



**Citrus County
Transportation Disadvantaged Local Coordinating Board (LCB)
Public Meeting**

Thursday, May 20, 2021 at 10:45 a.m.

**MEETING LOCATION:
Citrus County Transit
1300 S Lecanto Highway, Lecanto, FL**

- Social Distancing Required – Persons must maintain 6 feet from each other during their stay in the Building.
- Face Coverings are required while in the building

**Provided a physical quorum of LCB members are present, the meeting will be offered via
ZOOM Webinar**

You may attend this meeting from a PC, Mac, iPad, iPhone, or Android device:
Please register in advance for this webinar at the URL listed below:

AGENDA

A CALL TO ORDER

1. Notice of Publication
2. Declaration of Quorum

B APPROVAL/MODIFICATION OF AGENDA – Board/Staff comment only

C REVIEW/APPROVAL OF MINUTES – 2/11/2021

D CORRESPONDENCE/INFORMATIONAL ITEMS

1. Commission for the Transportation Disadvantaged (CTD)
2. CTC designation process -by July 1, 2022
3. Planning Agency Survey
4. LCB Vacancies
5. Transportation Disadvantaged Planning Grant FY 2021/2022

E ACTION ITEMS

1. Citrus County Transportation Disadvantaged Service Plan (TDSP) Annual Update
2. Community Transportation Coordinator (CTC) Annual Evaluation

F CITRUS COUNTY TRANSIT

1. Quarterly report

G KEY TRAINING CENTER – Theresa Flick

H CITIZEN COMMENTS

I COMMITTEE MEMBER COMMENTS/UPDATES

J ADJOURNMENT AND NEXT MEETING – The LCB will meet on Thursday, August 12, 2021 at 10:30 a.m. at the Citrus County Transit Center, 1300 S Lecanto Highway, Lecanto, FL

The meeting agenda and back-up materials are available online at:

www.hernandocounty.us/hernandocitrusmpo.

C Review of Meeting Minutes

Attached are the meeting minutes from the February 11, 2021 LCB meeting.

Attachment: Draft minutes from February 11, 2021 meeting

**CITRUS COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
February 11, 2021 Minutes**

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a public meeting on February 11, 2021 in person and via ZOOM Webinar at Citrus County Transit. The meeting was advertised in the Citrus Chronicle and the agenda was available on the MPO Website.

MEMBERS PRESENT:

Ruthie Davis Schlabach, Citrus County Commissioner
David Douglas, Citrus County, Public Transit User (via Phone/Zoom)
Beverly Isabelle, Daystar Life Center
Elizabeth Watson, Persons with Disabilities Agency (via Zoom)
Tamyika Young, Florida Agency for Health Care Administration (via Zoom)
Deirdre Barrett-LaBelle, Local Representative Children at Risk
Ginger West, Florida Association for Community Action (via Zoom)
William Burda, Citrus County Citizen Advocate
Stephen Brown, Citrus County Resident, Disabled (via Phone/Zoom)
Dave Newell, Florida Department of Transportation
Christine Mestrovich, Career Source, Regional Workforce Development Board
Jeffrey Aboumrad, Florida Division of Vocational Rehabilitation (via Zoom)
Katie Lucas, Local Representative Medical Community

MEMBERS ABSENT:

Terence Garrity, Private For-Profit Transportation
Marilyn Farmer, Public Education Community

OTHERS PRESENT:

Steve Diez, MPO Executive Director
Terri Saenz, Administrative Assistant III
Cayce Dagenhart, Transportation Planner II
Mariselle Rodriguez, Citrus County Community Services Director
Erin Kluis, Citrus County Grant Administrator
Theresa Flick, Director, Key Training Center
Barbara Sprague (via Zoom)
Cara Brunk (via Zoom)

CALL TO ORDER

Chair Davis Schlabach called the regular meeting of the LCB to order at 10:31am.

A quorum was declared.

Introductions were made.

Proof of publication of the Notice of Public Hearing and Meeting were entered into the record by Mr. Diez.

APPROVAL OF THE AGENDA

Motion: Ms. Lucas moved to approve the agenda, a second was made by Mr. Burda and the motion carried unanimously.

ANNUAL BOARD ORGANIZATION

1. Nomination and Election of 2021 Vice-Chairperson

Motion: Mr. Brown moved to nominate David Douglas. Mr. Newell seconded, and the motion carried unanimously.

2. Grievance Committee Membership Appointments

Motion: Ms. Lucas moved to reappoint William Burda, Jeff Aboumrad, Steven Brown, Dave Douglas, and Sandra Woodard. [Ms. Barrett-LaBelle offered to accept position on behalf of Ms. Woodard does not]. [Mr. Brown and Mr. Douglas accepted the reappointments when they were able to telephonically connect to the meeting.] Ms. Isabelle seconded, and the motion carried unanimously.

REVIEW/APPROVAL OF MINUTES – August 20, 2020

Motion: Mr. Burda moved to approve the August 20, 2020, LCB minutes. A second was made by Mr. Brown and the motion carried unanimously.

CORRESPONDENCE/INFORMATIONAL ITEMS

1. Commission for the Transportation Disadvantaged (CTD) Update – 12/16/20 Meeting

Mr. Diez mentioned the Annual Performance Report that Community Transportation Coordinator's (CTCs) are required to submit. It does reflect the reduced number of trips in 2019-2020. Due to COVID-19, the counts were down by 5,000 trips which affects revenues and costs as well.

No questions or comments.

2. Commission for the Transportation Disadvantaged (CTD) Update – 10/28/20 Meeting

Mr. Diez stated the CTD tried to have virtual meeting requirement for a quorum, but the Attorney's General met together on the subject advising they do not have the right to do so. The statute states that a physical presence is required for a quorum. If there is no physical attendees, the virtual ZOOM option goes away. Until the Legislature changes the statutes, it will further hamper meetings because State employees are prevented from travel even though it is a statutory requirement to have the listed state agencies on these Board(s).

3. 2020 Legislative Policy Positions – State Transportation Trust Fund

The TD Board would like to see the Trust Fund Grants for each county for the next year expand the purposes of what the Trust Fund is used for to include meal, grocery, and prescription deliveries.

4. **Voting Conflict information**

[Indiscernible due to quality of video/audio recording.]

5. **Member Vacancies**

The Chair mentioned the three current vacancies on the LCB (Citrus County Veterans Services and Florida Department of Children and Family Services; and that there is a pending appointment for the Florida Department of Elderly Affairs representative.

6. **Calendar for 2021**

The Chair stated the approved MPO calendar for 2021 was attached for everyone's use.

ACTION ITEMS

1. **Annual Operating Report**

Mr. Diez stated the Annual Operating Report (AOR) is required by the CTD every year. The report shows updates to trip and equipment numbers, revenue, vehicle, etc. The report is due to the CTD by September 15th each year.

Ms. Kluis noted there was an error on page 36 of the agenda packet, the report for Citrus County and the Vehicle Inventory, shows 23 total vehicles and should also show that 23 vehicles are handicapped accessible. She was told that she should read this into the record.

Motion: Mr. Burda moved to approve the Annual Operating Report. A second was made by Mr. Newell and the motion carried unanimously.

2. **Annual Bylaws**

Mr. Diez stated this Board is required to review the annual bylaws yearly, and there are no changes or updates.

Motion: Mr. Burda moved to approve the Bylaws, as written. A second was made by Mr. Douglas and the motion carried unanimously.

CITRUS COUNTY TRANSIT (CCT)

1. **Quarterly report**

Mr. Diez stated that the quarterly reports for the period from July 1, 2020 through September 30, 2020 and October 1, 2020 through December 31, 2020, are included in your packet.

Ms. Kluis stated they are still only operating paratransit due to COVID, and there is no way to social distance on their deviated route. The public can call in for same day pickup and the CCT is trying diligently to accommodate everyone. The routes begin at 630am and the last bus pulls into the facility at 630pm. There are quite a few people using their services for work, medical appointments.

Ms. Davis Schlabach asked if they are still able to provide Meals on Wheels to their clients. Ms. Kluis stated that under FTA and FDOT direction, they are able to do so. These needs are being met along with their congregate dining that has now increased the Meals on Wheels deliveries. They also have an outside rep for their veteran's transportation.

KEY TRAINING CENTER – Theresa Flick

Ms. Flick reported the following.

- They received their minibus with a ramp back in November.
- They were only able to get only 19 residents out of 134 vaccinated.
- They were able to get 26 staff members vaccinated last week.
- Their transportation has been impacted due to social distancing plus a lot of their clients can not wear masks. This has increased their running the majority of vehicles with not a lot of folks on them.
- They still do not have a high attendance in their day program.
- They had their biennial inspection last month. They are waiting for the final report which should not have any problems.
- They requested 5310 funds for a vehicle that can transport 19 ambulatory and 3 wheelchair positions which can be assigned to the Dunnellon area where they are trying to open a group home as they are servicing a lot more clients in the Dunnellon, Citrus Springs, and Pine Ridge areas.
- They requested operating funds again, 50 percent to pay for their driver's salaries.

CITIZEN COMMENTS

Ms. Davis Schlabach asked for citizen comments.

There were none.

COMMITTEE MEMBER COMMENTS/UPDATES

Ms. Davis Schlabach asked for committee member comments/updates.

