



**Citrus County Transportation Disadvantaged Local Coordinating Board (LCB)  
Regular Meeting  
August 20, 2020 at 10:30 a.m.**

**MEETING WILL BE CONDUCTED VIA ZOOM WEBINAR**

You can join via any computer or smart device at:

<https://hernandoclerk.zoom.us/j/94847036249?pwd=bWFVFFQcjhvYTJzZGhvQlpmdDQ1Zz09>

Passcode: 8202020

Or join by phone:

Dial (for higher quality, dial a number based on your current location):

US: +1 720 928 9299 or +1 213 338 8477 or +1 253 215 8782 or +1 669 219 2599

Webinar ID: 948 4703 6249

International numbers available: <https://hernandoclerk.zoom.us/j/94847036249>

**AGENDA**

**A CALL TO ORDER**

1. Introduction of Committee Members and Staff
2. Declaration of Quorum

**B APPROVAL/MODIFICATION OF AGENDA**

**C REVIEW/APPROVAL OF MEETING MINUTES – 5/21/2020**

**D CORRESPONDENCE/INFORMATIONAL ITEMS**

1. Commission for the Transportation Disadvantaged (CTD) Update
2. Advantage Ride Pilot Program Support Letter to the CTD
3. Complaint Letter – Dianne Rucker
4. Annual Operating Report (AOR)

**E CITRUS COUNTY TRANSIT – Lon Frye**

1. Quarterly Report
2. Current and Future Changes

**F KEY CENTER UPDATE – Theresa Flick**

**G CITIZEN COMMENTS**

**H COMMISSION MEMBER COMMENTS/UPDATES**

**I MPO STAFF COMMENTS/UPDATES**

**J ADJOURNMENT AND NEXT MEETING: The next regular meeting of the LCB is scheduled for Thursday, November 19, 2020, at 10:30 a.m. tentatively at 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 REVIEW OF MINUTES**

The minutes from the Thursday, May 21, 2020 Annual Workshop and Regular Meeting are attached for review and approval. Please note that there were technical difficulties associated with the recording of the meeting; consequently, the minutes were prepared from notes. Motion makers were not identified although all motions passed unanimously. The TDSP was a roll call vote and was noted accordingly.

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Attachment: Meeting Minutes: Workshop and Regular Meeting 5/21/20

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**CITRUS COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
May 21, 2020 Annual Public Workshop/Hearing**

**Minutes**

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held their annual public workshop/hearing on May 21, 2020, beginning at 10:30 a.m. via ZOOM Webinar. The meeting was advertised in the Citrus Chronicle and the agenda was available on the MPO Website.

\*\*Due to technical difficulties, the motion maker was not noted for approval of the agenda; however, by vote of the board, the agenda was approved unanimously.

**MEMBERS PRESENT:**

Jimmie T. Smith, Citrus County Commissioner  
David Douglas, Citrus County, Public Transit User  
Beverly Isabelle, Daystar Life Center  
Elizabeth Watson, Persons with Disabilities Agency  
Tamyika Young, Florida Agency for Health Care Administration  
Sandra Woodard, Local Representative Children at Risk  
Ginger West, Florida Association for Community Action  
William Burda Citrus County Citizen Advocate  
Stephen Brown, Citrus County Resident, Disabled  
Tracy Noyes, Florida Department of Transportation

**MEMBERS ABSENT:**

Terence Garrity, Private For-Profit Transportation  
Brenda Chrisman, Regional Workforce Development Board  
Jeffrey Aboumrad, Florida Division of Vocational Rehabilitation  
Marilyn Farmer, Public Education Community  
Katie Lucas, Local Representative Medical Community

**OTHERS PRESENT:**

Steve Diez, MPO Executive Director  
Carlene Riecsc, Transportation Planner III  
Alaina Kidd, Administrative Assistant III  
Lon Frye, Citrus County Transit Director  
Theresa Flick, Director, Key Training Center

**A. CALL TO ORDER**

Chairman Smith called the meeting to order at 10:30 a.m.

Introductions were made and quorum was declared.

### **APPROVAL/MODIFICATION OF THE AGENDA**

**Motion:** Moved to approve the agenda, a second was made and the motion carried unanimously.

### **CORRESPONDENCE/INFORMATIONAL ITEMS**

A copy of the Citrus County Transportation Disadvantaged Service Plan (TDSP) was provided in the Board's packet for review.

The Board discussed the goals for the TD program for FY 2021 by reviewing the goals enumerated in the TDSP.

### **CITIZEN COMMENTS**

There were no citizen comments.

### **MPO STAFF**

Staff had no further comments.

### **ADJOURNMENT AND NEXT MEETING:**

The May 21, 2020, regular meeting of the LCB will be conducted upon conclusion of the annual workshop via ZOOM.

There being no further business to discuss, Chairman Smith adjourned the LCB workshop.

