



**Citrus County
Transportation Disadvantaged Local Coordinating Board (TDLCB)
Regular Meeting
Thursday, May 12, 2022 at 10:45 a.m.**

**MEETING LOCATION:
Citrus County Government Building
3600 W Sovereign Path, Room 166, Lecanto, FL**

AGENDA

A CALL TO ORDER

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

C REVIEW/APPROVAL OF MINUTES – 2/10/2022

D CORRESPONDENCE/INFORMATIONAL ITEMS

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E ACTION ITEMS

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G. CITIZEN COMMENTS

H. COMMENTS/UPDATES

ADJOURNMENT AND NEXT MEETING – The next regular meeting will be held on Thursday, August 11, 2022, at 10:30 a.m. at Citrus County Government Building 3600 W Sovereign Path, Room 166, Lecanto, FL. The meeting agenda and back-up materials are available online at:

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C REVIEW OF MEETING MINUTES

Attached are the draft meeting minutes from the February 10, 2022, LCB meeting for review and approval.

Attachment: Draft minutes from February 10, 2022, meeting

Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Regular Meeting

Thursday, February 10, 2022, at 10:30 a.m.

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a public meeting on February 10, 2022, in-person at the Lecanto Government Building 3600 W. Sovereign Path, Room 166, Lecanto, Florida 34461. The meeting was advertised in the Citrus Chronicle and the agenda was available on the MPO Website.

MEMBERS PRESENT:

Christine Mestrovich, Career Source, Regional Workforce Development Board
Tracy Noyes, Florida Department of Transportation
David Douglas, Citrus County, Public Transit User
Elizabeth Watson, Persons with Disabilities Agency
Ginger West, Florida Association for Community Action (Family Resources – Advocate for the homeless)
Deirdre Barrett-LaBelle, Local Alternate Children at Risk
Ivonne Perez, Florida Agency for Healthcare Administration
Cara Brunk, Florida Department of Elder Affairs
Walter “Bud” Osborn, Citrus County Veterans Services

MEMBERS ABSENT:

Ruthie Davis Schlabach, Citrus County Commissioner, Chair
Beverly Isabelle, Daystar Life Center
Jeffrey Aboumrad, Florida Division of Vocational Rehabilitation
Katie Lucas, Local Representative Medical Community
Stephen Brown, Citrus County Resident, Disabled
William Burda, Citrus County Citizen Advocate

OTHERS PRESENT:

Cayce Dagenhart, Transportation Planner II
Bob Esposito, Executive Director Hernando/Citrus MPO
Theresa Flick, Key Center
Joanne Granger, Citrus County Transit Director
Erin Kluis, Citrus County Grant Administration
Mariselle Rodriguez, Citrus County Community Services

A. CALL TO ORDER

- David Douglas called the meeting to order at 10:30 a.m.
- Notice of Meeting publication was read into the record.
- A quorum was declared.

B. APPROVAL/MODIFICATION OF AGENDA (LIMITED TO BOARD AND STAFF COMMENT)

Motion: A Motion to approve the agenda was made by Mr. Bud Osborne and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

C. REVIEW OF MINUTES

Regular Meeting Minutes November 18, 2021

Motion: A motion to approve the draft minutes from November 18, 2021, with the following correction: Ms. Ginger West is a representative of the Economically Disadvantaged and she is with the Citrus County Family Resource Center. The motion was made by Mr. Bud Osborne and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

D. CORRESPONDENCE / INFORMATION ITEMS

1. Member Conflict of Interest

Members are required to be informed of the conflict of interest statute yearly. Ms. Dagenhart read the synopsis below and directed the members to the Section 112.3143, Florida Statutes, which outlines requirements relating to voting conflicts by the Board members, attachment in their packets.

No appointed public officer shall participate in any matter which would inure to the officer's special private gain or loss; which the officer knows would inure to the special private gain or loss of any principal by whom he or she is retained or to the parent organization or subsidiary of a corporate principal by which he or she is retained; or which he or she knows would inure to the special private gain or loss of a relative or business associate of the public officer, without first disclosing the nature of his or her interest in the matter.

Per the Statutes, the term "public officer" includes any person elected or appointed to hold office in any agency including any person serving on an advisory body.

2. Annual CTD Workshop Highlights

Ms. Dagenhart read the positions for the LCB that are currently vacant.

3. Quarterly Report – Joanne Granger

Ms. Joanne Granger provided the members with a synopsis of the Citrus Transit TD quarterly report.

E. ACTION ITEMS

1. The Election of a Vice-Chair

Pursuant to the Transportation Disadvantaged Local Coordinating Board Bylaws, the Board shall hold a meeting at the beginning of the calendar year for the purpose of electing a Vice-Chairman by a majority vote from the quorum present. The Chairman is appointed by MPO Board. The Citrus County Board of County Commissioners has requested Commissioner Ruthie Davis Schlabach continue to serve as the LCB Chairman for 2022.

