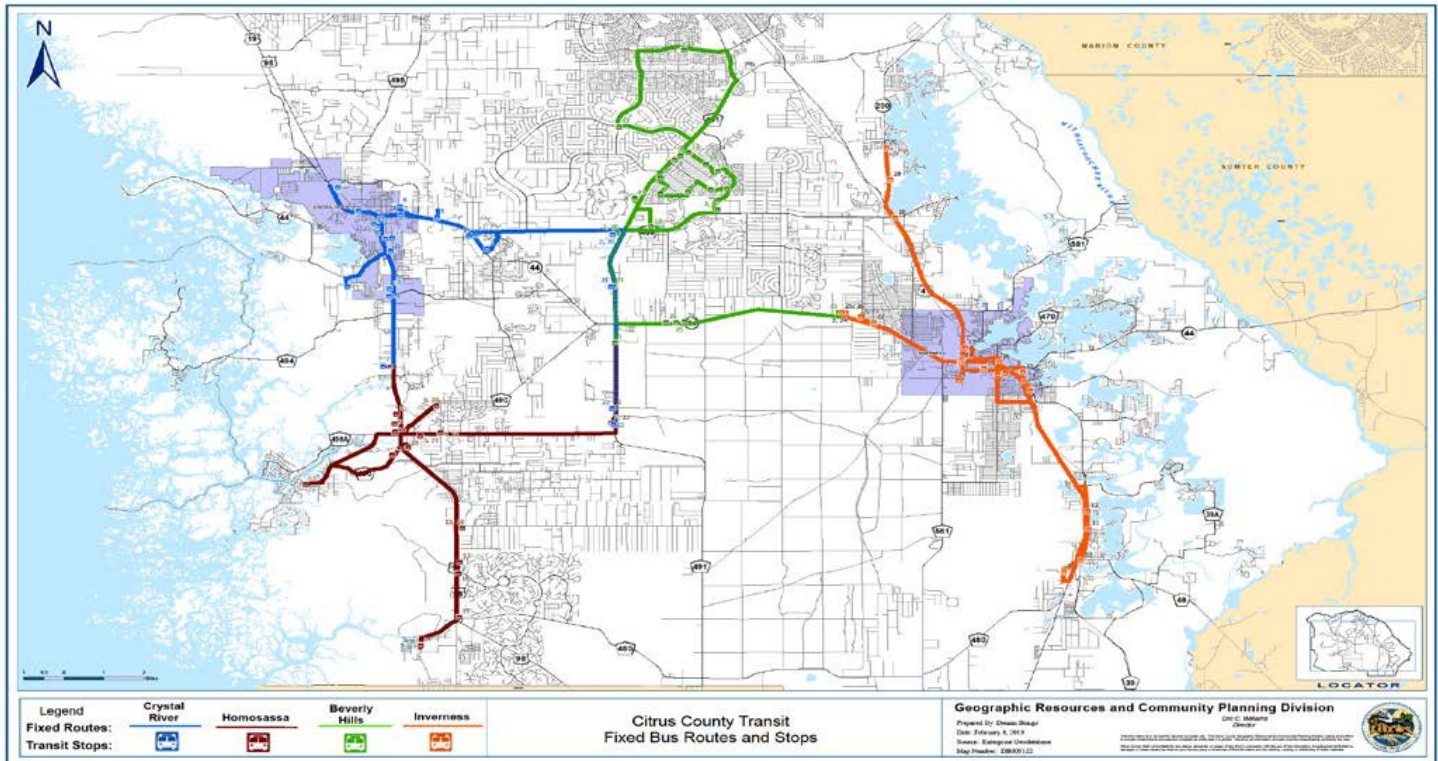
In the longer-term, as the County's population continues to increase and as more transit funding opportunities are made available, the County should plan to increase the frequency of the deviated fixed route service.

This section is intentionally left blank.

## Orange Line Deviation Fixed Route Information

The County's land use element calls for encouraging mixed-uses and higher density development around nodes and major corridors. Following is the map of the Orange Line Deviated Fixed Route Service routes. The four different routes return to the Citrus County Transit Center six times per day in order to accommodate cross county trips.

**Figure 5: Orange Line Deviated Fixed Route Service Routes**



### **Where to Catch the Bus:**

The locations of each stop are shown on the map and described on the schedule. If you are unsure of location or a stop, call us for information.

### **Use the Map and Schedules to Plan Your Bus Trip:**

Look at the map to decide which route and direction you wish to travel. Go to the schedule and find your stop number and times of pick up. The Transfer station is at The Citrus County Transit Office or Lowes-Inverness.

### **Deviations:**

Several stops are shown on the schedule as a deviation, you must call Citrus County Transit at **352-527-7630** at least one (1) hour prior to pick-up time. to schedule a deviation. Please let the driver know where your destination will be when you board the bus.

### **Customer Service:**

Orange Line hours: 6am – 7pm.  
Call us at **352-527-7630** if you need additional information or would like to comment on our service. We value your feedback.

**Paying your Fares:**

You must pay the full fare each time you board the bus. You can pay your fare in cash or by ticket. You must have exact change; drivers cannot make change.

**Bus Fares:**

Cash Fares \$1.00 per trip

Free Pass if qualified TD, Veteran, Over 60, Medicare or Disabled. Children 12 and under Free

Monthly Ticket \$35.00

Website: [www.citruscountytransit.com](http://www.citruscountytransit.com)

**What else do I need to know?**

You must pay the fare or show a ticket each time you board the bus. Please have exact change. Let driver know where you want to get off at least 2 stops ahead of time.

**Service for Persons with Disabilities:**

Citrus County Transit buses are wheelchair accessible. If you live within a quarter mile of a bus stop, and are unable to get to a stop, contact our office and you may be picked up at your home with 24 hours' notice. Call us at (352) 527-7630 if you need additional information or would like to comment on our services. We value your feedback.