**CITRUS COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
May 21, 2020 Minutes**

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a public meeting on May 21, 2020 via ZOOM Webinar. The meeting was advertised in the Citrus Chronicle and the agenda was available on the MPO Website.

\*\*Due to technical difficulties, the motion makers were not noted for the action items on the agenda; however, all items were approved unanimously. A roll call vote for item E. 1. was taken and all members present on the ZOOM Webinar were accurately registered and are attached to the minutes.

**MEMBERS PRESENT:**

Jimmie T. Smith, Citrus County Commissioner  
David Douglas, Citrus County, Public Transit User  
Beverly Isabelle, Daystar Life Center  
Elizabeth Watson, Persons with Disabilities Agency  
Tamyika Young, Florida Agency for Health Care Administration  
Sandra Woodard, Local Representative Children at Risk  
Ginger West, Florida Association for Community Action  
William Burda Citrus County Citizen Advocate  
Stephen Brown, Citrus County Resident, Disabled  
Tracy Noyes, Florida Department of Transportation

**MEMBERS ABSENT:**

Terence Garrity, Private For-Profit Transportation  
Brenda Chrisman, Regional Workforce Development Board  
Jeffrey Aboumrad, Florida Division of Vocational Rehabilitation  
Marilyn Farmer, Public Education Community  
Katie Lucas, Local Representative Medical Community

**OTHERS PRESENT:**

Steve Diez, MPO Executive Director  
Carlene Riecsc, Transportation Planner III  
Alaina Kidd, Administrative Assistant III  
Lon Frye, Citrus County Transit Director  
Theresa Flick, Director, Key Training Center

**A. CALL TO ORDER**

Chairman Smith called the regular meeting of the LCB to order.

## **B. APPROVAL OF THE AGENDA**

**Motion:** Moved to approve the agenda, a second was made and the motion carried unanimously.

## **C. REVIEW/APPROVAL – February 20, 2020 Minutes**

**Motion:** Moved to approve the February 20, 2020 LCB minutes as presented. A second was made and the motion carried unanimously.

## **D. CORRESPONDENCE/INFORMATIONAL ITEMS**

Mr. Diez advised the CTD has suspended all public workshops and encourage the local coordinating boards to have virtual meetings. The CTD is launching a website providing information regarding the Trip and Equipment Grant which Mr. Diez stated is in the agenda packets.

Mr. Diez explained the Florida Legislature directed the commission to administer the Advantage Ride Pilot Program. The goal of the program is to provide rides to intellectually or otherwise challenged individuals. The program has served nearly 500 individuals and provided over 20,000 rides. The performance evaluation is provided for informational purposes.

Commissioner Smith asked staff to send a letter to the Commission for the Transportation Disadvantaged supporting the Advantage Ride Pilot Program.

## **E. ACTION ITEMS**

### 1. TDSP Update – Rate Model Worksheet and Grievance Procedures

Mr. Diez explained the TDLCB must annually review the Cost/Revenue Allocation and Rate Structure Justification, and the Grievance Procedures. The rate model was approved by the CTD and is being added the document. No changes were made to the grievance procedures; however, they must be annually approved.

**Motion:** Moved to approve the proposed update to the TDSP which included the Rate Model Worksheet and Grievance Procedures. A second was made and a roll call vote was taken (attached to the minutes is the roll call vote).

### 2. Annual Community Transportation Coordinator (CTC) Evaluation

Staff discussed the requirement to provide an annual evaluation of the CTC. The evaluation was conducted and is included in the Board packet for review and approval.

**Motion:** Moved to approve the annual evaluation of the CTC. A second was made and the motion carried unanimously.

### 3. Planning Agency Survey

Mr. Diez explained the Board is required to complete a survey of the Official Planning Agency. He requested the Board to complete their surveys and turn them into staff via email.

## **F. CITRUS COUNTY TRANSIT**

### 1. Quarterly Report

Mr. Frye provided the LCB with the quarterly report for January – March 2020.

## **G. KEY CENTER UPDATE**

Theresa Flick from the Key Center informed the group that they just received a grant for the purchase of a 10 passenger van. They now have the van and it is in service.

## **H. CITIZEN COMMENTS**

There were no citizen comments

## **I. COMMISSION MEMBER COMMENTS**

There were no additional member comments.

## **J. MPO COMMENTS**

There were no additional MPO staff comments.

## **K. ADJOURNMENT AND NEXT MEETING**

It was announced that the next Transportation Disadvantaged Local Coordinating Board (LCB) Regular meeting is scheduled for Thursday, August 20, 2020, beginning at 10:30 a.m. The meeting will either at the Citrus Transit Center, 1300 South Lecanto Highway, Lecanto, or Via ZOOM Webinar. Further information will be provided.

There being no further business to discuss, Chairman Smith adjourned the LCB meeting.

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Jimmie T. Smith, Chairman



**D CORRESPONDENCE/INFORMATION ITEMS**

1. Commission for the Transportation Disadvantaged (CTD)

For the Board's information, attached is a copy of the CTD's June 8, 2020 Business Meeting Agenda. Of relevance to the LCB, the CTD approved the Grant application submitted by Citrus County's Community Transportation Coordinator (CTC) for the Innovation and Service Grant.