In the event of the Chair's absence, or at the direction of the Chair, the Vice-Chair shall assume the duties of the Chair and conduct the meetings.

Motion: A motion to elect Mr. David Douglas as Vice-Chair of the Citrus LCB for the 2022 calendar year was made by Ms. Ginger West and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

2. Letter from the Citrus BOCC to the Hernando/Citrus MPO, and Resolution from the MPO to the Commission for the Transportation Disadvantaged (CTD)

Citrus County is the designated CTC providing transportation disadvantaged services to citizens of the County. As the CTC, Citrus County provides these services pursuant to a Memorandum of Agreement (MOA) with the Commission for the Transportation Disadvantaged (CTD). The MOA covers a five year period and will expire on June 30, 2022.

The Hernando/Citrus MPO as the Designated Official Planning Agency (DOPA) for Citrus County is tasked with recommending to the CTD a single CTC to provide transportation services (Chapter 427, Florida Statutes). Because the CTC is a governmental agency, a formal bid process is not required if the CTC is able and willing to continue to provide the services. On January 4, 2022, the Citrus County Board of County Commissioners provided a Letter of Intent to the MPO to continue as the CTC for Citrus County.

Citrus County has the appropriate personnel, financial capacity, vehicle and equipment resources, experience, and qualifications to serve the transportation disadvantaged population. A resolution was prepared recommending Citrus County continue as the CTC for another 5 year time period (July 1, 2022-June 30, 2027) for consideration by the MPO at their February 3, 2022, meeting.

Motion: A motion to support the MPO's recommendation to the CTD that Citrus County continue as the CTC provider was made by Ms. Ginger West and seconded by Ms. Christine Mestrovich. The motion passed unanimously.

3. By-laws Adoption

The Commission for the Transportation Disadvantaged requires that the LCB review and approve their bylaws on an annual basis. Staff presented the bylaws with proposed changes. Ms. Dagenhart also told the LCB about a change that the Hernando County TDLCB wanted added into the bylaws regarding who would be notified when agency appointees had three (3) unexcused absences.

Motion: A motion to approve the bylaws with the proposed changes, and the request to add the following statement in Article V. Terms, Resignation and Training: : “If that voting member is an agency representative rather than a citizen member, the DOPA shall send written communication to the agency head, Speaker of the Florida House of Representatives, and the Florida Senate President to report the three consecutive un-excused absences and request a recommendation for a replacement to be appointed by that agency”; was made by Mr. Bud Osborne and seconded by Ms. Elizabeth Watson. The motion passed unanimously.

4. Election of a Grievance Committee

A Grievance Committee is appointed at the first meeting of the new calendar year. The committee would meet on an as-needed basis to address service or policy issue grievances. The amended by-laws state that there should be five members on the Grievance Committee, with one of the five serving as an alternate. A Chair and a Vice-Chair should also be designated for this committee.

Motion: A motion to reappoint **Mr. David Douglas** to the 2022 grievance committee as the Chair was made by Mr. Bud Osborne and seconded by Ms. Ginger West. The motion passed unanimously.

Motion: A motion to reappoint **Mr. William Burda** to the 2022 grievance committee as the Vice-Chair was made by Mr. David Douglas and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

Motion: A motion to reappoint **Mr. Stephen Brown** to the 2022 grievance committee as the Alternate was made by Mr. David Douglas and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

Motion: A motion to reappoint **Mr. Jeffry Aboumrad** to the 2022 grievance committee was made by Mr. David Douglas and seconded by Ms. Deirdre Barrett-LaBelle. The motion passed unanimously.

Motion: A motion to replace Ms. Sandra Woodard with **Ms. Deirdre Barrett-LaBelle** to the 2022 grievance committee was made by Mr. David Douglas and seconded by Mr. Bud Osborne. The motion passed unanimously.

F. CITIZEN COMMENTS

Ms. Theresa Flick provided the Board with a Key Training Center Update. She encouraged everyone to spread the word the center needs CDL drivers and volunteers. Their staff continues to be impacted by COVID and transportation services suffer. For anyone with a CDL who wants to apply for a driver position, please go to www.keytrainingcenter.org. The center has also submitted 5310 applications to replace vehicles and for operating expenses.