No updates/comments were provided?

ADJOURNMENT AND NEXT MEETING – The meeting was adjourned at 11:04 a.m.

The LCB Annual Public Workshop, and Regular Meeting will be held on Thursday May 20, 2021, at 10:30 a.m. and 10:45 a.m. respectively at Citrus County Transit Center, 1300 S Lecanto Highway, Lecanto, FL

The meeting agenda and back-up materials are available online at:

www.hernandocounty.us/hernandocitrusmpo.

D Correspondence/Informational Items

1. Commission for the Transportation Disadvantaged

For the LCB's information, attached please find a copy of the March 30, 2021, CTD business meeting agenda.

Full agendas for the Commission for the Transportation Disadvantaged can be found on their website. No LCB action is required.

Attachment: CTD business meeting agenda

2. CTC – Five Year contract expires June 30, 2022

As the LCB is aware, Citrus County Transit serves as the Community Transportation Coordinator (CTC) for Transportation Disadvantaged Services in Citrus County. The CTC has a memorandum of agreement with the Commission for the Transportation Disadvantaged (CTD) which is valid for a 5 year period

The contract with the CTD will expire June 30, 2022. Early 2022, the MPO will be coordinating the new CTC contract. No LCB action is required.

Attachment: N/A

3. Planning Agency Survey

On an annual basis, MPO staff requests the LCB complete the Planning Agency Survey which provides input to the staff regarding services provided.

The survey is anonymous, please complete the attached and provide to staff at the conclusion of the meeting.

Attachments: Planning Agency Survey

4. LCB Vacancies

There is only one current vacancy on the LCB Board, FL Department of Children and Family Services. This is an agency position. No LCB action is required.

Attachments: N/A

5. FY 2021/2022 Planning Grant Application

MPO staff is requesting the MPO Board authorize submittal of the FY 2021/2022 Planning Grant application for TD support services in the amount of \$23,076, at their 5/13/2021 meeting. No LCB action is required.

Attachments: N/A

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda March 30, 2021 1:30 PM until Completion

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

GoToMeeting Webinar:

<https://global.gotomeeting.com/join/960046557>

Alternative Conference Call-In Number:

888-585-9008; Conference Code: 837-653-349

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chairman Marion Hart
II.	Pledge of Allegiance	Chairman Hart
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
	Action Items	
V.	Approval of December 16, 2020 Meeting Minutes	Chairman Hart
VI.	Community Transportation Coordinator Designations:	Planning Agency Representative:
	<ul style="list-style-type: none"> • Baker • Putnam • St. Johns 	Margo Moehring, Northeast Florida Regional Planning Council
	<ul style="list-style-type: none"> • Columbia, Hamilton, Suwannee • Dixie • Gilchrist • Union 	Lynn Godfrey, North Central Florida Regional Council

	<ul style="list-style-type: none"> • lotte 	Wendy Scott, Charlotte County-Punta Gorda MPO
	<ul style="list-style-type: none"> • DeSoto, Hardee, Highlands, Okeechobee 	Marybeth Soderstrom, Heartland Regional Transportation Planning Organization
	<ul style="list-style-type: none"> • Manatee 	Corinne Tucker, Tarasota-Manatee MPO
	<ul style="list-style-type: none"> • Miami-Dade 	Jeannine Gaslonde, Miami-Dade MPO
	<ul style="list-style-type: none"> • Polk 	Julia Davis, Polk Transportation Planning Organization
VII.	Planning Agency Designation for Duval County	Elizabeth De Jesus, North Florida Transportation Planning Organization
VIII.	Election of Vice-Chairperson	Chairman Hart
IX.	Review of CTD COVID-19 Rescue Plan	David Darm, CTD Executive Director
	Information Items	
X.	Rule Adoption Update – New Trip & Equipment Grant Allocation Formula	David Darm
XI.	CTD Workshops on ADA Complementary Paratransit Services	Commissioner Robin Tellez
XII.	Executive Director Report	David Darm
XIII.	Commissioner and Advisor Reports	Commissioners and Advisors
XIV.	Public Comments	Public
XV.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XVI.	Adjournment	Chairman Hart
	Next Meeting: June 3, 2021, 1:30pm until completion	

LOCAL COORDINATING BOARD SURVEY OF THE
OFFICIAL PLANNING AGENCY

Planning Agency: _____ Date: _____
 County (ies) Served: _____ LCB Member Name: _____
 Date Survey Completed: _____

1. Please rate the Official Planning Agency's performance on the following Coordinating Board Responsibilities:

<u>SUFFICIENT</u>	<u>INSUFFICIENT</u>	
_____	_____	Assistance in the scheduling of meetings
_____	_____	Training board members
_____	_____	Evaluating cost effectiveness
_____	_____	Reviewing the local TDSP
_____	_____	Preparing, duplicating and distributing meeting packets
_____	_____	Other administrative duties & costs, as appropriate

Do you feel the Official Planning Agency provides the LCB with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities as set forth in Chapter 427, F.S.? _____ yes _____ no

2. Does the Planning Agency staff give two weeks' notice of the date, time, location, and proposed agenda for *local Coordinating Board meetings* to local Coordinating Board members? _____ always _____ usually _____ sometimes _____ never
3. Does the Planning Agency staff have the agenda materials available and delivered to the LCB members no less than one week in advance of the meeting? _____ always _____ usually _____ sometimes _____ never
4. Does the Planning Agency staff give LCB members and others one week notice, if possible, of the date, time, location, and proposed agenda for local Coordinating Board *committee meetings* and *emergency meetings*? _____ always _____ usually _____ sometimes _____ never
5. Do you attend LCB meetings? _____ always _____ usually _____ sometimes _____ never
6. Are there any areas in which the Planning Agency could improve? _____ yes _____ no
If yes, please specify by using the back of this survey, or attach a separate page.
7. Are you satisfied with the job performance of the Planning Agency? _____ yes _____ no
8. Does the group you represent benefit from your participation as a member of the LCB?
_____ yes _____ no Comments:
9. Are there any areas where the Commission can assist in improving the work of the planning agencies and the LCB? _____ yes _____ no If yes, please specify by using the back of this survey, or attach a separate page.

COMMUNITY TRANSPORTATION COORDINATOR'S SURVEY OF THE
PLANNING AGENCY

Planning Agency _____ Date _____

County (ies) Served _____

1. Has the planning agency provided technical assistance, as needed, within budget/staff/schedule availability? _____ yes _____ no If no, please explain.

2. Did the PA provide an adequate amount of technical assistance to meet your needs? _____ yes _____ no If no, please explain.

3. Does the planning agency ensure CTC activities are consistent with local comprehensive planning activities? _____ yes _____ no If no, please explain.

4. Were you involved, with the LCB and planning agency, in the development of the new Transportation Disadvantaged Service Plan (TDSP)? _____ yes _____ no

5. Have you experienced any problems with the planning agency? _____ yes _____ no If yes, please explain.

6. Overall, are you satisfied with the job performance of the planning agency? _____ yes _____ no

7. Are there any areas in which the planning agency could improve? _____ yes _____ no If yes, please explain.

E ACTION ITEMS

1. Transportation Disadvantaged Service Plan (TDSP) – Annual Update

On an annual basis, the Local Coordinating Board (LCB) reviews the Community Transportation Coordinator’s Transportation Disadvantaged Service Plan. MPO and Citrus Transit staff reviewed the TDSP and have prepared some updates to reflect current operations. Upon review and approval by the LCB, MPO staff will forward the TDSP to the Commission for the Transportation Disadvantaged (CTD) for approval. The following items have been addressed in the TDSP update:

- Roster has been updated to reflect new membership.
- Land use area was updated to include the urbanized areas of Citrus Springs – Homosassa and Beverly Hills.
- Major Industry Table (table 3) was updated with the most recent data from US Census (2018)
- Major Trip generators in the County were updated with service spots from the CTC’s Route Match
- Existing Transit Service was updated to reflect Veteran’s trips to Tampa, and Social Security Trips to Ocala
- Reservation requirements were updated.
- Current service hours change due to COVID-19 was reflected.
- Revenues and operating expenses were updated based on most recent Annual Operating Report data
- Historical paratransit rider data was updated.
- Existing and projected age distribution was updated.
- Projections for fleet and additional needs were updated.
- Vehicle inventory reviewed.
- Legal advertisement for LCB meetings was modified from 2 weeks prior to 10 days.
- Rate model worksheets were updated (pre covid, and covid)
- Approved updated rate model for 2021-2022 was included.

STAFF RECOMMENDATION:

It is recommended that the LCB review and approve the updates to the TDSP, including the updated rate model for 2021-2022, and authorize the Chairman’s signature thereon and submittal to the Commission for the Transportation Disadvantaged.