The full packet of the CTD meeting can be found online at:

[https://ctd.fdot.gov/docs/MeetingPackages/2020Meetings/20200608\\_CTDBusinessMtgPkg.pdf](https://ctd.fdot.gov/docs/MeetingPackages/2020Meetings/20200608_CTDBusinessMtgPkg.pdf)

**Staff Recommendation:** Informational items only, no Board action is required.

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Attachment: CTD June 8, 2020 Business agenda

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# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



## Business Meeting Agenda June 8, 2020 9:30 until Completion

*Marion Hart, Chairman  
Dr. Phillip Stevens, Vice-Chairman  
Renee Knight, Commissioner  
Christinne Rudd, Commissioner  
Dr. Robin Tellez, Commissioner  
Mike Willingham, Commissioner*

**Dial-In Number: 888-585-9008**  
**Conference Code: 837653349**

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chairman Marion Hart
II.	Pledge of Allegiance	Chairman Marion Hart
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
<b>Action Items</b>		
V.	Community Transportation Coordinator Designations:	Planning Agencies:
	• Bay County	Howard Vanselow, Bay County TPO
	• Clay County	Margo Moehring, Northeast Florida Regional Council
	• Escambia County	Howard Vanselow, Florida-Alabama TPO
	• Flagler County	Margo Moehring, Northeast Florida Regional Council
	• Marion County	Elizabeth Mitchell, Ocala-Marion TPO
	• Santa Rosa	Howard Vanselow, Florida-Alabama TPO
	Planning Agency Designation:	David Darm
	• Leon County	
VI.	Fiscal Year 2020-21 Innovation and Service Development Grant Recommendations	Commissioner Renee Knight

VII	Fiscal Year 2020-21 Shirley Conroy Rural Area Capital Assistance Grant Recommendations	Commissioner Christinne Rudd
<b>Information Items</b>		
VIII.	Trip and Equipment Allocation Formula Study Update	Commissioner Phil Stevens
IX.	Response Efforts to COVID-19	Liz Stutts and Bobby Westbrook, FDOT
X.	Executive Director Report	David Darm
XI.	Commissioner and Advisor Reports	Commissioners and Advisors
XII.	Public Comments	Public
XIII.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XIV.	Adjournment	Chairman Hart

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at [david.darm@dot.state.fl.us](mailto:david.darm@dot.state.fl.us) or by the following listed below:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450  
(850) 410-5703 or (800) 983-2435  
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** June 8, 2020

**AGENDA ITEM:**

VI. Fiscal Year 2020-21 Innovation and Service Development Grant Recommendations

**BACKGROUND INFORMATION:**

**M-CORES Legislation and Current Year Innovation and Service Development Projects**

During the 2019 Florida Legislative Session, the Legislature appropriated \$10 million in recurring funding to the Transportation Disadvantaged Trust Fund through the passage of Senate Bill 7068, which created the Multi-Use Corridors of Regional Economic Significance (M-CORES) Program. The funding is administered through the "Innovation and Service Development" Grant program in Rule 41-2.014(2)(c), F.A.C.

The Commission awards the funding through competitive grants to Community Transportation Coordinators (CTCs) and Transportation Network Companies (TNCs) for innovative transportation service projects that:

1. Increase a transportation disadvantaged person's access to and departure from job training, employment, health care, and other life-sustaining services;
2. Enhance regional connectivity and cross-county mobility; or,
3. Reduce the difficulty in connecting transportation disadvantaged persons to a transportation hub and from the hub to their final destination.

For Fiscal Year (FY) 2019-20, the Commission awarded a total of \$4.5 million for 21 Innovation and Service Development projects. However, due to a delay in the Commission receiving legislative budget authority to execute the grants, most of the projects did not begin operation until January 2020. Further, many of the projects were impacted by service reductions due to COVID-19. The Commission will receive a final report on each project from the grant recipient in August 2020.

**Applications for Grant Cycle Fiscal Year 2020-21**

On April 2, 2020, the Commission solicited interested parties to apply for the Innovation and Service Development Grant for FY 2020-21, with a deadline of May 15, 2020. Commission staff also provided an opportunity for interested parties to submit questions and receive feedback on the application process by April 10. For the first time, the application included an option for applicants to propose projects funded on a multi-year basis, which would be contingent on legislative appropriation and Commission approval.

Eighteen applications were received, requesting approximately \$5.2 million in state funds. Fourteen of the applications propose similar projects that were approved by the Commission for FY 2019-20. Five proposed projects were previously funded under the Mobility Enhancement Grant, which occurred for three fiscal years prior to the passage of M-CORES. Three applications request funding for three years. One application was submitted by a TNC.