G. ADJOURNMENT AND NEXT MEETING:

The Vice-Chair adjourned the meeting, noting that the annual public workshop and regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) will be held on Thursday, May 12, 2022, at 10:30 a.m. and 10:45 a.m. respectively, at the Lecanto Government Building 3600 W. Sovereign Path, Room 166, Lecanto, Florida 34461

D Correspondence/Informational Items

1. Community Transportation Coordinator (CTC) Update – Joanne Granger

Quarterly Report

Attachments: Quarterly report: January 1, 2022 – March 30, 2022

Citrus Transit Transportation Disadvantaged Service Statistics

January - March 2022

County:	Citrus
CTC:	Citrus County Transit
Contact:	Joanne Granger
Email:	Joanne.Granger@citrusbocc.com

Trips By Type of Service 2022	Jan	Feb	Mar	Average
Deviated Fixed Route*	1,232	1,183	1,350	1,255
Ambulatory	1,457	1,679	1,807	1,648
Wheelchair	208	222	255	228
Total Trips By Type of Service	2,897	3,084	3,412	3,131

Passenger Trips By Purpose 2022	Jan	Feb	Mar	Average
Education/Training/Daycare	102	79	96	92
Employment	276	314	378	323
Medical	371	428	438	412
Nutritional	498	579	568	548
Life-Sustaining/Other	418	501	582	500
Total Trips by Purpose	1,665	1,901	2,062	

Passenger Trips by Funding Source 2022	Jan	Feb	Mar	Average
CTD-Commission for the Transportation Disadvantaged	1,373	1,593	1,696	1,554
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	36	34	53	41
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	256	274	313	281
Total Trips By Funding Source	1,665	1,901	2,062	1,876

*Deviated Fixed Route Service was suspended March 30, 2020 - August 31, 2021

D Correspondence/Informational Items

2. Key Center Update – Theresa Flick

Attachments: NA

D Correspondence/Informational Items

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PART II

TRIP & EQUIPMENT GRANT RECIPIENT DOCUMENTATION INSTRUCTIONS

GENERAL INSTRUCTIONS

Presented in this part are specific instructions on the preparation of the grant recipient information documents. Additional assistance may be obtained by contacting the Commission at (850) 410-5700.

A. A complete grant recipient information package shall be submitted to the Commission and shall consist of the following documents:

- Trip & Equipment Grant Recipient Information, and
- Service Rates

Note: An authorizing resolution or documentation by the Grantee’s governing body shall be submitted with the executed grant agreement.

The grant recipient information package can be submitted to the assigned CTD project manager via email, with signed originals to follow. Originals shall be mailed to the Commission for the Transportation Disadvantaged, 605 Suwannee Street, MS-49, Tallahassee, FL 32399.

B. Local Coordinating Board review is not required unless a request for capital equipment is included as part of the total project budget. The LCB Chair must sign the grant recipient information document indicating that it has been reviewed by the LCB. The LCB review may be obtained after the grant recipient information document is submitted, but must be received by the Commission prior to the final execution of the grant.

C. The grant agreement must contain the rates that will be charged for the services provided to those who are transportation disadvantaged. Except for bus pass rates from fixed route providers, an updated Rate Model Calculation Spreadsheet must be provided to support the rates listed on the Service Rates page. The rate model worksheets are required to be reviewed by the LCB and incorporated into the Transportation Disadvantaged Service Plan.

TIMETABLE

JULY 1	Earliest date that grant agreements can be effective for these grant funds. The Commission’s fiscal year begins on July 1 st each year. Grant Agreements not executed prior to July 1 will begin on the date of execution.
MARCH 31	Last day to request Capital Equipment grant amendments.
JUNE 30	All Grant Agreements will terminate on June 30 th the following year.
AUGUST 15	Deadline for final invoices.



Transportation Disadvantaged Trip & Equipment Grant Recipient Information

Legal Name	Citrus County, Florida		
Federal Employer Identification Number	59-6000548		
Registered Address	1300 S. Lecanto Highway		
City and State	Lecanto, FL	Zip Code	34461
Contact Person for this Grant	Joanne Granger, Director	Phone Number Format 111-111-1111	352-527-7634
E-Mail Address [Required]	joanne.granger@citrusbocc.com		
Project Location [County(ies)]	Citrus	Proposed Project Start Date	07/01/2021
Budget Allocation			
	Grant Amount – State Allocation [90%]		\$504,939.00
	Grant Amount – Local Match [10%]		\$56,104.00
	Voluntary Dollar Amount		\$37.00
	Local Match for Voluntary Dollars [In Kind]		\$4.00
	<i>Total Project Amount</i>		\$561,084.00

Capital Equipment Request	
Description of Capital Equipment	\$ Amount
<i>Total Project Amount</i>	\$ 0.00

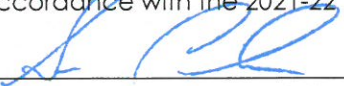
Local Coordinating Board Review IS Required if Requesting Capital Equipment

The purchase of capital equipment is included and has been reviewed by the _____ Local Coordinating Board.