ROLL CALL VOTE REQUIRED

Attachment: Citrus County TDSP update FY 2021/2022

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
Updated: May 21, 2020
Updated: May 20, 2021

TABLE OF CONTENTS

Local Coordinating Board Membership Certification	1
Community Transportation Coordinator (CTC).....	2
Development Plan.....	4
Introduction to the Service Area	4
Background of the TD Program.....	4
Commission for the Transportation Disadvantaged.....	5
Community Transportation Coordinator Designation / History	6
Designated Official Planning Agency.....	6
Designation Date / History	6
Organization Chart.....	7
Consistency Review of Other Plans	8
Local Government Comprehensive Plan(s)	8
Regional Policy Plan(s)	8
Public Participation	9
Service Area Profile / Demographics.....	9
Land Use	9
Population / Composition.....	9
Transportation Disadvantaged Population.....	9
Employment.....	11
Major Trip Generators/Attractors	12
Inventory of Available Transportation Services	18
Existing Transit Service.....	18
Transportation Alternatives	21
Service Analysis	22
Forecasts of Transportation Disadvantaged Population	22
Existing and Projected Population Characteristics Needs Assessment.....	23
Age Distribution.....	24
Citrus County Transportation 2018 Projected Transit Fleet and Facility Needs	26
Citrus County Additional Needs	26
Transportation Plan Impacts on Public Transit	26
Public Transit Plan	27
Orange Line Deviation Fixed Route Information.....	27

Barriers to Coordination.....	29
Goals, Objectives and Strategies	29
Service Plan / Operations.....	32
Type, hours, and days of service	32
Accessing Services.....	32
Transportation Operators and Coordination Contractors	32
Public Transit Utilization	32
School Bus Utilization	33
Vehicle Inventory	33
System Safety Program Plan Certification.....	34
Inter-county Services	34
Emergency Preparedness and Response.....	34
Education Efforts / Marketing	34
Acceptable Alternatives.....	34
Service Standards.....	34
First Aid Policy CTD required	36
Grievance Procedures.....	37
Community Transportation Coordinator Monitoring Procedures for Operations and Coordination Contractors	39
Coordination Contract Evaluation Criteria.....	41
Cost / Revenue Allocation and Rate Structure Justification	43
Service Rates Summary	43
Quality Assurance	53
Service Standards.....	53
Commission Standards.....	54
Community Transportation Coordinator Evaluation Process	55
Evaluation Process	55
CTC Evaluation Process	55
TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT REVIEW CHECKLIST	56
Development Plan.....	56
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

Quality Assurance 57
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 list: and
2. The membership listed below represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____ Date: 5/20/2021

Table 1: Membership of the Local Coordinating Board of Citrus County

Representation	Member	Alternate	Term
1. Citrus BOCC	Ruthie Davis Schlabach - Chairman		Official
2. Elderly	Beverly Isabelle		3/19/2022
3. Disabled	Stephen C. Brown		3/15/2024
4. Citizen Advocate (1 of 2)	William Burda		10/20/2022
5. Citizen Advocate/User (2 of 2)	David Douglas (Vice Chairman)		3/15/2024
6. Children at Risk	Sandra Woodard	Deirdre Barrett- LaBelle	NA
7. Community Action	Ginger West		NA
8. Public Education	Marilyn Farmer		NA
9. Dept. of Transportation	Tracy Noyes	Dave Newell	NA
10. Dept. of Children and Families	Vacant		NA
11. Dept. of Elder Affairs	Cara Brunk		NA
12. Dept. of Vocational Rehabilitation	Jeffrey Aboumrad		NA
13. Dept. of Health Care Administration	Tamyka Young	Calvin Smith	NA
14. Regional Workforce	Christine Mestrovich		NA
15. Veteran Services	Walter "Bud" Osborn		3/18/2024
16. Transportation Industry	Terrence Garrity		
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
- 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.

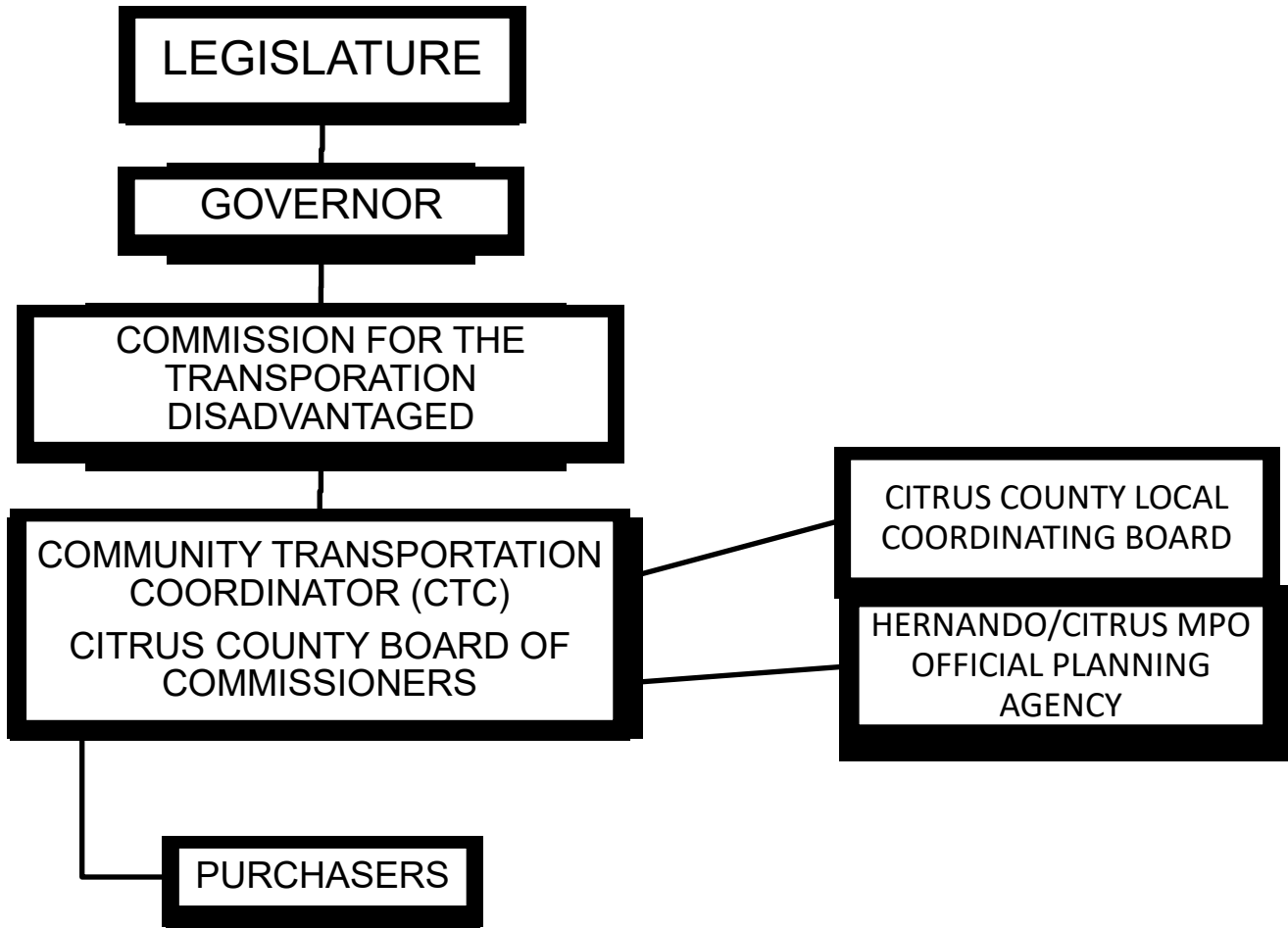
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County 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 and urbanized areas of Citrus Springs-Homosassa and Beverly Hills. 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