## Barriers to Coordination

The following barriers to coordination have been identified:

- Agencies that develop new programs without regard to transportation in the planning and/or budget phases. This places reliance on already scarce TD Trust Funds.
- Agencies developing new programs need to take transportation issues and associated costs into consideration in the initial stages of program planning. This might be improved through educational efforts that make agencies aware of the role that transportation or lack of transportation plays within such programs.
- Lack of dedicated funding sources for operating and capital expenses.
- Legislative changes could require more dollars to be allocated to transportation services.
- Stringent agency requirements, such as eligibility determinations, without financial assistance to provide the necessary staffing to perform the tasks associated with meeting said requirements.
- Forcing agencies to be responsible for determining who is eligible for transportation services (to include such things as frequency of travel, mode of travel, etc.) under their program would allow CTC's to concentrate on providing services and, thus, would allow for the provision of better and possibly additional services.
- Increasing cost of vehicles.
- The lengthy process to secure mobility devices causes delays to already constricted schedules.
- Agencies that do not accept established rates and/or are not paying the fully allocated operating trip cost for transportation services.

## Goals, Objectives and Strategies

### 1. Goal: The CTC shall provide transportation services that are cost effective and efficient.

**Objective:** The CTC shall strive to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without excessive inconvenience to passengers.

**Strategies:**

- The CTC shall review driver manifests daily to prevent duplication of effort whenever possible.
- The CTC shall schedule passengers geographically, multi-loading agencies, in order to streamline the use of resources (buses and drivers).
- The CTC shall measure the total passenger trips per vehicle.

### 2. Goal: The CTC shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.

**Objective:** The CTC shall comply with the requirements of the Americans with Disabilities Act (ADA) regarding access to and provision of transportation services.

**Strategies:**

- The CTC shall provide alternative media types for accessing services, such as, large print publications, when requested.
- The CTC shall develop a formal training program for the utilization of special equipment for the disabled as well as for passenger sensitivity issues as they pertain to the disabled.
- The CTC shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent services to individuals with disabilities.

**3. Goal: The CTC shall comply with all reporting requirements of the Commission for the Transportation Disadvantaged and the Coordinating Board.**

**Objective:** The CTC shall complete all reports as required or as requested by the Coordinating Board or the commission.

**4. Goal: Respond to grievances as specified in the Coordinating Board's Grievance Procedures.**

**Objective:** All grievances will be addressed in a timely manner.

**5. Goal: The CTC shall ensure the provision of safe transportation services.**

**Objective:** The CTC shall ensure the safety and well-being of passengers through inspection and maintenance of all vehicles.

**Strategies:**

- The System Safety Program Plan (SSPP) shall meet all established requirements and adhere to legislative
- rule.
- Vehicles shall be inspected on a daily basis by drivers and on an annual basis by certified mechanics.
- Vehicles shall receive regularly scheduled preventive maintenance.

**6. Goal: The CTC shall comply with federal requirements for drug and alcohol testing.**

**Objective:** The CTC shall ensure the safety and well-being of passengers through compliance with testing requirements vehicles.

**Strategy:**

- The CTC shall ensure that all required testing is completed as required.

**Table 11: Goals, Objectives, and Strategies Citrus County, Florida**

Goals	Objectives	Strategies	Implementation Date
The CTC shall provide transportation services that are cost effective and efficient.	The CTC shall strive to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without excessive inconvenience to passengers.	<ol style="list-style-type: none"> <li>1. The CTC shall review driver manifests daily to prevent duplication of effort whenever possible.</li> <li>2. The CTC shall schedule passengers geographically, multi-loading agencies, in order to streamline the use of resources.</li> <li>3. The CTC shall measure the total passenger trips per vehicle.</li> </ol>	Ongoing / Daily
The CTC shall eliminate physical barriers to the use of transportation services by persons who are elderly and / or disabled.	The CTC shall comply with the requirements of the ADA regarding access to and provision of transportation.	<ol style="list-style-type: none"> <li>1. The CTC shall provide alternative methods for accessing services.</li> <li>2. The CTC shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent services to individuals with disabilities.</li> </ol>	Ongoing
The CTC shall comply with all reporting requirements of the CTD and the Coordinating Board.	The CTC shall complete all reports as required or as requested by the CTD or the Coordinating Board.		Ongoing
Respond to grievances as specified in the Coordinating Board's Grievance Procedures.	All grievances will be addressed in a timely manner.		Ongoing
The CTC shall ensure the provision of safe transportation services.	The CTC shall ensure the safety and well-being of passengers through inspection and maintenance of vehicles.	The SSPP shall meet all requirements and adhere to legislative rule. Vehicles shall be inspected on a daily basis by drivers and on annual basis by certified mechanics. Vehicles shall receive regularly preventative maintenance	Ongoing
The CTC shall comply with federal requirements for drug and alcohol testing.	The CTC shall ensure the safety and well-being of passengers through compliance with required testing	The CTC shall ensure that all required testing is completed as required.	Ongoing



## **Service Plan / Operations**

### **Type, hours and days of service**

Citrus County Transit (CCT) operates a non-emergency para transit, door-to-door service Monday through Friday, excluding County designated holidays. Operating hours range from 7:00 A.M. until 4:00 P.M. CCT operates on pre-set schedules and reservations. Reservations are taken by telephone, **(352) 527-7630**, up to fourteen (14) calendar days in advance but no later than two (2) business days by noon Monday through Friday from 8:00 A.M. until 4:00 P.M., excluding County designated holidays. Reservations are also taken in person by office staff only. Reservation requests are placed as capacity allows. Standing Orders, trips that occur at the same time on the same day every week, are also available. Passengers only need to call in a reservation twice to begin the Standing Orders. Services are available to ambulatory and wheelchair passengers. Service schedules are established geographically with all areas of Citrus County receiving services a minimum of two (2) days each week, with most areas receiving services 5 days each week. Same day services are not generally provided however; considerations may be given for extenuating circumstances. Passengers are required to cancel any trip reservation that is no longer needed at least sixty (60) minutes prior to the scheduled pick up time.

CCT also provides transportation services for county veterans traveling to the VA Hospital in Gainesville and the Villages twice monthly; This service is provided from bus stops located throughout the county. A Wheelchair passenger may get picked up at home with prior approval.