Signature of Local Coordinating Board Chairperson

Date

I, the authorized Grantee Representative, hereby certify that the information herein is true and accurate and is submitted in accordance with the 2021-22 Program Manual and Instructions for the Trip & Equipment Grant.



Signature of Grant Recipient Representative

5/20/21
Date



Transportation Disadvantaged Trip & Equipment Grant Service Rates

Name of Grant Recipient	Citrus County, Florida
Project Location [County(ies)]	Citrus
Service Rate Effective Date	07/01/2021

Grant Agreement Service Rates		
Type of Service Transportation Mode	Unit of Measure (Trip or Passenger Mile)	Cost Per Unit
* Ambulatory		21.28
* Wheel Chair		36.48
* Stretcher		
Bus Pass – Daily	Pass	
Bus Pass – Weekly	Pass	
Bus Pass – Monthly	Pass	35.00

** Ambulatory, Wheel Chair and Stretcher must all use the same Unit of Measure either Trip or Passenger Mile; Cannot mix, all must be the same regardless of Transportation Mode.*

D Correspondence/Informational Items

4. 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

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.

E ACTION ITEMS

1. Memorandum of Agreement between the Commission for the Transportation Disadvantaged (CTD) and the Community Transportation Coordinator (CTC)

Citrus County is the CTC for Citrus County's Transportation Disadvantaged Program. The current memorandum of agreement (MOA) for services between the CTD and Citrus County will expire on June 30, 2022, and a new 5-year contract is required under Rule 41-2 F.A.C. is required.

The MPO is the designated planning agency for the Transportation Disadvantaged (TD) programs in Citrus County providing administrative support to the Community Transportation Coordinator (CTC), the Local Coordinating Board (LCB) and the Commission for the Transportation Disadvantaged (CTD). The MPO recommended that Citrus County continue as the CTC for another 5 year period.

The CTD approved entering into a Memorandum of Agreement for a five year period beginning July 1, 2022 and ending June 30, 2027. The MOA must be reviewed and approved by the LCB, and the Citrus BOCC.

Recommendation:

It is recommended that the LCB review and approve the attached MOA and authorize the Chairman's signature thereon.

Attachment: MOA July 1, 2022-June 30, 2027

Contract # _____

Effective: 7/1/2022 to 6/30/2027

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

Citrus County, Florida

1300 S. Lecanto Hwy, Lecanto FL 34461

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

Citrus

_____ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

- K. Protect Civil Rights by:
 - 1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.

 - 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.

- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.

- O. Comply with the following requirements concerning drivers and vehicles:
 1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Joanne Granger, Director, Citrus County Transit

1300 S. Lecanto Hwy., Lecanto FL 34461

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on May 12, 2022

Ruthie Davis Schlabach

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Citrus County, Florida

Agency Name
Ronald E. Kitchen, Jr.

Typed Name of Authorized Individual

Signature: _____

Title: Chairman

Typed Name of Authorized Individual

Signature: _____

Title: Executive Director

E ACTION ITEMS

.. 2. Key Training Center Contract with Citrus County

The Community Transportation Coordinator is required under Rule 41-2, Florida Administrative Code (F.A.C.) to enter into a coordination contract with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively their own transportation;

The Key Training center provides transportation services to transportation disadvantaged citizens. The current agreement they have with the CTC expires on June 30, 2022. In order to continue providing services, a new agreement with the CTC is required. This agreement will require approval by Citrus County.

A Community Transportation Coordinator authorizes the Coordination Contractor to apply for and receive Section 5310 funding from the Florida Department of Transportation for the purchase of vehicles for the provision of transportation services to the handicapped transportation disadvantaged citizens of Citrus County.

Recommendation:

It is recommended that the LCB review the attached agreement, provide comments and indicate concurrence.

Attachment: Key Center Agreement

**AGREEMENT TO PROVIDE TRANSPORTATION COORDINATION SERVICES
FOR HANDICAPPED TRANSPORTATION DISADVANTAGED CITIZENS OF CITRUS COUNTY, FLORIDA**

This Agreement is made and entered into this ___ day of _____, 2022, by and between Citrus County, Florida, a political subdivision of the state of Florida, hereafter known as the "Community Transportation Coordinator" and Citrus County Association of Retarded Citizens, Inc. DBA Key Training Center, 5499 W. Gulf to Lake Highway, Lecanto, FL 34461 hereafter known as the "Coordinating Contractor".