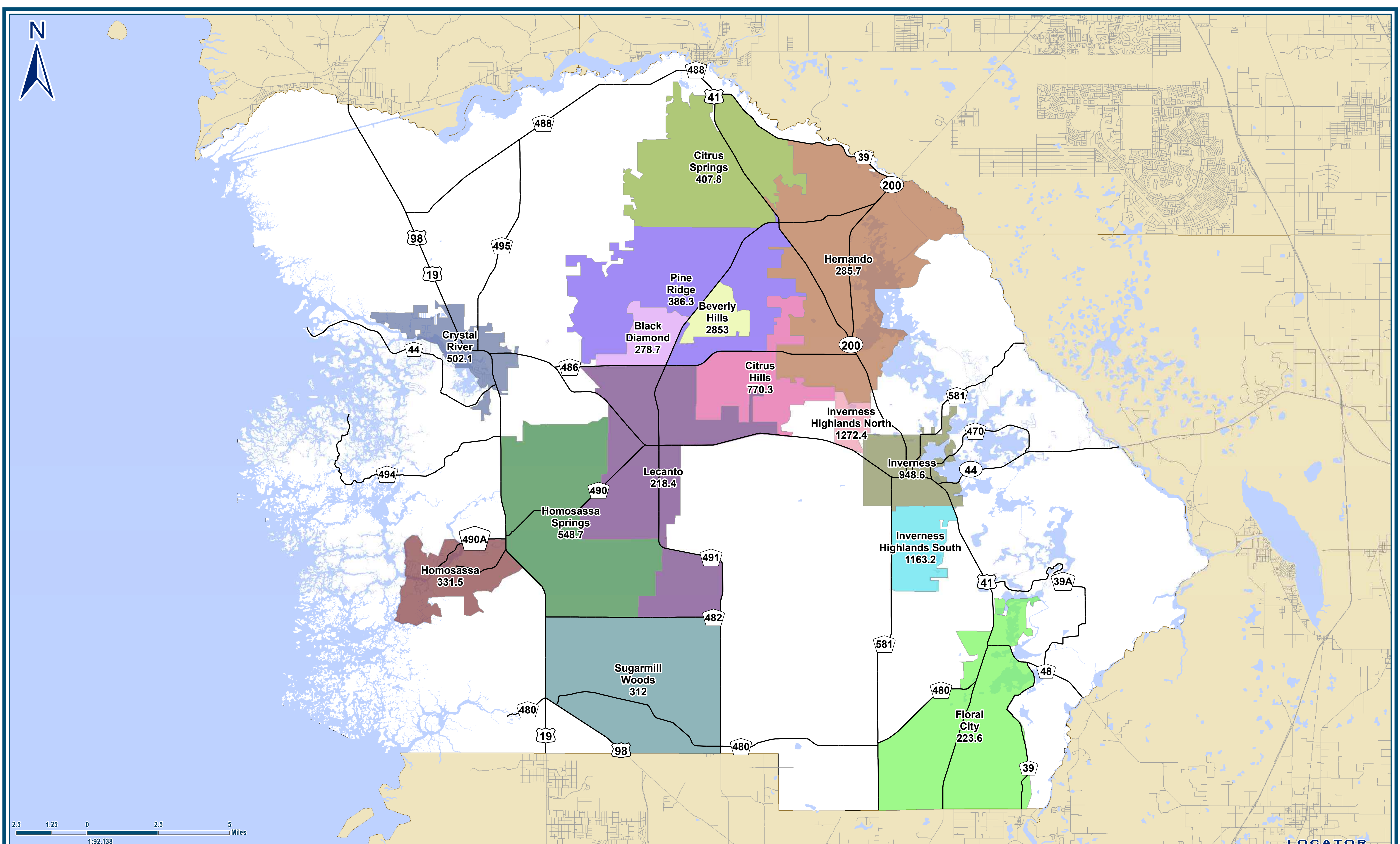
The projected number of "transportation disadvantaged" persons (including low income, physically and mentally disabled, and elderly) living in Citrus County is shown in Table 7-1. More than 50% of the county's population is considered potentially transportation disadvantaged. This population group has 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



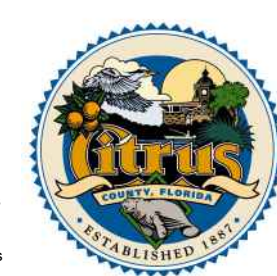
Legend

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

Geographic Information Systems
 Prepared By : William Braunsch
 Date: September 25, 2019
 Source: Enterprise Geodatabase
 Map Number: WB0000051

Cynthia P. Skelhorn
Director

This information is to be used for general purposes only. The Citrus County Geographic Information Systems 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 2018 County Business Patterns from the US Census Fact Finder.

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

2017 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	10,059	\$108,435	\$450,010
44-45	Retail trade	5,572	\$40,849	\$163,219
72	Accommodation and food services	3,317	\$14,267	\$56,728
56	Administrative and support and waste management and remediation services	1,978	\$13,861	\$56,969
23	Construction	1,981	\$17,398	\$77,933
81	Other services (except public administration)	1,582	\$8,396	\$33,821
53	Real estate and rental and leasing	967	\$5,389	\$22,135
54	Professional, scientific, and technical services	838	\$8,725	\$36,618
22	Utilities	864	\$24,061	\$82,190
52	Finance and insurance	674	\$12,903	\$46,941
42	Wholesale trade	645	\$6,791	\$30,507
71	Arts, entertainment, and recreation	376	\$1,866	\$7,128
51	Information	360	\$4,140	\$15,728
31-33	Manufacturing	339	\$2,835	\$12,579
48-49	Transportation and warehousing	182	\$1,388	\$5,093
61	Educational services	54	\$254	\$998
55	Management of companies and enterprises	33	\$354	\$1,963
11	Agriculture, forestry, fishing and hunting	26	\$124	\$374
99	Industries not classified	2	\$3.00	\$15.00

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) New list below

21st Century Oncology	Beverly Hills
Access Healthcare - Dr Jose Rodriguez	Inverness
Agbo, Dr Felix, Ped IM Healthcare	Lecanto
Alex T. Villacastin	Lecanto
Apache Shores	Hernando
Applebees	Inverness
Arbor Lakes	Hernando
Arby's	Crystal River
Aspen Dental	Inverness
Avante	Inverness
Back Yard Pools	Inverness
Badcock	Crystal River
Baker Dental	Crystal River
Batteries Plus Bulbs	Inverness
BB&T Bank	Crystal River
Bealls Outlet Store/INV HSQ	Inverness
Bealls, Citrus Center	Inverness
Belle Villa MHP	Homosassa
Bennett, Dr.	Lecanto
Beverly Hills Cleaners	Lecanto
Big Oaks MHP	Inglis
Blind America	Hernando
Brannen Bank	Inverness
Brannen Bank, West Inverness	Inverness
Brashears	Inverness
Brentwood	Lecanto
Brentwood ALF Meet at Commons Building	Lecanto
Bright Now Dental	Crystal River
Burger King, Citrus Hills	Hernando
Burger King,	Crystal River
Calvary Chapel	Inverness

Camp Idlewild	Hernando
CFCC, College of Central Florida	Lecanto
Checkers	Inverness
Choung, Dr	Beverly Hills
Chronicle, Meadowcrest	Crystal River
Church of God	Crystal River
Citrus Cardiology – Allenrid	Lecanto
Citrus Cardiology	Inverness
Citrus County Transit Office	Lecanto
Citrus Diagnostic Center	Crystal River
Citrus Gastro,	Inverness
Citrus Medical Building	Inverness
Citrus Memorial Hospital	Inverness
Citrus Memorial Rehab	Crystal River
Citrus Memorial Wound Care	Inverness
Citrus Pain Clinic	Beverly Hills
Citrus Podiatry	Lecanto
Citrus Primary Care	Beverly Hills
Citrus Regional Surgery	Lecanto
Citrus Springs	Dunnellon
Clam Haven RV Park	Crystal River
CMH Lab	Homosassa
Coast Dental	Inverness
Colonade Park Apartments	Inverness
Comprehensive Retina Consultants	Inverness
Connections Building/Old Family Resource	Hernando
Countryside Animal Clinic	Beverly Hills
Courthouse (new)	Inverness
Courtyard Apartments	Crystal River
Crumps Landing	Homosassa
Crystal Gem Manor ALF	Crystal River
Crystal Oaks	Lecanto
Crystal Palms Apartments	Crystal River
CUB (Citrus United Basket)	Inverness
CVS	Inverness
CVS Hernando/Citrus Hills	Hernando
Daystar	Crystal River
DeGraw, Dr.	Crystal River
Delacruz, Dr. Florida Cancer Specialists	Inverness
Denny's	Crystal River
Dialysis	Crystal River
Dialysis	Inverness
Diamond Nails and Spa	Beverly Hills
Dickert, Dr. Meadowcrest Family Practice	Crystal River
Dollar General	Beverly Hills

Dollar General by Mr. B's Car Wash	Crystal River
Dollar General	Homosassa
Dollar Tree	Beverly Hills
Dollar Tree – Citrus Center	Inverness
Dr. Abadier	Inverness
Dr. Gurnmani, Psychiatry	Inverness
Dr. Carlene Wilson	Crystal River
Dr. Ken Savage, Nature Coast Health	Crystal River
Driver's License Office	Crystal River
Driver's License Office	Inverness
Elyaman, Dr. Mostafa	Crystal River
Elyaman, Dr. Mostafa/Family Practice Associates	Inverness
Envision Eye Specialists	Crystal River
Family Dollar	Crystal River
Family Life Care Inc.	Inverness
Family Resource Center/New Location	Homosassa
Farmers Home Furniture	Homosassa
First Baptist Church	Crystal River
Florida Cancer Specialists	Lecanto
Florida Orthopedic Institute	Tampa
Forest Lake North	Hernando
Forest Ridge Sr. Residences	Hernando
Forest Ridge Village	Hernando
Forestview MHP	Homosassa
Friends of Citrus (Herry's Thrift & Gift)	Lecanto
Friends of Citrus (Herry's Thrift & Gift)	Homosassa
Gandhi, Dr.	Lecanto
Gastro Associates	Crystal River
Gelinas, William	Crystal River
Genesis Women's Center	Inverness
Gonzales-Ortiz, Dr. E/Access Health Care	Crystal River
Goodwill Store	Crystal River
Grace Clinic	Homosassa
Green Acres	Homosassa
Habitat for Humanity	Inverness
Hasan, Dr. Citrus Primary Care	Beverly Hills
Helping Hand Thrift	Inverness
Hernando Senior Center/Old CCFRC	Hernando
Hickory Hollow	Inverness
Hidden River VA Clinic	Tampa
Hitchcock's Market	Homosassa
Home Depot	Crystal River
Humanitarians of FL	Lecanto
Humanitarians Thrift Store	Crystal River
Hunter's Spring MHP	Crystal River