### **Accessing Services**

CCT operates a Public Transportation system and anyone is eligible to access services simply by making a reservation. Reservations must be made no later than noon 2 business days in advance. Reservations are taken Monday through Friday (excluding County designated holidays) from 8:00 A.M. until 4:00 P.M. by calling (352) 527-7630. Passengers are required to pay a fare box fee of \$5.00 each way with \$1.00 transfer fees. Children 12 and under will be permitted to travel at no cost. Passengers must complete an application process to determine eligibility for TD. Applications are available on buses, in person, and by mail. When necessary, due to either capacity or time constraints, priority is given to trips in the following order: medical, nutrition, employment, education, shopping, and recreation. To date, CCT has not found it necessary to implement prioritization. Passengers are required to cancel any trip reservation that is no longer needed at least sixty (60) minutes prior to the scheduled pick up time.

### **Transportation Operators and Coordination Contractors**

CCT currently has one (1) Coordination Contract with the Citrus County Association for Retarded Citizens (CCARC). CCARC is a non-profit organization serving the needs of the mentally disabled population within Citrus County. Due to capacity and time constraints, CCT is not able to accommodate the majority of the needs for CCARC program participants. CCARC provides some 65,000-78,000 one way trips each year to its participants, some of which reside at CCARC facilities. CCARC can be reached as follows:

Theresa Rutterman Flick  
1315 N. VanNortwick Road  
Lecanto, FL 34461-9710 (352) 795-5541

### **Public Transit Utilization**

CCT operates a public transportation system. CCT's public transportation system is the only available coordinated transportation within Citrus County.

## **School Bus Utilization**

CCT does not utilize school bus transportation at this time, as it is not cost effective to do so.

## **Vehicle Inventory**

An annual inventory report is provided in Table 12: Vehicle Inventory by Vehicle Name, Citrus County Florida Transit reflecting the year, make, model, mileage, funding source and owner for each vehicle.

**Table 12: Vehicle Inventory by Vehicle Name, Citrus County Florida Transit**

<b>Vehicle "Name"</b>	<b>Year</b>	<b>Make</b>	<b>Model</b>	<b>Mileage</b>	<b>Funding Source</b>	<b>Ownership Code</b>
20593-79	2013	Chevrolet	Turtle Top	210,014	OF	OOPA
20594-80	2013	Chevrolet	Turtle Top	513,623	OF	OOPA
20595-81	2013	Chevrolet	Turtle Top	194,868	OF	OOPA
20596-82	2013	Chevrolet	Turtle Top	209,992	OF	OOPA
20597-83	2013	Chevrolet	Turtle Top	176,975	OF	OOPA
51464-84	2013	Chevrolet	Turtle Top	196,491	OF	OOPA
51710-10	2015	Ford	Turtle Top	75,179	OF	OOPA
51711-11	2015	Ford	Turtle Top	82,038	OF	OOPA
51712-12	2015	Ford	Turtle Top	85,518	OF	OOPA
52521-19	2016	Ford	Cutaway	11,194	OF	OOPA
52523-17	2016	Ford	Cutaway	6,248	OF	OOPA
20550-75	2011	Ford	Turtle Top	186,914	EMSID	OOPA
20551-76	2012	Ford	Turtle Top	191,070	EMSID	OOPA
20552-77	2012	Ford	Turtle Top	181,635	EMSID	OOPA
20592-78	2013	Chevrolet	Turtle Top	191,201	EMSID	OOPA
51478-85	2013	Ford	Turtle Top	112,899	EMSID	OOPA
51586-86	2014	Chevrolet	Turtle Top	103,389	EMSID	OOPA
51587-87	2014	Chevrolet	Turtle Top	798,399	EMSID	OOPA
51588-88	2014	Chevrolet	Turtle Top	88,436	EMSID	OOPA
51713-13	2015	Ford	Turtle Top	67,764	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	68,869	EMSID	OOPA
51715-15	2015	Ford	Turtle Top	92,962	EMSID	OOPA
52522-16	2016	Ford	Cutaway	311,945	EMSID	OOPA
52532-18	2016	Ford	Cutaway	66,521	EMSID	OOPA
52533-20	2016	Ford	Cutaway	22,598	EMSID	OOPA

## **System Safety Program Plan Certification**

CCT operates under its System Safety Program Plan (SSPP) as required and certified by the Florida Department of Transportation (FDOT) through biennial evaluations.

## **Inter-county Services**

CCT is not involved in any inter-county services at this time.

## **Emergency Preparedness and Response**

CCT participates in county evacuation efforts, focusing on assisting special needs residents as coordinated by the Emergency Operations Center. Procedures for disaster preparedness are outlined in CCT's System Safety Program Plan/Standard Operating Procedures Manual.

## **Education Efforts / Marketing**

Citrus County Transit's marketing efforts include brochures, business cards, Internet, and flyers. CCT uses public advertising in newspapers, on radio and television stations and whenever possible presents information (verbally) at area organizations. In addition, advertisements of TD Meetings published in the local newspaper allow two (2) weeks' notice to the public to prepare if they choose to attend.

## **Acceptable Alternatives**

Not applicable

## **Service Standards**

**The following 17 service standards are adopted and currently in place:**

### Drug and Alcohol Policy:

Citrus County Transit will comply with all FTA requirements.

### Transport of Escorts and Dependent Children Policy:

Children 12 and under traveling with CCT must be accompanied by an adult escort. Children 12 and under ride free.

A registered attendant at no additional cost may accompany individuals requiring special assistance. The attendant must be able to provide the necessary assistance to the passenger.

### Use, Responsibility, and Cost of Child Restraint Devices:

Child restraint devices are not required on CCT's Public bus service. However, if used, it is the responsibility of the parent to secure such devices.

### Passenger Property and Packages:

Passengers traveling with CCT will be allowed to transport any personal property that can be placed in their lap or stowed under the seat. Passengers must be able to independently carry any personal property.

Passengers traveling with CCT from shopping facilities will be allowed a manageable number of small bags or parcels. Small is defined as small enough to fit on a passenger's lap or under the seat without blocking the aisle of the bus. Passengers must be able to independently carry any bags or may have an attendant to help them.