WHEREAS, pursuant to Chapter 427, Florida Statutes, a Transportation Disadvantaged Program was created to provide transportation for persons who, because of physical or mental disability, income status or age, are unable to transport themselves or purchase transportation, and to fulfill their need for transportation the Hernando Citrus Metropolitan Planning Organization (the "MPO") as official planning agency in cooperation with the State of Florida Commission for the Transportation Disadvantaged designated Citrus County as the Community Transportation Coordinator;

WHEREAS, the Community Transportation Coordinator is required under Rule 41-2, Florida Administrative Code (F.A.C.) to enter into a coordination contract with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively their own transportation;

WHEREAS, the Community Transportation Coordinator believes it is in the best public interest for Coordinating Contractor to provide such services; and

NOW, THEREFORE, in consideration of the mutual covenants, and representations herein, the parties agree as follows:

1. **TERM:** The term of this Agreement is for (5) five years beginning on the date the contract is executed by both parties and ending June 30, 2027.
2. **SERVICES PROVIDED:** Community Transportation Coordinator authorizes the Coordination Contractor to apply for and receive Section 5310 funding from the Florida Department of Transportation for the purchase of vehicles for the provision of transportation services to the handicapped transportation disadvantaged citizens of Citrus County.
3. **COMPLIANCE:** Coordinating Contractor will comply with those safety requirements as required by Rule 14-90.010 and 14-55 of the Florida Administrative Code, maintain and supply to the Coordinator those records required by the "Quarterly Coordination Provider Information" report and ensure that vehicles purchased with Section 5310 funding are acquired through the Florida Department of Transportation.
4. **INDEMNIFICATION:** To the extent permitted by law, and notwithstanding any other provision of this Agreement to the contrary, Coordinating Contractor shall indemnify, save and hold harmless County and all its officers, agents or employees from and against any and all causes of action, demands, claims, losses, liabilities and expenditures of any nature whatsoever, including defense costs and fees, caused by the intentional or negligent act of, or omission of, Coordinating Contractor, its subcontractors, agents or employees or accruing, resulting from, or related to the subject matter of this Agreement including, without limitation, any and all claims, losses, liabilities, expenditures, demands or causes of action of any nature whatsoever resulting from injuries or damages sustained by any person or property. Neither Coordinating Contractor nor any of its agents will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of County or any of its officers, agents or employees. In the event any lawsuit or other proceeding is brought against County by reason of any such claim, cause of action or demand, Coordinating Contractor shall, upon written notice from County, resist and defend such lawsuit or proceeding by counsel satisfactory to County or, at County's option, pay for an attorney selected by County to defend County. This indemnification includes attorney's fees and all costs of litigation including appellate attorney's fees and costs as well as any judgments. The parties agree that this clause shall not waive the benefits or provisions of Section 768.28, Florida Statutes, or any similar provision of law. The provisions and obligations of this section shall survive the expiration or earlier termination of this Agreement. To the extent considered necessary by County, any sums due Coordinating Contractor under this Agreement may be retained by County until all of County's claims for indemnification pursuant to this Agreement have been settled or otherwise resolved; and any amount withheld shall not be subject to payment of interest by County.

5. **MINIMUM INSURANCE REQUIREMENTS:** Coordinating Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by Coordinating Contractor, his agents, representatives, employees or subcontractors. The coverages, limits or endorsements required herein protect the primary interests of County, and these coverages, limits or endorsements shall in no way be required to be relied upon when assessing the extent or determining appropriate types and limits of coverage to protect Coordinating Contractor against any loss exposures, whether as a result of the project or otherwise. The requirements contained herein, as well as County's review or acknowledgement, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by Coordinating Contractor under this contract.

a. COMMERCIAL GENERAL LIABILITY

i. Coordinating Contractor must obtain an occurrence form policy in limits not less than \$1,000,000 each occurrence, \$1,000,000 products / completed operations each occurrence, \$1,000,000 personal and advertising injury liability, \$50,000 fire damage liability and \$5,000 medical expense.

b. AUTOMOBILE LIABILITY

i. Coordinating Contractor must obtain coverage for all vehicles for Bodily Injury and Property Damage of not less than \$1,000,000 combined single limit each accident. In the event Coordinating Contractor does not own vehicles, Coordinating Contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

c. WORKERS COMPENSATION AND EMPLOYER'S LIABILITY

i. Coordinating Contractor must obtain Workers Compensation insurance with limits in compliance with applicable state and federal laws; if any operations are to be undertaken on or about navigable waters, coverage must be included for the US Longshoremen & Harbor Workers Act. Employer's Liability limits for not less than \$100,000 each accident \$500,000 disease policy limit and \$100,000 disease each employee must be included.

ii. For any officer of a Coordinating Contractor that has exempt status as an individual, County requires proof of workers' compensation insurance coverage for that Coordinating Contractor/employer/owner's employees. If Coordinating Contractor/employer/owner or individual has applied for a workers' compensation exemption, County does not recognize this exemption to extend to the employees of Coordinating Contractor/employer/owner.

iii. The purpose of this section is to ensure that all Coordinating Contractors, subcontractors, sole proprietors, or business entities of any kind who contract with County for provision of goods or services, provide workers' compensation coverage for all employees, and principles of subcontractors, subcontractors, sole proprietors, or other business entities. All provisions of this Section shall be construed in accord with this intent.