The Innovation and Service Development Grant Subcommittee met by telephone conference on May 26, 2020. In attendance were Commissioner Renee Knight (Subcommittee Chair); Agency Advisors Erin Schepers (FDOT), Krysta Carter (DOEA), and Kent Carroll (APD). Commission staff David Darm, Karen Somerset, Cecile Del Moral, Kyle Mills, Dan Zeruto, John Irvine, and Sheri Powers also participated in the meeting. The subcommittee reviewed all proposed project requests and evaluated each application with a scoring rubric. The subcommittee recommends funding fifteen projects, totaling \$4.1 million, as reflected in the attached Innovation and Service Development Grant Applications Summary spreadsheet.

In addition to these recommended applications, the Subcommittee is interested in recommending strategies to improve the quality of applications, promote innovative projects, and continue to refine the evaluation process for approved projects. The Subcommittee will reconvene and present these recommendations at a Commission meeting in the near future.

**ATTACHMENTS:**

- Fiscal Year 2020-21 Innovation and Service Development Grant Applications Summary

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Recommend the Commission approve funding the Fiscal Year 2020-21 Innovation and Service Development Grant projects as recommended by the Innovation and Service Development Grant Subcommittee.

**2020-21 Innovation and Service Development Grant Applications**  
**Projects Recommended for Funding**

Service Area	Applicant Name	Applicant Type (CTC / TNC)	Project Description	Total Project Cost (100%)	TD Dollar Amount (90%)	*CORRECT TD Dollar Amount (90%)	Committee Comments	Recommended Funding Amount (90%)
Alachua	MV Contract Transportation	CTC	Continue the Santa Fe Express Transportation to Rural Areas (EXTRA) Program. Provide transportation to and from Santa Fe College utilizing two morning and afternoon routes (High Springs/Alachua and Hawthorne). Santa Fe College would provide a 10% match on this grant. This project provides an opportunity for students who live in rural areas, with little to no access to transportation, access to higher education and job training. This project would also provide connectivity to the Gainesville fixed route system. Project would be for Fall and Spring semesters.	\$54,554.00	\$49,099.05	\$49,098.60	Recommend approval. Fulfills objective of increased access to education/job-training for TD eligible students in rural areas of Alachua County. Includes partnership with Santa Fe College to fund the project.	\$49,098.60
Bradford	Suwannee River Economic Council	CTC	Continue to provide on-demand service (within 60 minutes of request). On-demand service will be available Mon-Fri 7:30 am - 5:30 pm depending on availability. Project goal is to provide 200 trips/month.	\$46,992.00	\$42,720.00	\$42,292.80	Recommend approval. Provides on-demand services for TD eligible residents in Bradford County, which are not available under existing TD program. Project was funded previously under the Mobility Enhancement Grant (prior to M-CORES funding) as well as the 2019-20 Innovation and Service Development Grant.	\$42,292.80
Citrus	Citrus County	CTC	Continue to provide Veterans intercounty door-to-door transportation to VA Hospitals in Tampa, The Villages and Gainesville. Trips would be provided weekly on scheduled days. Without this grant, would only be able to provide trips to The Villages and Gainesville twice a month. Estimates providing 600 trips for this year.	\$57,174.00	\$51,457.00	\$51,456.60	Recommend approval. Supports increased access to health care and cross-county mobility for TD eligible veterans to attend the VA hospitals in Tampa, The Villages and Gainesville. This project was funded under the Innovation and Service Development Grant for FY19-20.	\$51,456.60
DeSoto, Hardee, Highlands and Okeechobee	MV Contract Transportation	CTC	Enhanced on-demand medical transportation to TD eligible clients in need of immediate, but not emergency, medical transportation including direct ride home from dialysis and hospital discharge. Service will be available 24/7. Estimates providing 5,700 trips.	\$265,000.00	\$238,500.00	\$238,500.00	Recommend approval. Enhances access to health care through on-demand services, which are limited in the designated service area. Expands on-demand/direct ride home services currently offered to dialysis patients in Highlands and Okeechobee counties, funded under the Innovation and Service Development Grant for FY19-20.	\$238,500.00
Duval (Baker, Clay, Nassau, Putnam, St. Johns)	JTA	CTC	Provide on demand transportation to homeless veterans enrolled or attempting to enroll in Veterans Affairs and/or Support Services for Veteran Families homeless programs who cannot get transportation. JTA proposes to partner with Patriot Services Group (PSG) who will leverage their existing partnership with One Call utilizing their RelayRide platform to book trips with Lyft. PSG has allowed veterans to utilize this on-demand service until they received their first paycheck after which they would provide bus passes for limited time. Through a partnership, the JTA and PSG will be able to maximize limited resources and coordinate services to ensure that veteran's transportation needs are being covered. Estimated coordinating approximately 4,433 TD trips.	\$70,930.00	\$63,000.00	\$63,837.00	Do not recommend approval. Proposal is unclear on what services are being offered under the project and does not include proposed rates. Project is currently funded by another entity, but the application does not explain why the Commission should consider funding instead.	\$0.00
Flagler	Flagler Co BOCC	CTC	Continue to provide dialysis transportation Monday-Friday with expanded hours of service to accommodate transportation needs for treatment. Service will be provided Mon - Sat, including holidays. Estimates providing 11,856 dialysis trips for FY2020-21.	\$407,298.00	\$366,568.00	\$366,568.20	Recommend approval. Project supports greater access to dialysis care. Project funded under 2019-20 Innovation and Service Development Grant.	\$366,568.20
Gadsden, Jefferson, Leon	i-Enable Solutions	TNC	Provide a door to door ride share service to individuals with Intellectual and Developmental Disabilities to employment, vocational training, and healthcare. Drivers will undergo Level 2 screening. Project will begin with employment. Riders/caregivers will contact call center with work schedule at least 72 hours in advance. Call Center will work with app and assign up to 3 riders with a common work address to a driver. Once this process is proven, will add additional trip types such as prescription pick ups/medical. Estimates providing 21,500 trips for this 3-county area.	\$537,102.72	\$483,392.44	\$483,392.45	Do not recommend approval. Though the proposal supports ride-share services for individuals with IDD to access employment/job-training, the application lacks sufficient information on eligibility and service implementation. Proposal identifies individuals on the APD waiting list, but does not address how those individuals would be determined TD eligible and given "informed choice" to participate in the program. Proposal does not include a local match (only mentions fund raising). Not enough information is provided on driver recruitment (only that i-Enable personnel will be providing trips in the initial phase of the project). Proposal did not follow format of the application.	\$0.00