### Vehicle transfer points (CTD required):

### **Local Toll-Free Telephone Number: 1-800-983-2435**

CCT maintains a local toll-free phone number to the Commission for the Transportation

Disadvantaged. This number is included in complaint procedures/policies and CCT publications. Citrus County Transit located at 1300 South Lecanto Highway, Lecanto, Florida, 34461 is the only vehicle transfer point used by CCT.

Out of service area Trips:

Services will be provided out of the service area by CCT for Veterans traveling to the VA Medical Center in Gainesville (2) times monthly on the 1st Wednesday and the 3rd Thursday, and the Villages (2) times monthly on the 2nd Wednesday and the 4th Thursday according to the calendar.

Vehicle Cleanliness:

All CCT vehicles shall be cleaned daily and shall be free of dirt, trash, and sand at the start of each day. Buses need to be washed outside and mopped inside once a week.

Billing Requirements:

CCT shall reimburse all contracted operators within twenty-five (25) business days of receiving a final, correct invoice.

Passenger/Trip Database:

CCT will collect the name, address, phone number, funding source eligibility information, and any other information pertinent to providing transportation services from each client.

Adequate Seating:

Vehicle seating on CCT vehicles will not exceed the manufacturers recommended capacity for adults. Standing is not permitted on Para Transit vehicles. Standing is permitted for the Orange Line Deviated Fixed Route.

Driver Identification:

All Citrus County Transit drivers will have nametags displayed on their shirts and/or jackets and will be required to announce and identify themselves as required in rule 41-2.006(l) of the Florida Administrative Code.

Passenger Assistance:

Limited passenger assistance will be provided to all passengers on and off Citrus County Transit vehicles. Drivers will only be able to provide passengers with stabling assistance. They cannot provide weighted support.

Smoking, Eating, and Drinking:

Smoking is not permitted on Citrus County vehicles. Eating or drinking is not permitted on Citrus County Transit vehicles with the exception of driver break or lunch period, while the bus is parked. Water bottles are permitted during the summer months.

Communications:

All Citrus County Transit vehicles will be equipped with 2-way radios for communications and county issued cell phones.

Air Conditioning/Heating:

All Citrus County Transit vehicles will be equipped with air conditioning and heating. Those vehicles with non-functioning air conditioning and/or heating shall be repaired as quickly as possible.

**First Aid Policy CTD required**

First Aid/CPR

Citrus County Drivers are not required to be First Aid or CPR trained. CCT's policy is to use 911 in all situations per Citrus County Risk Management.

**The following 10 Commission standards are adopted and are currently in place:**

#### Driver Criminal Background Screening

Employment Level II Background Screening is completed on all applicants before becoming an employee of CCT. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard.

#### Service Effectiveness

Determined by Performance Measures as monitored by the Local Coordinating Board's evaluation of the independent report on the CTC.

#### Public Transit Ridership

Most ambulatory and wheelchair trips within the service area are accommodated by public transit schedules.

#### Contract Monitoring

CCT will perform a biennial evaluation of contracted operators using the FDOT evaluation tool.

#### Pick Up Window

Passengers traveling with CCT will be picked up within one hour from the scheduled pick up and return times.

#### On Time Performance

CCT will strive to achieve an 85% on-time performance rate for all completed trips.

#### Advance Reservation Requirement

All reservations are due to CCT no later than 12:00 P.M. Two (2) business days prior to the date that transportation is needed.

#### Accidents

It is the goal of the CTC to keep accidents to a minimum. CCT provides FTA approved training to all new drivers as well as in service training. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard. Based on the reporting requirements of the AOR (chargeable accidents involving claims greater than or equal to \$1,000.00), and past records of accidents, the CTC will set a goal of no more than six (6) chargeable accidents per year. Incident / Accidents shall be reported to the Commission for Transportation Disadvantaged within seventy-two (72) hours (if over \$1,000.00 in property damage), and within 24 hours if there is a fatality involved pursuant to section 14.80 of the Transportation Disadvantaged Trip and Equipment Grant Agreement.

#### Road Calls

There should be no less than 10,000 miles between road calls in a one (1) year period for CCT.

#### Call Hold Time

All calls placed to CCT shall be placed in a queue and should not be on hold for longer than four (4) minutes. There is no monitoring tool in place for this standard.

## Attachment A

### Grievance Procedures

- A. Establishment - It is the intent of the LCB (Local Coordinating Board) to encourage resolution of grievances at the lowest level and to educate passengers, funding agencies and any other interested parties about the grievance process(es).

A grievance committee is established under Article IX of the Citrus County Transportation Disadvantaged Coordinating Board by-laws and shall be applied as it becomes necessary under conditions described in Section D below.

- B. Hearing vs. Hearing and Determining - There is a distinct difference between “hearing” a grievance and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may investigate a grievance as long as it does not impose requirements on third parties that are not supported by statute or contractual agreement. However, when an entity makes a determination of the rights, duties, privileges, benefits or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. It should be noted that Chapter 427, F.S grants no “adjudicative” powers to any party or entity “hearing” a grievance.
- C. This section will delineate the difference between a formal grievance pursuant to Chapter 427 F.S. and Rule 41-2 F.A.C., and a service complaint.

1. Service Complaint- service complaints are routine incidents that occur on a daily basis, and, are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints are to be resolved within a reasonable period of time and followed up by the CTC (Community Transportation Coordinator).

**Service complaints may include but not limited to:**

- I. Late trips (late pick-up and or late drop off)
- II. No-show by transit operator
- III. No-show by client
- IV. Client behavior
- V. Driver behavior
- VI. Service denial to client
- VII. Passenger discomfort

2. Formal Grievance- a formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD, (Transportation Disadvantaged), services by the CTC, DOPA (Designated Official Planning Agency), or LCB.