d. PROFESSIONAL LIABILITY and/or ERRORS AND OMISSIONS LIABILITY

i. Professional (E&O) Liability must be afforded for personal injury and Property Damage for not less than \$1,000,000 each claim, \$1,000,000 policy aggregate.

e. OTHER INSURANCE PROVISIONS

i. Coordinating Contractor shall provide a Certificate of Insurance to County with a thirty (30) day notice of cancellation, ten (10) day notice if cancellation is for nonpayment of premium. The certificate shall indicate if coverage is provided under a "claims-made" or "occurrence" form. If any coverage is provided under a claims-made form, the certificate will show a retroactive date, which should be the same date of the contract (original if contract is renewed) or prior.

- ii. The project's proposal number should be noted on the certificate.
 - iii. Coordinating Contractor has sole responsibility for all insurance premiums and shall be fully and solely responsible for any costs or expenses as a result of a coverage deductible, co-insurance penalty, or self-insured retention; including any loss not covered because of the operation of such deductible, co-insurance penalty, self-insured retention, or coverage exclusion or limitation. For deductible or self-insured amounts that exceed \$10,000, Coordinating Contractor shall maintain a Commercial Surety Bond or Letter of Credit in an amount equal to said deductible or self-insured retention.
 - iv. All required insurance policies must be maintained until the contract work has been accepted by County. In addition, a minimum 30-day notification clause is required if any changes in policy language occur, or in the event the policy is canceled.
 - v. Citrus County, Florida, a political subdivision of the State of Florida, its officials, employees and volunteers are to be **covered as an Additional Insured on all policies** except Workers Compensation. The coverage shall contain no special limitation on the scope of protection afforded to County, its officials, employees or volunteers.
 - vi. Coordinating Contractor's insurance coverage shall be primary insurance as respects County, its officials, employees and volunteers. Any insurance or self-insurance maintained by County, its officials, employees or volunteers shall be excess of Coordinating Contractor's insurance and shall be non-contributory.
 - vii. **For all policies of insurance:** Coordinating Contractor, and its insurance carrier, **waive all subrogation rights** against County for all losses or damages that occur during the contract and for any events occurring during the contract period, whether the suit is brought during the contract period or not. County requires General Liability policies to be endorsed with CG 24 04 Waiver of Transfer of Rights of Recovery against Others to Us or similar endorsement, and a WC 00 0313 Waiver of our Right to Recover from Others for Workers Compensation coverage.
 - viii. **The Certificate Holder should read as follows:** *Citrus County, Florida, a political subdivision of the State of Florida, 3600 W. Sovereign Path, and Lecanto, FL 34461.*
 - ix. It is Coordinating Contractor's responsibility to insure that all subcontractors comply with these insurance requirements. Coordinating Contractors shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.
 - x. All required insurance policies must be written with a carrier having a minimum A.M. Best rating of A-.
 - xi. All Certificates must show that Coordinating Contractor's policies have been endorsed per the requirements.
 - xii. Once ALL paperwork is completed and received by County, an email will be sent to Coordinating Contractor requesting online registration with myCOI. It is critical that County is provided with an accurate email address. The cost to register is \$19.95 and a credit/debit card will be needed. Part of the registration process includes providing contact information for Coordinating Contractor's insurance agent(s), which will be needed at the time of registration. Once registered, an email will be sent to the Insurance agent(s) requesting them to upload a current Certificate of Insurance (COI) directly into the myCOI website. Certificates of Insurance cannot be mailed, emailed or faxed to County. Coordinating Contractor will not be allowed to begin work and no payments will be made until registration is completed and a compliant Certificate of Insurance is received from Coordinating Contractor's agent(s).
6. **EMPLOYEE SCREENING:** Coordinating Contractor agrees to comply with Executive Order No. 12989 as amended, and Executive Order No. 11-02. Coordinating Contractor agrees to utilize the U.S. Department of Homeland Security's E-Verify system, <https://e-verify.uscis.gov/emp>, to verify the employment eligibility of all

persons employed by Coordinating Contractor during the contract term. Pursuant to Section 429.919, F.S., Coordinating Contractor's employees and personnel shall require level 2 background screening.