IMPACT Counseling	Beverly Hills
Inverness Club	Inverness
Inverness Medical Imaging	Inverness
JM Plumbing Services	Inverness
Johnny Cakes & Steaks Homestyle Restaurant	Inverness
Key Center – Orvis building	Crystal River
Key Facility	Lecanto
Key Thrift Store	Inverness
Key Thrift US 19	Lecanto
Knights of Columbus	Lecanto
Krishnan, Dr.	Beverly Hills
Lakeside Village	Beverly Hills
Langley Dental	Inverness
Launderland	Inverness
LEC Senior Center CD/LEC 1 st Left 1 st door	Lecanto
Lecanto Hills MHP	Lecanto
Lewis, Dr. Dentist	Beverly Hills
Library	Beverly Hills
Library	Crystal River
Library	Inverness
LifeStream Behavior Center	Crystal River
Liu, Dr. Blessilda	Hernando
Lowe's	Inverness
Marina Del Rey	Beverly Hills
Masonic Building Center	Inverness
Mastysik, Dr.	Inverness
Montgomery, Dr.	Inverness
Moss Oak MHP Lot 33	Inverness
Nathan, Meena Dr.	Inverness
Nature Coast Dentistry	Beverly Hills
Oak Park of SMW	Homosassa
Ollies Bargain Outlet	Homosassa
Oncology Institute	Lecanto
Optimart	Inverness
PET Services of Florida	Beverly Hills
Panera Bread/Publix Plaza	Inverness
Parikh, Dr. B Neurology	Crystal River
Parikh, Dr. S Psychiatry	Crystal River
Pasupaletti, Dr. Cardiologist	Inverness
Patel Dr. B	Beverly Hills
Patel Dr. B	Inverness
Patel Dr. Toralben, Cardiology	Lecanto
Ped IM Healthcare	Lecanto
Peterson, Dr	Homosassa
Pine Ridge	Beverly Hills

Planet Fitness	Inverness
Post Office	Inverness
Post Office	Floral City
Potu, Ranganatha, Dr.	Crystal River
Pritchyk, Dr.	Crystal River
Publix	Inverness
Publix/Sugarmill Woods	Homosassa
Publix	Hernando
Publix	Homosassa
Publix Hwy 44	Crystal River
Quest Diagnostics	Beverly Hills
Quick Kash	Inverness
Race Trac US 19	Crystal River
Rehab Partners Therapy	Inverness
Rena's Hair Design HSQ	Inverness
Ridgeview Apartments	Crystal River
River Reach Apartments	Crystal River
Ryan Markland Sign and Lighting	Inverness
Salon Suites	Inverness
Salvation Army Probation	Lecanto
Savage, Olga, Dr.	Homosassa
Save A Lot	Inverness
Save A Lot, Kings Bay Plaza	Crystal River
Sharma Institute of Pain	Inverness
Smiles on Citrus, Jennifer Lee Dentist	Crystal River
SMW	Homosassa
St. Margaret's Church	Inverness
St. Martin, Dr. Dacelin	Lecanto
Stanley, Dr. Beena	Inverness
State Probation, Regional Plaza	Inverness
Sugar Mill Diagnostic Imaging	Homosassa
Sumter Electric	Inverness
Suncoast Dermatology	Lecanto
Suncoast Schools Credit Union	Inverness
SunTrust	Beverly Hills
SunTrust, Citrus Hills	Hernando
SunTrust	Inverness
Tambrini, Dr. Access Healthcare	Homosassa
Tara Food Mart	Homosassa
The Commons	Homosassa
The Crab Plant	Crystal River
The Mission – Women's Location	Crystal River
The Sanctuary	Homosassa
Thunderbird MHP	Crystal River
Tim's Barber Room	Inverness

TJ Maxx	Inverness
TLC Rehab	Inverness
VA Tampa Hospital	Tampa
Value Dental Care	Crystal River
Veteran's/Mission Men's Shelter	Inverness
Veteran's Clinic	Lecanto
Veteran's Dermatology Clinic, Gainesville	Dunnellon
Veteran's Hospital/Gainesville	Dunnellon
Veteran's OP Clinic	Villages
Veteran's Optometry Clinic Gainesville	Dunnellon
VFW Citrus Springs	Dunnellon
VFW Hernando	Hernando
Villacastin, Dr.	Inverness
Villacastin, Dr.	Citrus Springs
Walgreens	Crystal River
Walgreens	Homosassa
Walgreens	Inverness
Walgreens SMW	Homosassa
Walmart – Cardinal	Homosassa
Walmart	Homosassa
Walmart	Lecanto
Walmart Supercenter	Inverness
Ward, Dr. Chris	Homosassa
Washington Square Apts	Inverness
Wells Fargo	Inverness
Wendy's	Lecanto
Wendy's	Homosassa
West Citrus Government Center	Crystal River
West Citrus Senior Center	Homosassa
West Coast Eye Institute	Lecanto
Will Construction	Homosassa
Winn Dixie (Sweetbay)	Inverness
Winn Dixie	Homosassa
Winn Dixie, Beverly Hills Park Plaza	Beverly Hills
Winn Dixie, Crystal River Shopping Plaza	Crystal River
Winn Dixie, Highland Square	Inverness
Withlacoochee Technical College	Inverness
World Fusion	Lecanto
YMCA	Lecanto

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, Tampa and the Villages VA, and Social Security Office in Ocala.

Due to COVID, current service hours are from 6:00 a.m. to 5:30 p.m. Pre-COVID, service ran 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 may call and make a reservation up to 14 days in advance, with a minimum of two day by noon advance notice. Same day service may be accommodated if scheduling is available 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. Same day requests will be accommodated, if available. 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.

The operation revenues and operating expenses for 2016-2020 are depicted in Table 5: Revenues and Operating Expenses by Measure and Year Citrus County, Florida 2016-2020.

**Table 5: Revenues and Operating Expenses by Measure and Year
Citrus County, Florida 2016-2020**

Measure	2016	2017	2018	2019	2020
Riders	200,527	220,434	161,260	107,314	87,779
Expenses	\$2,561,950	\$2,012,641	\$2,042,735	\$1,952,589	\$1,831,851
Revenues	\$2,359,707	\$2,360,553	\$2,135,242	\$1,778,473	\$1,665,025
Vehicle Miles	931,068	739,927	744,930	459,198	490.345

*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 5339** – FTA provides funds for the purchase of equipment and facilities.
- **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, wheelchair 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, wheelchair 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 - 2035.

**Table 6: Historical and Projected Population by Year
Citrus County, Florida 2000 - 2035**

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 Para Transit Ridership and Percent Change by Year Citrus County, Florida 2016-2020

Year	Total Paratransit	Average Monthly Ridership	Percent Change from previous year
2016	26,434	2,203	
2017	25,306	2,109	-4.27%
2018	24,968	2,081	-1.33%
2019	21,142	1,762	-15.33%
2020	22,611	1,884	6.92%

*Citrus County Transit, 2020

EXISTING AND PROJECTED POPULATION CHARACTERISTICS NEEDS ASSESSMENT

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

Population	2015 Counts	Percentages	2018 Counts	Percentages	2015-2018 Changes	Percentage Change
Total Population	141,056	100%	147,929	100%	6,873	
Population by Race						
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%
Population by Hispanic or Latino Origin (of any race)						
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%
Population by Gender						
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%
Population by Age						
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.

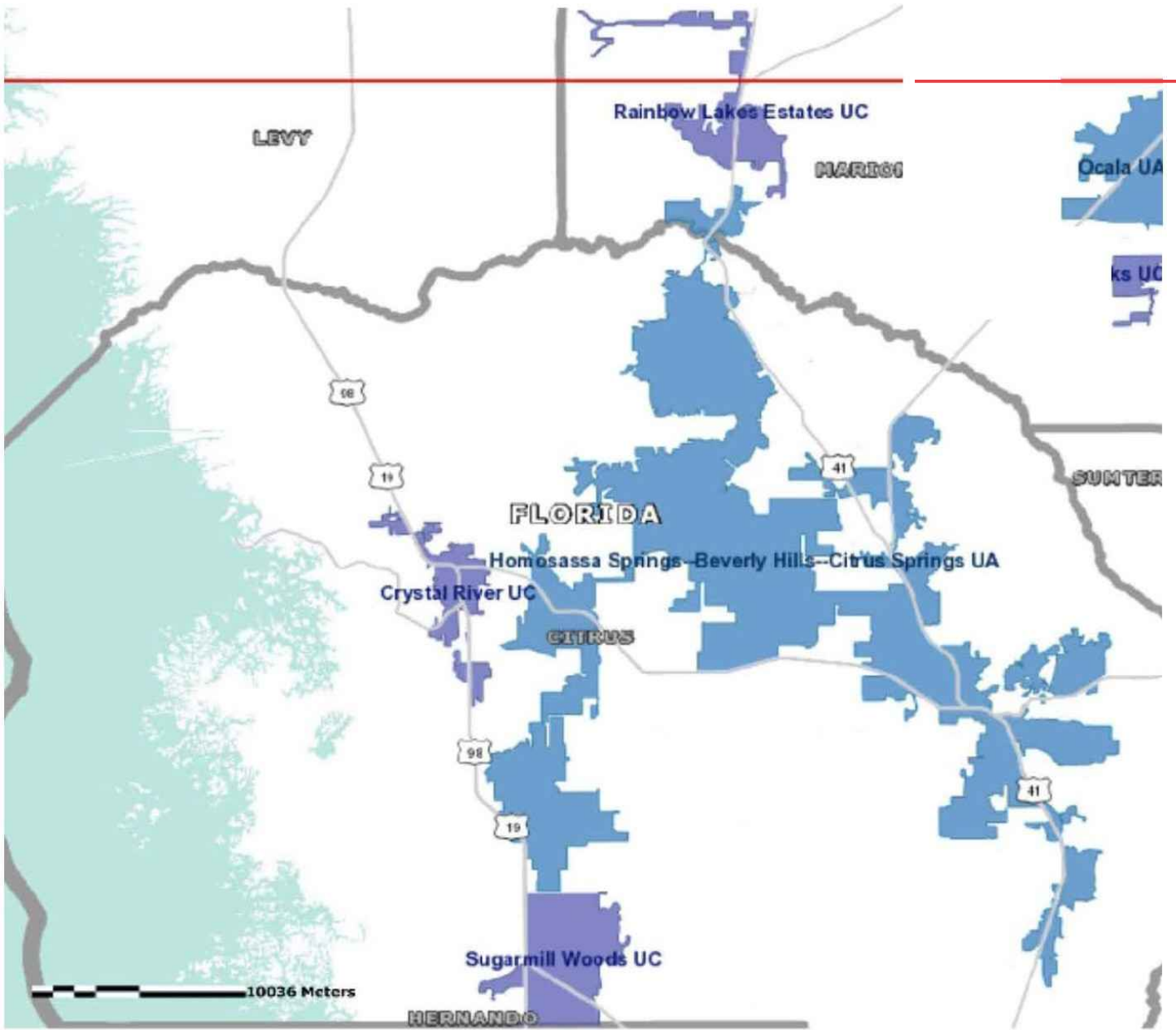
**Table 9: Existing and Projected Age Distribution by Age and Year Citrus County
2020-2045**