**Formal Grievances may include but are not limited to:**

- I. Chronic or reoccurring or unresolved service complaints
- II. Violations of specific laws governing the provision of TD services i.e. Charter 427 F.S., Rule 41-2 FAC and accompanying documents,
- III. Sunshine Law and ADA
- IV. Contract disputes (agencies/operators)
- V. Bidding disputes
- VI. Agency compliance
- VII. Conflicts of interest
- VIII. Billing and or accounting procedures

- D. These procedures will apply to all service complaints and formal grievances brought to the attention of the CTC or the DOPA staff.
1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
  2. If a service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be treated as a formal grievance if it is submitted in writing to the CTC. All grievances must contain the following:
    - I. Name and Address of the complainant,
    - II. A statement of the grounds for the grievance with supporting documentation, made in a clear and concise manner;
    - III. An explanation of the relief desired by the complaint.

The CTC will issue a decision in writing, delivered via regular mail, no later than 20 working days after the formal grievance is filed with the CTC. The decision will give the complainant an explanation of the facts that led to the CTC's decision and will provide a method by which a resolution might be reached. Copies of all correspondence must be submitted to the LCB.

3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of the grievance committee cannot satisfy the complainant or deems the complaint to be of a nature requiring the LCB's attention the matter will next be referred to the LCB.
4. The written grievance and written reports will be submitted to the LCB. The LCB shall meet with the aggrieved party and hear the grievance. The LCB shall have a maximum of 60 days to respond in writing, by certified mail, to the complainant.
5. If a resolution cannot be reached by the LCB, the written grievance and written reports will be submitted to the TDC, (Transportation Disadvantaged Commission). The TDC will review the written grievance and the written reports and will issue a written determination no later than sixty (60) days after its receipt of the case file. This written determination will be sent via Certified Mail to the complainant. Upon the TDC entering its determination, the TDC's direction will be followed or the grievance matter will be closed with no further proceedings on the grievance at the County level.
6. At any time, an aggrieved party with proper standing may elect to seek recourse in other proceedings outside of this grievance process, through the Chapter 120, F.S., administrative hearing process or through the judicial system.

# Community Transportation Coordinator Monitoring Procedures for Operations and Coordination Contractors

DOT guidelines are followed to evaluate/monitor operators on a biennial basis. The procedure is called a "Bus Transit System Safety Review." The following guidelines are followed:

A safety review is an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning that meet safety standards provided and incorporated by reference in Rule Chapter 14-90, F.A.C.

1. Safety reviews shall be conducted at least once every two (2) years at those bus transit systems defined in Rule 14-90.002(5) (10) and (13), F.A.C.
2. Each bus transit system shall be notified in writing, not less than three (3) weeks prior to a safety review. The District Public Transportation manager should coordinate scheduling and areas of review with the bus transit system prior to written notification. At the discretion of the District Public Transportation manager, additional reviews may be scheduled for selected bus transit systems, primarily for follow-up.
3. A safety review report shall be prepared within three (3) weeks subsequent to the completion of a review. The report shall state items reviewed, a description of the findings, and any corrective actions required. Also, indicate recognition in areas where exemplary compliance is demonstrated. A copy of the report shall be provided to the effected bus transit system and the central office safety program manager. Note: if the safety review finding indicates the continued operation, or a portion thereof, is posing a potential danger to passengers or public safety, the transit system shall be required to initiate and achieve corrective action to unsafe conditions before continuation of effected operations. If the effected transit system refuses to initiate and achieve corrective action pursuant to the requirements of the safety review, the Department shall suspend any or all of its obligations under any existing Joint Participation Agreements.

## **A safety review shall consist of the following activities:**

- A. Ascertain the development of a formal SSPP that addresses, at a minimum, established safety standards set forth in Rule Chapter 14-90, F.A.C. The SSPP, at a minimum, shall consist of safety considerations for the following:
  - Management
  - Vehicles and equipment
  - Operational functions
  - Maintenance
  - Equipment for transporting wheelchairs
  - Training
  - Federal, State, and Local regulations, ordinances, or laws and
  - Private contract bus transit systems as defined in Rule 14-90.002 (14) and 14-90.004 (1) (a) 9, F.A.C.
- B. Check records for minimum annual safety inspection of all operational buses. A bus system's safety inspection checklist should include, at a minimum, the following (reference Rule 14-90.009, F.A.C.):
  - Horn
  - Windshield wipers
  - Mirrors
  - Wiring and battery(ies)
  - Service and parking brakes
  - Warning devices



- Directional signals
  - Hazard warning signals
  - Lighting systems and signaling devices
  - Hand rails and stanchions
  - Standee line and warning
  - Doors and interlock devices
  - Stepwells and flooring
  - Emergency exits
  - Tires and wheel
  - Suspension system
  - Steering system
  - Exhaust system
  - Seat belt
  - Safety equipment and
  - Equipment for transporting wheelchairs
- C. Check for proof of valid driver license documentation copy should be on file (reference Rule 14-90.004(3) (b), F.A.C.) Check for documentation of driver training performed, either by certificate on file or record of training provided (reference Rule 14-90.004(3) (d), F.A.C.).
- D. Check for record of driver receipt of written operational and safety procedures i.e., driver's handbook/SOP (reference Rules 14-90.004(3) (e) and 14-90.006(1-18), F.A.C.).
- E. Check for records of driver's work periods, which should include the following (reference Rules 14-90 .004(3) (g), .006(3) (a) (b), and .006(4) (5), F.A.C.):
- Total days worked
  - On duty hours
  - Driving hours and
  - Time reporting on and off duty each day
- F. Check for records of pre-employment medical examinations for employees hired as drivers after March 7, 1988 (reference Rule 14-90.0041, F.A.C., Form #775-030-01).
- G. Check for records of bus maintenance including a method for determining types and intervals of maintenance or inspections and the person or persons who performed maintenance or inspections (reference Rule 14-90.004(4) (a-d), F.A.C.).
- H. Check for establishment of an accident reporting, evaluation, and record maintenance system and review reporting requirements for accidents involving a fatality (reference Rules 14-90.005(1) and 14-90.005(2) (a-c), F.A.C.).
- I. Check for records of driver's daily inspection of vehicles. Inspection checklist, at a minimum, shall include the following (reference Rule 14-90.006(8) (a) (b), F.A.C.):
- Brakes
  - Parking brakes
  - Tires and wheels
  - Steering
  - Horn
  - Lighting
  - Wipers
  - Mirrors
  - Passenger doors
  - Exhaust system
  - Equipment for transporting wheelchairs and
  - Safety and emergency equipment.