7. **INSPECTOR GENERAL:** Coordinating Contractor agrees to comply with the Inspector General in any investigation, audit, inspection, review or hearing performed pursuant to Section 20.055, Florida Statutes.
8. **MODIFICATIONS OF AGREEMENT:** Modifications of provisions of this Agreement shall only be valid when they have been reduced to writing and duly signed by both parties.
9. **PUBLIC RECORDS:** Coordinating Contractor will keep and maintain public records required by County to perform the service. Upon request from County's custodian of public records, Coordinating Contractor will provide County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law. Coordinating Contractor will ensure that the public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of the Agreement and following completion of the Agreement if Coordinating Contractor does not transfer the records to County. Upon completion of the Agreement, Coordinating Contractor will transfer, at no cost, to County all public records in possession of Coordinating Contractor or keep and maintain public records required by County to perform the service. If Coordinating Contractor transfers all public records to County upon completion of the Agreement, Coordinating Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Coordinating Contractor keeps and maintains public records upon completion of the Agreement, Coordinating Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to County, upon request from County's custodian of public records, in a format that is compatible with the information technology system of County. If Coordinating Contractor does not comply with County's request for public records, County shall enforce the contract provisions in accordance with the contract and may terminate the contract.

IF COORDINATING CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO COORDINATING CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT NANCY KINCH, CUSTODIAN OF PUBLIC RECORDS, AT 3600 W. SOVEREIGN PATH, LECANTO, FL 34461; PHONE: (352) 527-5235; EMAIL: NANCY.KINCH@CITRUSBOCC.COM

10. **COMPLIANCE WITH LAWS:** Coordinating Contractor shall comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of Local, State and Federal agencies having jurisdiction and authority. These laws, shall include, but not be limited to, Chapter 287 of the Florida Statutes, the Uniform Commercial Code, the Immigration and Nationalization Act, the Americans with Disabilities Act, the United States Occupational Safety and Health Act, the United States Environmental Protection Agency, the State of Florida Department of Environmental Protection, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status. Violation of such laws shall be grounds for termination of the Agreement.
11. **DEBARMENT:** Coordinating Contractor certifies to the best of their knowledge and belief, that they and their principals
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any State or Federal department or agency.
 - b. Have not, within a three-year period preceding execution of this Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records; making false statements; or receiving stolen property
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph 2 of this certification,
 - d. Have not within a three-year period preceding execution of this Agreement had one or more public transactions (Federal, State or local) terminated for cause or default, and

- e. Will advise County immediately if their status changes and will provide an explanation for the change in status.
12. **DOCUMENTATION:** All documents produced as a result of the provision of the Services covered under the Agreement shall be the property of County at the completion of the Services. Copies of these documents are not to be sold or distributed to third parties without the written consent of County. Coordinating Contractor will be required to retain a copy of these documents for a minimum of three (3) years from completion of the Agreement. All documents, papers, letters, e-mails or other material made or received by Coordinating Contractor in conjunction with the Agreement, unless exempt from Section 24(a) of Article I of the Florida Constitution and Section 119.07(1) of the Florida Statutes, shall be made available for public access. Coordinating Contractor should consult an attorney as to their duties under the records and information laws (Section 257.36 of the Florida Statutes) and public records laws (Chapter 119 of the Florida Statutes) of the State of Florida. Significant judicial sanctions can be imposed for violation of these Statutes. Should Coordinating Contractor refuse to allow such access, County has the unilateral right to cancel the Agreement.
 13. **DRUG FREE WORKPLACE:** Coordinating Contractor certifies that they have in place a Drug-Free Workplace Program in accordance with the Drug-Free Workplace Act of 1988 (41 U.S.C. 702-706).
 14. **EMPLOYEES, SUBCONTRACTORS AND AGENTS:** All Coordinating Contractor employees, subcontractors, and agents performing any of the Services under the Agreement shall be properly trained to meet or exceed any specified training qualifications. Upon request, Coordinating Contractor shall furnish a copy of certification or other proof of qualification. All employees, subcontractors, and agents of Coordinating Contractor must comply with all security and administrative requirements of County. County may conduct, and Coordinating Contractor shall cooperate in, a security background check or otherwise assess any employee, subcontractor, and agent of Coordinating Contractor. County may refuse access to, or require replacement of, any of Coordinating Contractor's employee, subcontractor and agent for cause, including, but not limited to, technical or training qualifications, quality of services, change in security status, or non-compliance with County's security or other requirements. Such refusal shall not relieve Coordinating Contractor of its obligation to perform all Services in compliance with the Agreement. County may reject and bar from any facility for cause any of Coordinating Contractor's employees, subcontractors, or agents. County shall have the right to review and approve any subcontractor used by Coordinating Contractor. Coordinating Contractor shall be fully responsible to County for the acts and omissions of its subcontractors, and persons directly or indirectly employed by them. It is Coordinating Contractor's responsibility to ensure that their subcontractors are properly licensed to do business in the State of Florida and Citrus County, as required by law.
 15. **EQUAL EMPLOYMENT OPPORTUNITY:** Coordinating Contractor shall not discriminate on the basis of race, color, sex, age, national origin, religion, and disability or handicap in accordance with the Provisions of: Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000 et seq.), Title VII of the Civil Rights Act of 1968 (42 U.S.C. § 3601 et seq.), Florida Civil Rights Act of 1992 (§ 760.10 et seq.), Title 41 CFR Part 60 for compliance with Executive Orders 11246 and 11375, Title 49 CFR 23 and Title 49 CFR 26 for Disadvantaged Business Enterprises, Age Discrimination Act of 1975 (42 U.S.C. § 6101, et seq.), Title 49 CFR 21 and Title 49 CFR 23, Nondiscrimination on the basis of handicap, Title 49 CFR 27, Americans with Disabilities Act of 1990 (42 U.S.C. 12102, et seq.), Federal Fair Labor Standards Act (29 U.S.C. § 201, et seq.), and any other Federal and State discrimination statutes. Coordinating Contractor shall furnish pertinent information regarding their own employment policies and practices as well as those of their proposed sub-consultants and subcontractors as the State of Florida Department of Transportation, the Secretary of Labor, or County may require. The above shall be required of any sub-consultant or subcontractor hired by Coordinating Contractor. All Equal Employment Opportunity requirements shall be included in all non-exempt sub-contracts entered into by Coordinating Contractor. Sub-contracts entered into by Coordinating Contractor shall also include all other applicable labor provisions. No sub-contract shall be awarded to any non-complying sub-consultant or subcontractor. Additionally, Coordinating Contractor shall insert in each of their sub-contracts a clause requiring their sub-consultants and subcontractors to include these provisions in any lower tier sub-contracts that may in turn be made. Coordinating Contractor shall comply with all state laws and local ordinances, except that any preferential consideration of local in-state sub-consultants or subcontractors is NOT allowed.
 16. **FORCE MAJEURE EVENT:** Neither party shall be considered to be in default in the performance of its obligations under this Agreement, except obligations to make payments with respect to amounts already accrued, to the extent that performance of any such obligations is prevented or delayed by any cause,