Age	2020	2025	2030	2035	2040	2045
0-17	21,132	21,463	22,398	25,194	25,696	25,951
18-24	7,943	8,383	8,007	8,385	8,776	9,252
25-54	40,645	43,388	44,676	45,624	47,302	48,532
55-64	26,467	25,988	23,890	22,532	23,123	25,925
65-79	34,839	41,278	46,927	46,102	44,394	40,770
80 and over	19,372	22,567	28,123	21,044	24,085	26,916

*Source: Bureau of Economic & Business Research Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and its Counties 2020-2045 with Estimates for 2019 (Released June 2020)

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Figure 3: 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, 2016-2030.

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, 2016-2030

Year Historical	Average Monthly Ridership	Number of Vehicles Needed
2016	7,537	25
2017	6,712	25
2018	5,834	25
2019	5,106	25
2020	4,422	25
2025 Projected	8,200	26
2030 Projected	9,500	27

*Source: Citrus County Transit

Citrus County Additional Needs

1. Expand fuel reserves
2. Bus stop shelters

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

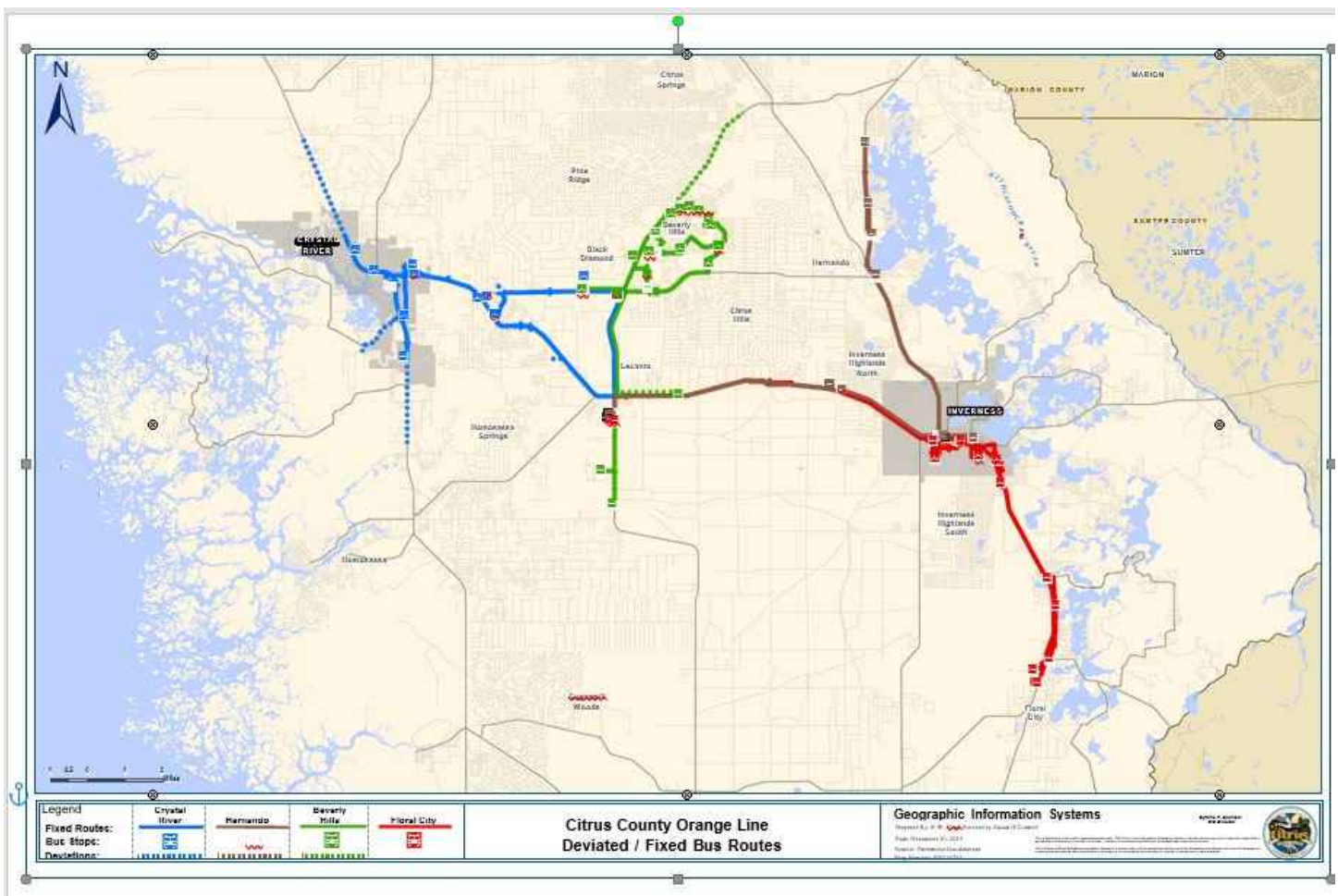
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service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

Orange Line Deviated 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. Suspended Deviated Fixed Route Services March 2020 due to COVID.

Figure 4 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.

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 drivers cannot make 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.

Bus Fares:

Cash Fares \$1.00 per trip

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

Monthly Ticket \$35.00

Website: www.citruscountytransit.com

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 CTCs 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"> 1. The CTC shall review driver manifests daily to prevent duplication of effort whenever possible. 2. The CTC shall schedule passengers geographically, multi-loading agencies, in order to streamline the use of resources. 3. The CTC shall measure the total passenger trips per vehicle. 	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"> 1. The CTC shall provide alternative methods for accessing services. 2. The CTC shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent services to individuals with disabilities. 	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 may be provided if available. 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, Tampa and the Villages weekly. Services to Social Security in Ocala are provided monthly. This service is provided from several locations throughout the county.

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 5:00 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

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
51586-86	2014	Chevrolet	Turtle Top	150,050	EMSID	OOPA
51587-87	2014	Chevrolet	Turtle Top	135,553	OF	OOPA
51588-88	2014	Chevrolet	Turtle Top	123,209	OF	OOPA
51710-10	2015	Ford	Turtle Top	126,695	EMSID	OOPA
51711-11	2015	Ford	Turtle Top	133,590	EMSID	OOPA
51712-12	2015	Ford	Turtle Top	110,001	EMSID	OOPA
51713-13	2015	Ford	Turtle Top	100,113	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	104,706	EMSID	OOPA
51715-15	2015	Ford	Turtle Top	142,870	EMSID	OOPA
52522-16	2016	Ford	Turtle Top	96,234	EMSID	OOPA
52523-17	2016	Ford	Turtle Top	55,555	EMSID	OOPA
52521-19	2016	Ford	Turtle Top	81,652	EMSID	OOP
52532-18	2016	Ford	Turtle Top	84,303	EMSID	OOPA
52533-20	2016	Ford	Turtle Top	61,388	EMSID	OOPA
53429-21	2019	Ford	Turtle Top	41,630	EMSID	OOPA
53444-22	2019	Ford	Turtle Top	37,491	EMSID	OOPA
53490-23	2019	Ford	Turtle Top	32,848	EMSID	OOPA
53491-24	2019	Ford	Turtle Top	17,686	EMSID	OOPA
53492-25	2019	Ford	Turtle Top	28,791	EMSID	OOPA
53489-26	2019	Ford	Turtle Top	18,539	EMSID	OOPA
54898-27	2019	Ford	Turtle Top	16,466	EMSID	OOPA
55219-28	2020	Ford	Turtle Top	22,556	OF	OOPA
55465-29	2020	Ford	Turtle Top	3,078	EMSID	OOPA
55466-30	2020	Ford	Turtle Top	5,169	EMSID	OOPA
55561-31	2020	Ford	Turtle Top	4,651	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 a minimum of 10 days' 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 Gainesville, Tampa and the Villages on a weekly basis. Services to Social Security Administration Offices in Ocala are provided monthly.