**Equipment checks on vehicles shall include the following items:**

- Standee line and warning (reference Rule 14-90.007(14), F.A.C.)
  - Emergency exits (reference Rule 14-90.007(18), F.A.C.)
  - Driver's seat belt (reference Rule 14-90.007(23), F.A.C.)
  - Fire extinguisher (reference Rule 14-90.007(24) (a) (b), F.A.C.)
  - Portable red reflectors (reference Rule 14-90.007(24) (c.), F.A.C.)
  - Manufacturer's/installer's certification label on wheelchair lift equipment and ramps (reference Rule 14-90.008(1)(e), F.A.C.)
4. Bus transit system establishment, adoption, and monitoring of safety standards for private contract bus transit systems (reference Rule 14-90.004(2), F.A.C.).
  5. Documentation that the bus transit system has performed or required the performance of annual safety inspections for all vehicles operated under contract to the bus transit system (reference Rule 14-90.009(1), F.A.C.).
  6. Documentation that indicates monitoring of private contract bus transit systems to assure adoption and implementation of a SSPP by private contract bus transit systems (reference Rule 14-90.004(2) (a) (b), F.A.C.).
  7. Check for compliance with the "Drug-Free Workplace Act," 49 Code of Federal Regulations, part 29 (reference Rule 14-90.004(3) (h), F.A.C.).
  8. Following completion of a safety review, conduct an exit interview with the bus transit system to give a preliminary report of the review and findings.

**Coordination Contract Evaluation Criteria**

The evaluation criteria for operators and coordination contractors are reviewed by the Transportation Disadvantaged Coordinating Board quarterly and annually in the form of a Transportation Report to review any substandard reports or incidents.

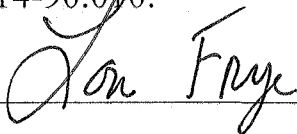
**BUS TRANSIT SYSTEM**

**ANNUAL SAFETY CERTIFICATION**

DATE: February 3, 2017  
BUS TRANSIT SYSTEM: Citrus County Transit  
ADDRESS: 1300 S. Lecanto Highway  
Lecanto, FL 34461

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061, THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.010.

Signature: 

Name: Lon Frye

Title: Director, Citrus County Transit

Name and Address of entity(ies) which has (have) performed safety inspections:

Name: Citrus County Fleet & Transportation Management  
Address: 1300 S Lecanto Hwy  
Lecanto, FL 34461

# Cost / Revenue Allocation and Rate Structure Justification

## Service Rates Summary

Citrus County Transit operates a door-to-door public transportation system, operating by pre-set schedules and reservations. Services are available Monday through Friday for ambulatory and non-ambulatory passengers. Scheduled pick up and return times range from 7:30 A.M. through 3:00 P.M. These services are available for travel within Citrus County. Fare box rates are determined by the Local Coordinating Board. Trips are subsidized through operating assistance grants from the Department of Transportation (DOT), CTD grants, and local funding from the Citrus County Board of County Commissioners.

The following Rate Structure provides a more detailed breakdown of the rate structure and operating structure and operating effectiveness and efficiency of the coordinated system within Citrus County.

**Figure 6: Blue Line Agency Rates and Passenger Fares Citrus County, Florida**



**Figure 7: Orange Line Agency Rates and Passenger Fares Citrus County, Florida**



**Table 13: Rate Model Worksheet Service Type**

Door to Door Bus Service	Reservation Agency Rate	Reservation Passengers Fares*	Subscription Agency Rates	Subscription Passenger Fares*
Ambulatory	\$14 per trip	TD Passengers	\$14 per trip	TD Passengers
Non-Ambulatory	\$24.01 per trip / 0 per trip	\$5.00 per trip / Public Ages 0-12 free	\$24.01 0 per trip	\$5.00 per trip / Public Ages 0-12 free

\*Monday through Friday in County preset schedules

**Table 14: Measures for Evaluation**

Measure	Previous Period	Evaluation Period	Peer CTC
1. Operating Cost per Passenger Trip	\$23.32	\$23.32	
2. Operating Cost per Vehicle Mile	\$2.94	\$2.94	
3. Administrative Costs as a Percentage of Total Operating Expense			
4. Passenger Trips per Vehicle	3,767	3,767	
5. Passenger Trips per Driver Hour	1.7	1.7	
6. Passenger Trips per Vehicle Mile	7.9	7.9	
7. Volunteer-provided Trips as a Percentage of Total Trips	0	0	
8. Fixed-route Transit Trips as a Percentage of Total Trips	N/A	N/A	

**Table 15: Evaluation Questions and Answers**

Question	Answer
9. In which cost-effectiveness and efficiency areas has the coordinator improved?	1,2,4
10. In which areas has the coordinator worsened?	5,6
11. What changes in service may account for this change?	Fuel Price Increases
12. What areas should be targeted for improvement?	ALL
13. Date of CTC's last financial audit:	
a. Outside Auditor	3/15
b. Were there critical findings to be resolved?	No
c. If so, have they been fully resolved?	N/A

\*Reporting Period: 7/1/20014 – 6/30/2015 Preparers Initials: LF Date: August 18, 2016

# Preliminary Information Worksheet

Version 1.4

<b>CTC Name:</b>	Citrus County Transit
<b>County (Service Area):</b>	Citrus
<b>Contact Person:</b>	Erin Kluis Briggs
<b>Phone #</b>	352-527-7639

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- Governmental
- Private Non-Profit
- Private For Profit