## 2020-21 Innovation and Service Development Grant Applications

Hernando	Mid Florida Community Services	CTC	Continue to operate the expanded service location, hours, and days. Service will be provided to all areas of the county Monday - Friday 6:00 am - 4:00 pm without limiting rural areas to one or two days per week. Transportation is also provided to 3 connector stops for the fixed route service allowing travel into Pasco County. Employment, recreational, and same day additional trips will also be provided based on availability. Continue to implement a Veterans Reduced Fare Program. Ride purpose is unlimited - not just to/from local VA clinic.	\$266,652.00	\$239,987.00	\$239,986.80	Recommend approval. Addresses increased access through expanded service location and day/hours as well as reduces difficulty to access to transportation hubs that connect to the fixed bus routes into Pasco County. Project was funded previously under the Mobility Enhancement Grant (prior to M-CORES funding as well as the 2019-20 Innovation and Service Development Grant).	\$239,986.80
Hillsborough	Hillsborough County BOCC	CTC	Continue to provide expanded service hours to include weekend transportation service to all TD riders. Will continue with Saturday service and as the ridership increases, will phase in Sunday service. Estimates providing 4,160 trips.	\$246,760.00	\$222,084.00	\$222,084.00	Recommend approval. Supports increased access to employment and other life-sustaining activities through expanded service days and hours. Project was funded under 2019-20 Innovation and Service Development Grant.	\$222,084.00
Lafayette	Suwannee River Economic Council	CTC	Continue to provide daily transportation to Taylor County for employment and education/job training. The primary emphasis for this project is to provide transportation to Big Bend Technical College (BBTC). BBTC provides educational opportunities in the fields of nursing, welding, electrical, etc.	\$55,187.00	\$50,170.00	\$49,668.30	Recommend approval. Supports cross-county mobility and access to education/job-training to BBTC. Application included an error in its rate calculation, which should be addressed prior to grant execution if approved by Commission.	\$49,668.30
Martin	Senior Resource Association	CTC	Continue to provide enhanced transportation services to and from dialysis treatment by guaranteeing a "non-shared" ride and less time on the vehicle (45 minutes max). All dialysis trips would be funded with this grant. Estimated providing 370 trips/month.	\$210,000.00	\$189,000.00	\$189,000.00	Recommend approval. Addresses increased access to dialysis care through on-demand services. Project funded under 2019-20 Innovation and Service Development Grant.	\$189,000.00
Orange/ Osceola/ Seminole	LYNX	CTC	Continue to provide door-to-door trips to and/or from health care facilities including, but not limited to, dialysis, chemotherapy and hospitals. Trips will be scheduled utilizing a mobility management approach matching the most appropriate provider in LYNX's network with the needs of the rider while maintaining cost effectiveness. Provider network includes but is not limited to TNCs and taxis. The grant funding is targeted to increase trips by three percent, while also increasing customer satisfaction with LYNX's services.	\$1,365,357.00	\$1,228,821.00	\$1,228,821.30	Recommend approval. Addresses increased access to health care through on-demand services. Project was funded previously under the Mobility Enhancement Grant (prior to M-CORES funding) as well as the 2019-20 Innovation and Service Development Grant.	\$1,228,821.30
Pinellas (TD Late Shift)	Pinellas Suncoast Transit Authority	CTC	The project will continue to utilize TNC, taxi and wheelchair van service providers to provide TD bus riders with affordable, on-demand (within 20 minutes of request), door-to-door trips to or from work outside of traditional bus hours, as well as daytime, urgent trips that cannot be pre-scheduled or served by fixed route.  The UrgentTD program is for TD Program customers who ride the bus or use scheduled door-to-door service and need an on-demand trip due to an unexpected situation. This application adds a variation of Late Shift, called the Essential Workers program, which was developed in response to the pandemic and associated reduced bus service, to get TD program participants on-demand rides to work at "essential businesses" if they can no longer get to or from there due to the reduced bus service. This program can be activated during any emergency and deactivated when bus service returns to normal.  This is a 3-year request for approval. FY2020-21 \$ 759,100 Total Project FY2021-22 \$ 938,160 Total Project FY2022-23 \$1,158,480 Total Project	\$759,100.00	\$683,190.00	\$683,190.00	Recommend approval, but only for one year. Though the project has demonstrated positive outcomes in supporting increased access to employment, the project has been funded for four years under the Mobility Enhancement Grant and current Innovation/Service Development Grant. It is recommended the Commission consider funding newer projects on a multi-year basis.	\$683,190.00
Pinellas (TD Direct Connect)	Pinellas Suncoast Transit Authority	CTC	Provide first mile/last mile transportation to or from a transportation hub. Transportation will be provided by a TNC, taxi or wheelchair provider. Focus will be for persons of low-income. Amount provided for trip cost will be set at \$9 TNC/Taxi and \$34 wheelchair and is based on 3 mile trip. The majority of population lives within 3 miles of fixed route services. This is a 3-year request for approval. Estimates providing 25,400 trips for FY2020-21 with a 1% increase for each additional year.  FY 2020-21 \$238,600 Total Project FY 2021-22 \$276,430 Total Project FY 2022-23 \$319,440 Total Project	\$238,600.00	\$214,740.00	\$214,740.00	Recommend approval for three years. Reduces difficulty in connecting to a transportation hub through a reduced rate. The project was approved for FY19-20, but has not been implemented due to the delay in funding and service reductions from COVID-19.	\$214,740.00