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

Reservations can be made up to 14 days in advance and are due to CCT no later than noon two (2) business days prior to the date transportation is needed. Reservations for Social Security Administration Offices in Ocala must be made by noon on Friday of the week preceding the scheduled trip.

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 complainant.

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
 - Handrails 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.

Appendix H

BUS TRANSIT SYSTEM

ANNUAL SAFETY CERTIFICATION

DATE: May 23, 2020

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 an al safety inspections on all operational buses in accordance with Rule 14-90.0.

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.

CTD – Trip Related Grant / Non-Sponsored Tips, One Way (Trip and Equipment)

The Commission for the Transportation Disadvantaged (CTD) reimburses the CTC for the FY 2020/2021 as detailed in the CTC Rate Calc.

- Ambulatory: \$19.40
- Wheelchair: \$33.26

Passenger Fares (Pre-Covid):

Transit Door to Door:

- Public: \$5.00 each way
- TD: \$3.00 each way
- Children 12 & under: Free

Fixed Deviated Route:

- Public: \$1.00 each way / \$2.00 all day
- TD: Free with Orange Card
- Children 12 & under: Free
- Seniors 60 & above: Free
- Medicare: Free
- Disabled: Free
- Hon. Discharged Veterans: Free

Passenger Fares (Covid): No charge.

2021-2022 Citrus Rate Model - Approved

Preliminary Information Worksheet

Version 1.4

CTC Name: Citrus County Transit

County (Service Area): Citrus

Contact Person: Erin Kluis Briggs

Phone # 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 ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% 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	\$ 13,111			-100.0%		
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						The need for County Cash Match has decreased due to CARES Act funding.
Compl. ADA Services						
County Cash	\$ 105,228	\$ 60,000	\$ 65,500	-43.0%	9.2%	
County In-Kind, Contributed Services	\$ 29,304	\$ 30,000	\$ 30,000	2.4%	0.0%	
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 439,921	\$ 540,000	\$ 555,473	22.7%	2.9%	COVID-19 reduced the number of trips and our billing was less. The CTD Innovations and Services grant will be ending.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 15,649			-100.0%		
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 77,764	\$ 450,000	\$ 300,000	478.7%	-33.3%	5307 Capital will be used for the purchase of 2 vans and 3 buses for FFY21 and 3 buses in FFY22. 5310 (Cap) and 5311 (Cap) will not be used going forward. 5311 (Operating) and 5307 (Operating) will not be used due to CARES Act funding being used.
49 USC 5310	\$ 209,436	\$ -	\$ -	-100.0%		
49 USC 5311 (Operating)	\$ 80,475	\$ -	\$ -	-100.0%		
49 USC 5311(Capital)	\$ -	\$ -	\$ -			
Block Grant	\$ 38,882	\$ -	\$ -	-100.0%		
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

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 ACTUALS from Oct 1st of 2019 to Sept 30th of 2020	Current Year's APPROVED Budget, as amended from Oct 1st of 2020 to Sept 30th of 2021	Upcoming Year's PROPOSED Budget from Oct 1st of 2021 to Sept 30th of 2022	% 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	

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

CARES 5307	\$ 273,143	\$ 617,000	\$ 635,000	125.9%	2.9%	CARES Act funds were used starting Jan 2020 and will continue until exhausted.
CARES 5311	\$ 203,347	\$ 482,300	\$ 494,000	137.2%	2.4%	
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						Reimbursements are from insurance claim repayments.
Reimbursements	\$ 818			-100.0%		
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$1,487,078	\$2,179,300	\$2,079,973	46.5%	-4.6%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 694,008	\$ 952,300	\$ 979,373	37.2%	2.8%	The major change in Operating expenses is due to COVID-19 causing Citrus County Transit to pause our deviated fixed route service. This has shifted all expenses to be under Para-Transit Operations. The Capital changes are for the ordering of buses and vans each year.
Fringe Benefits	\$ 256,628	\$ 356,200	\$ 370,000	38.8%	3.9%	
Services	\$ 114,354	\$ 120,000	\$ 120,000	4.9%	0.0%	
Materials and Supplies	\$ 179,110	\$ 231,600	\$ 240,000	29.3%	3.6%	
Utilities	\$ 14,335	\$ 15,000	\$ 16,000	4.6%	6.7%	
Casualty and Liability	\$ 21,528	\$ 22,600	\$ 23,000	5.0%	1.8%	
Taxes	\$ -	\$ -	\$ -			
Purchased Transportation:						
Purchased Bus Pass Expenses	\$ -	\$ -	\$ -			
School Bus Utilization Expenses	\$ -	\$ -	\$ -			
Contracted Transportation Services	\$ -	\$ -	\$ -			
Other	\$ -	\$ -	\$ -			
Miscellaneous	\$ 1,445	\$ 1,600	\$ 1,600	10.7%	0.0%	
Operating Debt Service - Principal & Interest	\$ -	\$ -	\$ -			
Leases and Rentals	\$ -	\$ -	\$ -			
Contrib. to Capital Equip. Replacement Fund	\$ -	\$ -	\$ -			
In-Kind, Contributed Services	\$ 29,304	\$ 30,000	\$ 30,000	2.4%	0.0%	
Allocated Indirect	\$ -	\$ -	\$ -			

Capital Expenditures

Equip. Purchases with Grant Funds	\$ 176,364	\$ 450,000	\$ 300,000	155.2%	-33.3%
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
Total Expenditures =	\$1,487,078	\$2,179,300	\$2,079,973	46.5%	-4.6%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Citrus County Transit
County: Citrus

- Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
- Complete applicable GOLD cells in column and 5

1	2
---	---

Upcoming Year's BUDGETED Revenues	
from Oct 1st of 2021 to Sept 30th of 2022	
APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
CARES 5307	\$ 635,000
CARES 5311	\$ 494,000
xxx	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
Reimbursements	\$ -
xxxx	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 2,079,973

3	4	5
---	---	---

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
DJJ		
\$ -	\$ -	
\$ -	\$ -	
Other Fed or State		
\$ 635,000	\$ 635,000	
\$ 494,000	\$ 494,000	
\$ -	\$ -	
\$ -	\$ -	
Other Revenues		
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
Balancing Revenue to Prevent Deficit		
\$ -	\$ -	
\$ 555,473	\$ 1,624,500	\$ 300,000

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 979,373
Fringe Benefits	\$ 370,000
Services	\$ 120,000
Materials and Supplies	\$ 240,000
Utilities	\$ 16,000
Casualty and Liability	\$ 23,000
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 1,600
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ 30,000
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ 300,000
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 2,079,973
<i>minus EXCLUDED Subsidy Revenue =</i>	<i>\$ 1,524,500</i>
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 555,473
Rate Base Adjustment ¹ =	\$ -
Adjusted Expenditures Included in Rate Base =	\$ 555,473

\$ 1,224,500

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹The Difference between Expenses and Revenues for Fiscal Year: 2019 - 2020

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Citrus County Transportation Authority
 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 =	183,976
Rate Per Passenger Mile = \$	3.02
Total <u>Projected</u> Passenger Trips =	24,466
Rate Per Passenger Trip = \$	22.70

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length =	7.5 Miles
-------------------------------------	------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	11.31
Rate Per Passenger Trip = \$	85.01

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 Transit 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 T1 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
 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: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	183,976	166,536	17,440	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.83	\$4.85	\$0.00	\$0.00
		per passenger per group			

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	24,466	22,174	2,292	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$21.28	\$36.48	\$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) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.83	\$4.85	\$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 =		\$10.59	\$18.15	\$0.00	\$0.00
		per passenger per group			
Rate per Passenger Trip =		\$79.68	\$136.60	\$0.00	\$0.00
		per passenger per group			

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 Gainesville, Tampa and the Villages on a weekly basis. Services to Social Security Administration Offices in Ocala are provided monthly.

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.

Service Animals

CCT follows the Americans with Disabilities Act and Florida Statutes 413.08 as it relates to Service Animals.

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

Reservations can be made up to 14 days in advance and no later than noon two (2) business days prior to the date transportation is needed. Reservations for Social Security Administration Offices in Ocala must be made by noon on Friday of the week preceding the scheduled trip.

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. Road calls	
q. Call-hold time	

E Community Transportation Coordinator (CTC) – Annual Evaluation

2. Attached is the Community Transportation Coordinator (CTC) Annual Evaluation conducted by the Planning Agency in March 2021. Based on the Planning Agency Review, we find the CTC to be meeting the required standards of the Transportation Disadvantaged program.

Staff Recommendation:

It is recommended that the LCB Board review the 2021 Annual CTC Evaluation, provide comments, and approve for submittal to the CTD.