**NETWORK TYPE:**

- Fully Brokered
- Partially Brokered
- Sole Source

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

# Comprehensive Budget Worksheet

Version 1.4

CTC: Citrus County Transit  
County: Citrus

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 27,853	\$ 26,869	\$ 28,212	-3.5%	5.0%	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -			
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 6,999	\$ 6,711	\$ 7,000	-4.1%	4.3%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						The increase in Cash Match was need as for our increase in 5310 and 5311 Grant funds.
Compl. ADA Services						
County Cash	\$ 179,979	\$ 179,029	\$ 218,452	-0.5%	22.0%	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -			
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 377,309	\$ 360,000	\$ 390,000	-4.6%	8.3%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 162,466	\$ 187,415	\$ 175,000	15.4%	-6.6%	2018-2019 and 2019-2020 we have a large number of buses being replaced, resulting in a higher need for 5310 Capital funding. Our 5311 operating revenue was only partial year funding for 2016-2017 and 2017-2018. The allocation for 2018-2019 will cover from Jul 2018 to Sep 2018 (slightly more than a year). 5310 Capital funding is also being used to update/expand our transit software. Our 5311 operating revenue is generated as an overall system operating expense subsidy.
49 USC 5310	\$ 85,231	\$ 158,931	\$ 410,441	86.5%	158.3%	
49 USC 5311 (Operating)	\$ 142,948	\$ 150,195	\$ 150,000	5.1%	-0.1%	
49 USC 5311(Capital)		\$ 77,480			-100.0%	
Block Grant	\$ 81,233	\$ 93,708	\$ 87,500	15.4%	-6.6%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						









# Worksheet for Program-wide Rates

CTC: Citrus County Tran Version 1.4  
 County: Citrus

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

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	272,760
<b>Rate Per Passenger Mile = \$</b>	<b>1.56</b>
Total <u>Projected</u> Passenger Trips =	22,100
<b>Rate Per Passenger Trip = \$</b>	<b>19.24</b>

Fiscal Year

2019 - 2020

<b>Avg. Passenger Trip Length =</b>	<b>12.3 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>5.38</b>
<b>Rate Per Passenger Trip = \$</b>	<b>66.36</b>

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: Citrus County Tr Version 1.4  
 County: Citrus

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

### SECTION I: Services Provided

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:  
 per Passenger Mile =  
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

**Worksheet for Multiple Service Rates**

CTC: Citrus County Tr Version 1.4  
 County: Citrus

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

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?.....  
 Yes  
 No  
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
 per passenger mile?.....  
 Pass. Trip **Leave Blank**  
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected  
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?.....  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   
Do NOT Complete Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

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

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
 \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2019 - 2020			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	272,760	= 246,700	+ 26,060	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$1.46	\$2.50	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	22,100	= 20,120	+ 1,980	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$18.08	\$31.00	\$0.00	\$0.00
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$1.46	\$2.50	\$0.00	\$0.00
				per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$5.03	\$8.63	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$62.37	\$106.92	\$0.00	\$0.00
				per passenger	per group

## Worksheet for Multiple Service Rates

CTC: Citrus County Tr Version 1.4  
County: Citrus

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

Program These Rates Into Your Medicaid Encounter Data

# Quality Assurance

## Service Standards

The following 17 service standards are adopted and are currently in place:

### Drug and Alcohol Policy

Citrus County Transit will comply with all FTA requirements.

### Transport of Escorts and Dependent Children Policy

Children 12 and under traveling with CCT must be accompanied by an adult escort. The adult escort will not be required to pay full fare as applicable. Children 12 and under will be permitted to travel at no cost.

A registered attendant at no additional cost may accompany individuals requiring special assistance. The attendant must be able to provide the necessary assistance to the passenger.

### Use, Responsibility, and Cost of Child Restraint Devices

Child restraint devices are not required on CCT's Public bus service. However, if used it is the responsibility of the parent to secure such devices.

### Passenger Property and Packages

Clients traveling with CCT will be allowed to transport any personal property that can be placed in their lap or stowed under the seat. Passengers must be able to independently carry any personal property.

Clients traveling with CCT from shopping facilities will be allowed three (3) small bags or parcels. Small is defined as small enough to fit on a passenger's lap or under the seat without blocking the aisle of the bus. Passengers must be able to independently carry any bags or may have an attendant to help them.

### Local Toll-Free Telephone Number 1 800

CCT maintains a local toll-free phone number to the Commission for the Transportation Disadvantaged. This number is included in complaint procedures/policies and is included in CCT publications.

### Out of service area trips

Services will be provided out of the service area by CCT for Veterans traveling to the VA Medical Center in Gainesville and the Villages on alternating Wednesdays and Thursdays throughout the year following pre-set scheduling criteria.

### Vehicle Cleanliness

All CCT vehicles shall be cleaned daily and shall be free of dirt, trash, and sand at the start of each day.

### Billing Requirements

CCT shall reimburse all contracted operators within 25 business days of receiving a final, correct invoice.

### Passenger/Trip Database

CCT will collect the name, address, phone number, funding source eligibility information, and any other information pertinent to providing transportation services from each client.

### Adequate Seating

Vehicle seating on CCT vehicles will not exceed the manufacturers recommended capacity for adults. Standing is not permitted on CCT para transit vehicles. Standees will be permitted to stand on the Deviated Fixed Route.

### Driver Identification

All Citrus County Transit drivers will have names displayed on their shirts and/or jackets and will be required to announce and identify themselves as required in rule 41-2.006(l) of the Florida Administrative

Code.

#### Passenger Assistance

Limited passenger assistance will be provided to all passengers getting on and off Citrus County Transit vehicles. Drivers will only be able to provide passengers with stabling assistance. They cannot provide weighted support.

#### Smoking, Eating, and Drinking

Smoking, eating or drinking is not permitted on Citrus County Transit vehicles with the exception of driver break or lunch period, while the bus is parked.

#### Two-way communications

All Citrus County Transit vehicles will be equipped with two-way radios for communications and county issued cell phones.

#### Air Conditioning/Heating

All Citrus County Transit vehicles will be equipped with air conditioning and heating. Those vehicles with non-functioning air conditioning and/or heating shall be repaired as quickly as possible.

### **Commission Standards**

**The following 10 Commission standards are adopted and are currently in place:**

#### Driver Criminal Level II Background Screening

Employment Background Screening is completed on all applicants before becoming an employee of CCT. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard.

#### Service Effectiveness

Service effectiveness is determined by Performance Measures as monitored by the Local Coordinating Board's evaluation of CTC.

#### Public Transit Ridership

All ambulatory and most wheelchair trips within the service area must be accommodated by public transit schedules.