## 2020-21 Innovation and Service Development Grant Applications

Putnam (Duval)	Ride Solution, Inc.	CTC	Operate ten vanpools with 7-passenger vans providing cross county transportation to access employment in Jacksonville. Partner with Palatka Housing Authority and Career Source of Northeast Florida to identify potential clients. Once the clients are dropped off at their destination in Jacksonville, drivers would then operate as a "contractor" to provide on-demand service in the Jacksonville area until the end of the day where the van pool would return to Putnam County.  This is a 3-year request for approval. FY 2020-21 \$687,632 FY 2021-22 \$687,632 FY 2022-23 \$687,632	\$687,632.00	\$618,868.80	\$618,868.80	Do not recommend approval. Though the proposal is innovative, it raises concerns about liability insurance, driver hours, and leasing of vanpools. It appears that this grant would fund operational costs above and beyond the provision of services for TDTF riders.	\$0.00
St Lucie (Indian River, Martin and Okeechobee)	St Lucie Co BOCC	CTC	Provide on-demand and prescheduled transportation to persons with intellectual or developmental disabilities residing in St. Lucie County and persons with intellectual or developmental disabilities residing in Indian River, Martin, and Okeechobee Counties who are accessing services and activities in St. Lucie County. Service will be available 7 days per week from 6:00 am - 8 pm. St Lucie Co will coordinate TD eligibility with the CTCs in Indian River, Martin and Okeechobee Counties as well as the Agency for Persons with Disabilities.	\$250,000.00	\$225,000.00	\$225,000.00	Recommend approval. The project replicates the Commission's "Advantage Ride" pilot program serving individuals with IDD in Hillsborough, Pinellas, and Manatee, funded by legislative proviso. Addresses increased access to employment and other life-sustaining activities through on-demand services as well as cross-county mobility.	\$225,000.00
St Lucie (Direct Connect)	St Lucie Co BoOCC	CTC	Continue to provide 24-hour advance reservation "after-hour" transportation services utilizing taxis, car services and rideshare providers to destinations within St Lucie County. This year would include some employment trips (on a small scale) to Indian River and Martin Counties. This service is known as "Direct Connect."	\$200,000.00	\$180,000.00	\$180,000.00	Recommend approval. Supports increased access through expanded hours of service (on-demand) and cross-county mobility. Project was funded previously under the Mobility Enhancement Grant (prior to M-CORES funding) as well as the 2019-20 Innovation and Service Development Grant.	\$180,000.00
St Lucie (Dialysis)	St Lucie Co BOCC	CTC	Continue to provide a dedicated dialysis transportation service reducing travel time by eliminating all other stops with a reduced pickup window of 30 minutes. Once treatment is complete, client can contact dispatch for pickup. Clients will receive fare-free door-to-door transportation to and from 6 dialysis treatment centers in the county. Riders must schedule 24 hours in advance but can schedule up to 2 weeks in advance. Estimates providing over 11,000 trips.	\$150,000.00	\$135,000.00	\$135,000.00	Recommend approval. Supports increased access to dialysis care through reduced travel time. This project was funded under the 2019-20 Innovation and Service Development Grant.	\$135,000.00
<b>Total Funds Requested</b>				<b>\$5,868,338.72</b>	<b>\$5,281,597.29</b>	<b>\$5,281,504.85</b>	<b>Total Funds Recommended</b>	<b>\$4,115,426.60</b>

\* Requested TD Dollar Amount was incorrect on several applications, due to match calculation errors.