Attachment: 2021 CTC Evaluation

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: _____)
- List of Omb. Calls
- QA Evaluation
- Status Report (from last review)
- AOR Submittal Date
- TD Clients to Verify
- TDTF Invoices
- Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- SSPP
- Policy/Procedure Manual
- Complaint Procedure
- Drug & Alcohol Policy (see certification)
- Grievance Procedure
- Driver Training Records (see certification)
- Contracts
- Other Agency Review Reports
- Budget
- Performance Standards
- Medicaid Documents

ITEMS TO REQUEST:

- REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- Following up on the Status Report from last year and calls received from the Ombudsman program.
- Monitoring of contractors.
- Surveying riders/beneficiaries, purchasers of service, and contractors
- The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

- PRIVATE-FOR-PROFIT
- PRIVATE NON-PROFIT
- GOVERNMENT
- TRANSPORTATION AGENCY

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
 2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
 Yes No
 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes No
- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**
6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No

If no, what is done with the complaint?



**Citrus County Board of County Commissioners
DEPARTMENT OF COMMUNITY SERVICES
TRANSIT SERVICES DIVISION**

1300 S. Lecanto Highway, • Lecanto, FL 34461
Telephone (352) 527-7630 • Facsimile (352) 527-7635

ADA COMPLAINT /GRIEVANCE FORM

Complainant: _____

Person Preparing Complaint (if different from Complainant):

Relationship to Complainant (if different from Complainant):

Street Address & Apt. No.: _____
City: _____ State: _____ Zip: _____
Phone (____) _____ Email: _____

Please provide a complete description of the specific complaint or grievance:

Please specify any locations(s) related to the complaint or grievance (if applicable) _____

Please state what you think should be done to resolve the complaint or grievance:

Please attach additional pages as needed.
Please do not contact me personally.

Signature: _____ Date: _____

Please return to: Carlton Hall, ADA Coordinator
3600 W. Sovereign Path, Suite 212
Lecanto, FL 34461
Carlton.Hall@citrusbocc.com

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”**

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report Yes No

Any issues that need clarification? Yes No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement Yes No

c. Transportation Disadvantaged Service Plan Yes No

d. Grant Applications to TD Trust Fund Yes No

e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.
“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

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

Is a written report issued? Yes No

If **NO**, how are the contractors notified of the results of the monitoring?

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

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

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

Yes No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? Yes No

If no, is the planning agency currently reviewing applications for TD funds?
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

If yes, was this approved by the Commission? Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- FTA (Receive Sect. 5307, 5309, or 5311 funding)
- FHWA (Drivers required to hold a CDL)
- Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? Yes No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? Yes No

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
 Yes No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? Yes No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: Minivan Van Bus (>22')
 Minibus (<= 22') Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- The lift must have a weight limit of at least 600 pounds.
- The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- Controls to operate the lift must require constant pressure.
- Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- Side barriers must be at least 1 ½ inches high.
- The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- The platform must be slip-resistant.
- Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- The lift must have two handrails.
- The handrails must be 30-38 inches above the platform surface.
- The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- One securement system that can be either forward or rear-facing.
- Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- Aisles, steps, and floor areas must be slip resistant.
- Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
/ _____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? Yes No - How many minutes late/early?

Did the driver provide any passenger assistance? Yes No

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

Did the driver render an appropriate greeting?
 Yes No Driver regularly transports the rider, not necessary

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

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?
 Yes No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

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

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

If used, was the lift in good working order? Yes No

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

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making call: Janet Ceramann County: Cidrus
Date of Call: 4/5/21 Funding Source: TD

1) Did you receive transportation service on 4/1/21? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 4/1/21?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by Bridgette Solomon for use in publications.)

Additional Comments:

Good Service

RIDER/BENEFICIARY SURVEY

Staff making call: Janet Ceramano
Date of Call: 4/5/21

County: Citrus
Funding Source: TB

1) Did you receive transportation service on 3/22/21? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No
If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 3/22/21?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice

Cost

Pick up times not convenient

Late pick up-specify time of wait

Assistance

Accessibility

Service Area Limits

Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by Sue Rexford for use in publications.)

Additional Comments:

Love the drivers they are so good
with the customers. Don't know what
I'd do without the bus. Brenda and
Debra are extraordinary on bookings

RIDER/BENEFICIARY SURVEY

Staff making call: Janet Gramann

County: Citrus

Date of Call: 4/5/21

Funding Source: TA

1) Did you receive transportation service on 3/31/21? Yes or No

2) Where you charged an amount in addition to the co-payment? Yes or No

If so, how much?

3) How often do you normally obtain transportation?

Daily 7 Days/Week Other 1-2 Times/Week 3-5 Times/Week

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

A. How many times in the last 6 months have you been refused transportation services?

None 3-5 Times

1-2 Times 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

Ineligible Space not available

Lack of funds Destination outside service area

Other _____

5) What do you normally use the service for?

Medical Education/Training/Day Care

Employment Life-Sustaining/Other

Nutritional

6) Did you have a problem with your trip on 3/31/21?

Yes. If yes, please state or choose problem from below

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

8) What does transportation mean to you? (Permission granted by Maria Zion for use in publications.)

Additional Comments:

Everyone provides excellent service.
Very professional. We are truly
blessed to have this service.

Contractor Survey

_____ County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

Yes No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

Yes No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

Yes No

If yes, is the phone number posted the CTC's?

Yes No

4. Are the invoices you send to the CTC paid in a timely manner?

Yes No

5. Does the CTC give your facility adequate time to report statistics?

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

- Yes
- No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

- Advance notice requirement [specify operator (s)]
- Cost [specify operator (s)]
- Service area limits [specify operator (s)]
- Pick up times not convenient [specify operator (s)]
- Vehicle condition [specify operator (s)]
- Lack of passenger assistance [specify operator (s)]
- Accessibility concerns [specify operator (s)]
- Complaints about drivers [specify operator (s)]
- Complaints about timeliness [specify operator (s)]
- Length of wait for reservations [specify operator (s)]
- Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

- Yes
- No If no, why? _____

**Level of Cost
Worksheet 1**

Insert Cost page from the AOR.

County: Citrus
 CTC: Citrus County Transit
 Contact: Lon Frye
 1300 S Lecanto Highway
 Lecanto, FL 34461
 352-527-7634

Email: Lon.Frye@citrusbocc.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	903



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	45,041	0	0
Complementary ADA	0	0	0
Paratransit	116,219	107,314	87,779
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	161,260	107,314	87,779

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	25,540	22,632	17,495
Employment	13,014	10,360	8,866
Ed/Train/DayCare	56,479	54,298	40,541
Nutritional	19,899	10,393	12,277
Life-Sustaining/Other	46,328	9,631	8,600
TOTAL TRIPS	161,260	107,314	87,779

Passenger Trips By Revenue Source	2018	2019	2020
CTD	17,471	17,852	20,162
AHCA	0	0	0
APD	89,194	64,629	53,888
DOEA	0	0	0
DOE	0	0	0
Other	54,595	24,833	13,729
TOTAL TRIPS	161,260	107,314	87,779

Trips by Provider Type	2018	2019	2020
CTC	72,338	21,142	22,611
Transportation Operator	0	0	0
Coordination Contractor	88,922	86,172	65,168
TOTAL TRIPS	161,260	107,314	87,779

Vehicle Data	2018	2019	2020
Vehicle Miles	744,930	459,198	490,345
Roadcalls	18	11	12
Accidents	3	0	0
Vehicles	67	56	64
Drivers	54	54	47

Financial and General Data	2018	2019	2020
Expenses	\$2,042,735	\$1,952,589	\$1,831,851
Revenues	\$2,135,242	\$1,778,473	\$1,665,025
Commendations	2	2	3
Complaints	4	1	10
Passenger No-Shows	1,158	576	566
Unmet Trip Requests	369	108	115

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.40	0	0
Miles between Roadcalls	41,385	41,745	40,862
Avg. Trips per Passenger	20.62	151.79	97.21
Cost per Trip	\$12.67	\$18.20	\$20.87
Cost per Paratransit Trip	\$12.67	\$18.20	\$20.87
Cost per Total Mile	\$2.74	\$4.25	\$3.74
Cost per Paratransit Mile	\$2.74	\$4.25	\$3.74

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

The CTC is the only operator for the system.

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

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

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

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

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

F COMMUNITY TRANSPORTATION COORDINATOR (CTC)

Citrus Transit Quarterly Report

Attachment: Quarterly Report January 1, 2021-March 30, 2021

County:	Citrus			
CTC:	Citrus County Transit			
Contact:	Joanne Granger			
Email:	Joanne.Granger@citrusbocc.com			
	2021			
Trips By Type of Service	Jan	Feb	Mar	Average
Deviated Fixed Route	0	0	0	0
Ambulatory	1,712	1,809	2,243	1,921
Wheelchair	167	201	220	196
Total Trips By Type of Service	1,879	2,010	2,463	2,117
Passenger Trips By Purpose				
Education/Training/Daycare	49	51	42	47
Employment	539	606	681	609
Medical	411	500	605	505
Nutritional	321	344	449	371
Life-Sustaining/Other	559	509	686	585
Total Trips by Purpose	1,879	2,010	2,463	1,958
Passenger Trips by Funding Source				
CTD-Commission for the Transportation Disadvantaged	1,302	1,291	1,480	1,358
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	20	21	36	26
APD-Agency for Persons with Disabilities	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0
Other-Public	557	698	947	734
Total Trips By Funding Source	1,879	2,010	2,463	2,117

***Deviated Fixed Route Service Suspended as of March 30, 2020