#### Contract Monitoring

CCT will perform a biennial evaluation of contracted operators using the FDOT evaluation tool.

#### Pick Up Window

Passengers traveling with CCT will be picked up within 60 minutes from the scheduled pick up and return times.

#### On Time Performance

CCT will strive to achieve an 85% on-time performance rate for all completed trips.

#### Advance Reservation Requirement

All reservations are due to CCT no later than noon 2 business days prior to the date that transportation is needed.

#### Accidents

It is the goal of the CTC to keep accidents to a minimum. CCT provides training to all new drivers as well as in service training. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard. Based on the reporting requirements of the AOR (chargeable accidents involving claims greater than or equal to \$1,000.00), and past records of accidents, the CTC will set a goal of no more than 6 chargeable accidents per year. The County's Risk Manager will implement a plan to set up a County Accident Review Board to be comprised of various department members to review accidents and determine if the accident was preventable. Incident/Accidents shall be reported to



the Commission for Transportation Disadvantaged within 72 hours (if over \$1,000.00 in property damage), and within 24 hours if there is a fatality involved pursuant to section 14.80 of the Transportation Disadvantaged Trip and Equipment Grant Agreement.

#### Road Calls

There should be no less than 10,000 miles between road calls in a 1-year period for CCT.

#### Call Hold Time

All calls placed to CCT shall be placed into a queue and should not be placed on hold for longer than 4 minutes. There is no monitoring tool in place for this standard.

## **Community Transportation Coordinator Evaluation Process**

### **Evaluation Process**

The Citrus County Transportation Disadvantaged Board evaluates the performance of the CTC annually. The evaluation incorporates Rule 41-2 requirements and Florida Commission for the Transportation Disadvantaged standards.

### **CTC Evaluation Process**

The evaluation process includes components to measure the level of efficiency of the CTC on an annual basis and refine service goals and objectives. The process yields a report, which includes the following components of the evaluation process:

- Evaluation Matrix
- Cost Allocation
- Operations
- Coordination
- Utilization
- Service Plan Goals and Objectives
- Recommendations

# TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT REVIEW CHECKLIST

CTC: \_\_\_\_\_

DATE OF PLAN: \_\_\_\_\_

DATE REVIEWED AND APPROVED: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_

\_\_\_\_\_ AMENDMENT \_\_\_\_\_ UPDATE (required annually)

Place a "✓" by each area indicating approval; place an "X" by each area not approved and attach an explanation as to what is mission or needed to be approved.

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION: \_\_\_\_\_

ROLL CALL VOTING SHEET: \_\_\_\_\_

## Development Plan

### Introduction of Service Area

Background of TD Program: \_\_\_\_\_

Community Transportation Coordinator Designation Date / History: \_\_\_\_\_

Organizational Chart: \_\_\_\_\_

Consistency Review of Other Plans: \_\_\_\_\_

Public Participation: \_\_\_\_\_

### Service Area Profile / Demographics

Land Use: \_\_\_\_\_

Population / Composition: \_\_\_\_\_

Employment: \_\_\_\_\_

Major Trip Generators/ Attractors: \_\_\_\_\_

Inventory of Available Transportation Services: \_\_\_\_\_

### Service Analysis

Forecasts of Transportation Disadvantaged Population: \_\_\_\_\_

Forecasts of Transportation Disadvantaged Population: \_\_\_\_\_

Barriers to Coordinator: \_\_\_\_\_

GOALS, OBJECTIVES AND STRATEGIES: \_\_\_\_\_

IMPLEMENTATION SCHEDULE: \_\_\_\_\_

### Service Plan Operations

Types, Hours and Days of Service: \_\_\_\_\_

Accessing Services: \_\_\_\_\_

Transportation Operators and Coordination

Contractors: \_\_\_\_\_

Public Transit Utilization: \_\_\_\_\_

School Bus Utilization: \_\_\_\_\_

Vehicle Inventory: \_\_\_\_\_

System Safety Program Plan Certification: \_\_\_\_\_  
 Inter-county Services: \_\_\_\_\_  
 Emergency Preparedness and Response: \_\_\_\_\_  
 Education Efforts / Marketing: \_\_\_\_\_  
 Acceptable Alternatives: \_\_\_\_\_  
 Service Standards: \_\_\_\_\_  
 Local Complaint and Grievance Procedure /  
 Process: \_\_\_\_\_  
 Community Transportation Coordinator  
 Monitoring Procedures: \_\_\_\_\_

**For Operators and Coordination Contractors**

Coordination Contract Evaluation Criteria: \_\_\_\_\_

**Cost / Revenue Allocation and Rate Structure Justification**

Service Rates Summary: \_\_\_\_\_  
 Rate Model Worksheets: \_\_\_\_\_

**Quality Assurance**

**Community Transportation Coordinator Evaluation Process**

Service Standards \_\_\_\_\_  
 Drug and alcohol policy \_\_\_\_\_  
 Escorts and children \_\_\_\_\_  
 Child restraints \_\_\_\_\_  
 Rider property \_\_\_\_\_  
 Vehicle transfer points \_\_\_\_\_  
 Local toll-free phone number for consumer comment \_\_\_\_\_  
 Out of service area trips \_\_\_\_\_  
 Vehicle cleanliness \_\_\_\_\_

**Billing requirements to contracted operators**

- a. Rider / trip data \_\_\_\_\_
- b. Adequate seating \_\_\_\_\_
- c. Driver identification \_\_\_\_\_
- d. Passenger assistance \_\_\_\_\_
- e. Smoking and eating on vehicles \_\_\_\_\_
- f. Communication equipment \_\_\_\_\_
- g. Vehicle air conditioning and heating equipment \_\_\_\_\_
- h. First aid policy \_\_\_\_\_
- i. Cardiopulmonary resuscitation \_\_\_\_\_
- j. Pick-up windows \_\_\_\_\_
- k. On-time performance \_\_\_\_\_
- l. Advance reservation requirements \_\_\_\_\_
- m. Public transit ridership (if applicable) \_\_\_\_\_
- n. Complaints \_\_\_\_\_
- o. Accidents \_\_\_\_\_

p. Roadcalls

q. Call-hold time