Amount Available To Award	\$8,500,000.00
Amount Recommended for Approval	\$4,115,426.60
<b>Remaining Balance</b>	<b>\$4,384,573.40</b>



**D. CORRESPONDENCE/INFORMATIONAL ITEMS**

**2. Advantage Ride Pilot Program - Letter in support**

At the May 21, 2020, meeting, Commissioner Smith asked MPO staff to send a letter to the Commission for the Transportation Disadvantaged in support of their Advantage Ride Pilot Program.

**Staff Recommendation:** Informational items only, no Board action is required.

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Attachment: D2 Letter from MPO Director to CTD

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## Hernando/Citrus MPO

1661 Blaise Drive  
Brooksville, FL 34601  
352-754-4082 Fax: 352-754-4420  
[www.HernandoCitrusMPO.us](http://www.HernandoCitrusMPO.us)

July 15, 2020

Mr. David Darm, Executive Director  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450

Dear Mr. Darm:

At a recent Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Meeting, our Board was presented with information relating to the performance evaluation of the Advantage Ride Pilot Program prepared by the Center for Urban Transportation Research (CUTR).

On behalf of the Citrus County LCB, I would like to take the opportunity to support the efforts to enhance services provided to the transportation disadvantaged population that depend on these types of services and programs for medical appointments, shopping, day care programs and other activities.

If there is anything that the Citrus County LCB can do to assist in your efforts, please do not hesitate to contact me. We appreciate all that the Commission for the Transportation Disadvantaged does for the residents of Florida requiring transportation assistance.

Sincerely,



Steve Diez  
MPO Executive Director

SRD:crr

pc: Citrus County LCB members  
file

**D. CORRESPONDENCE/INFORMATIONAL ITEMS**

**3. Complaint Letter – Dianne Rucker**

On June 8, 2020, staff was notified by the Commission for the Transportation Disadvantaged (CTD) that they received a complaint from Ms. Dianne Rucker regarding Citrus County Transit Services. Ms. Rucker indicated she was no longer able to make reservations to ride buses in Citrus County.

The CTD asked staff to invite Ms. Rucker to the August LCB meeting so the complaint could be discussed. A letter was forwarded to her on June 17, 2020, and again on July 15, 2020 return receipt requested. Staff also contacted Ms. Rucker via telephone regarding participation in today's meeting.

**Staff Recommendation:** For Discussion

.....  
**Attachment:** Letter from Ms. Rucker and MPO contact  
.....



**Dianne Rucker**  
896 W Buttonbush Dr.  
Beverly Hills, FL 34465-4272

May 26, 2020

Certified mail

The Florida Commission of  
Transportation Disadvantaged  
605 Suwannee St. MS-49  
Tallahassee, FL 32399-0450

RE: Citrus County Transit Services  
Appl#: 896 W. Buttonbush Drive, Beverly Hills, FL

Dear Sirs:

This letter is in reference to Citrus County Transit and my scheduled reservations on the Paratransit (Door to Door) Bus. I had a scheduled reservation today at 12:30 pick-up from my home address. I was informed by Mr. Lon Frye at 10:32 am, that all reservations have been cancelled for me, and I can no longer board any buses in Citrus County. I requested the reason for this decision, citing Florida laws and Statutes that I have violated, but he was unable to give any. He said it was not based on laws. I am unaware of any violations, wrong doings or complaints against me, and as of this writing, have not received any notice of such.

Florida Commission for  
the Transportation Disadvantaged  
May 26, 2020  
Page Two of Two

Moreover, I am a senior citizen (over 55) on a fixed income and legally disabled.

I have a medical condition that includes orthopedic and hearing loss disabilities.

I use a wheel walker to get around.

I have limited resources and have no other means of transportation that can accommodate my disability.

I need to use the Para Transit Door to Door Bus, as it has a ramp, (lift) for my wheel walker.

I would like to file a complaint regarding this matter with a follow-up investigation.

Please forward an application to my home address. I do not use computers or the internet.

Thank you for your assistance in this matter,

Sincerely,

Dianne Rucker

896 W. Buttonbush Drive

Beverly Hills, FL 34465



## Hernando/Citrus MPO

1661 Blaise Drive  
Brooksville, FL 34601  
352-754-4082 Fax: 352-754-4420  
[www.HernandoCitrusMPO.us](http://www.HernandoCitrusMPO.us)

June 17, 2020

Ms. Diane Rucker  
896 Buttonbush Dr.  
Beverly Hills, FL 34465-4272

RE: Citrus County Transit Service - Complaint

Dear Ms. Rucker:

I just received the letter that you sent to the Florida Commission for the Transportation Disadvantaged regarding Citrus County Transit.

In your letter, you state that you are no longer allowed to use the Paratransit system in Citrus County. Also, based on your continued need for transportation, you would like to file a complaint and a follow-up investigation. Based on the Grievance Procedures (attached) for the Local Coordinating Board, we would like to invite you to the next meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (TDLCB which is scheduled for Thursday, August 20, 2020, beginning at 10:30 am, at the Citrus County Transit Center in Lecanto. Should you have any questions, please feel free to contact our office at (352) 754-4082.

Sincerely,

Steve Diez  
Hernando/Citrus MPO  
Executive Director

cc: Lon Frye, Citrus County Transit  
Kyle Mills, Project Manager, CTD



## Hernando/Citrus MPO

1661 Blaise Drive  
Brooksville, FL 34601  
352-754-4082 Fax: 352-754-4420  
[www.HernandoCitrusMPO.us](http://www.HernandoCitrusMPO.us)

July 15, 2020

Ms. Diane Rucker  
896 Buttonbush Dr.  
Beverly Hills, FL 34465-4272

RE: Citrus County Transit Service - Complaint

Dear Ms. Rucker:

I had previously sent you a letter in June, but have not heard back from you and just wanted to make sure that you had received it and if you planned to attend the August meeting of the Local Coordinating Board.

In your letter, you state that you are no longer allowed to use the Paratransit system in Citrus County. Also, based on your continued need for transportation, you would like to file a complaint and a follow-up investigation. Based on the Grievance Procedures (attached) for the Local Coordinating Board, we would like to invite you to the next meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (TDLCB which is scheduled for Thursday, August 20, 2020, beginning at 10:30 am, at the Citrus County Transit Center in Lecanto. Should you have any questions, please feel free to contact our office at (352) 754-4082.

Sincerely,

Steve Diez  
Hernando/Citrus MPO  
Executive Director

cc: Lon Frye, Citrus County Transit  
Kyle Mills, Project Manager, CTD

**D. CORRESPONDENCE/INFORMATIONAL ITEMS**

**4. Annual Operating Report (AOR)**

Each county is required to prepare and submit an Annual Operating Report to the Commission for the Transportation Disadvantaged (CTD) by September 15. This report includes information from the CTC, contractors and Coordinated Contractors regarding trips, mileage, vehicle, employees, revenue and expenses.

Once this report is reviewed and approved, the Commission prepares an Annual Performance Report. This report is published to meet the statutory requirements outlined in Section 427-.13 (12), Florida Statutes to provide an overview of the program and a summary of trends statewide.

The AOR was included on the agenda in anticipation of the September due date; however, the Commission for the Transportation Disadvantaged does not have the reporting website available to the CTC's to prepare their annual reports on time. The deadline has been extended.

**Staff Recommendation:** No Board action is required at this time, the AOR will be scheduled at the next LCB meeting on November 19, 2020.

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Attachment: N/A

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**E. CITRUS COUNTY TRANSIT – Lon Frye**

1. Quarterly Report – April 1, 2020 to June 30, 2020
2. Current and Future Changes

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Attachments: Quarterly Report

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<b>County:</b>	Citrus			
<b>CTC:</b>	Citrus County Transit			
<b>Contact:</b>	Lon Frye			
<b>Email:</b>	<a href="mailto:lon.frye@citrusbocc.com">lon.frye@citrusbocc.com</a>			
	<b>2020</b>			
<b>Trips By Type of Service</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Average</b>
Deviated Fixed Route	0	0	0	0
Ambulatory	729	982	1,589	1,100
Wheelchair	37	67	150	85
<b>Total Trips By Type of Service</b>	<b>766</b>	<b>1,049</b>	<b>1,739</b>	<b>1,185</b>
<b>Passenger Trips By Purpose</b>				
Education/Training/Daycare	0	4	42	15
Employment	148	243	340	244
Medical	175	287	536	333
Nutritional	246	214	296	252
Life-Sustaining/Other	197	301	525	341
<b>Total Trips by Purpose</b>	<b>766</b>	<b>1,049</b>	<b>1,739</b>	<b>1,958</b>
<b>Passenger Trips by Funding Source</b>				
CTD-Commission for the Transportation Disadvantaged	624	870	1,279	924
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	0	0	16	5
APD-Agency for Persons with Disabilities	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	6	2
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0
Other-Public	142	179	438	253
<b>Total Trips By Funding Source</b>	<b>766</b>	<b>1,049</b>	<b>1,739</b>	<b>1,185</b>

\*\*\*Deviated Fixed Route Service Suspended as of March 30.

\*\*\*Congregate Dining Suspended as of March 14.