existing or future, which is beyond the reasonable control, and not a result of the fault or negligence of, the affected party (a "Force Majeure Event"). If a party is prevented or delayed in the performance of any such obligations by a Force Majeure Event, such party shall immediately provide notice to the other party of the circumstances preventing or delaying performance and the expected duration thereof. Such notice shall be confirmed in writing as soon as reasonably possible. The party so affected by a Force Majeure Event shall endeavor, to the extent reasonable, to remove the obstacles which prevent performance and shall resume performance of its obligations as soon as reasonably practicable. A Force Majeure Event shall include, but not be limited to acts of civil or military authority (including courts or regulatory agencies), act of God (excluding normal or seasonal weather conditions), war, riot, or insurrection, inability to obtain required permits or licenses, hurricanes and severe floods.

17. IMMIGRATION AND NATIONALIZATION ACT: County will consider the employment of unauthorized aliens a violation of Section 274A (e) of the Immigration and Nationality Act. Such violation will be cause for unilateral cancellation of the Agreement, by County, if Coordinating Contractor knowingly employs unauthorized aliens.
18. INSPECTION: County reserves the right to inspect the Services provided by Coordinating Contractor, whether partially or fully completed, at any time, as deemed appropriate by County for the purpose of ensuring Coordinating Contractor's performance under the Agreement. Such inspections performed by County, shall not be construed as a final approval of Coordinating Contractor's Service, and shall not relieve Coordinating Contractor from their obligations under the Agreement. County reserves the right to inspect, at any reasonable time with prior notice, Coordinating Contractor's facilities to assess conformity of the provision of the Services with the Agreement requirements.
19. MATERIALS, SERVICES, AND FACILITIES: It is understood that, except as otherwise specifically stated in the Contract Documents, Coordinating Contractor shall provide and pay for all materials, labor, tools, equipment, water, light, power, transportation, supervision, temporary construction of any nature, and all other services and facilities of any nature whatsoever necessary to execute, complete, and deliver the Services within the specified time.
20. NON-COLLUSION: Coordinating Contractor being duly sworn, solemnly swears (or affirms) that neither they, nor any of its officers, partners, agents or employees have entered into any agreement, participated in any collusion, or otherwise taken any action which is in restraint of a free competitive solicitation in connection with any response or contract, and that Coordinating Contractor intends to do the work with its own bona fide employees or sub-consultants or subcontractors and has not provided a response for the benefit of another consultant. Furthermore, Coordinating Contractor certifies that its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to submitting a response on any public contract.
21. PROHIBITED INTERESTS: Coordinating Contractor, and its sub-consultants and subcontractors at any tier, certify that they have not entered into any contract, sub-contract, or arrangement in connection with the Project covered under this Agreement, or of any property included or planned to be included in the Project, in which any member, officer, of employee of Coordinating Contractor or its sub-consultants or subcontractors, during its tenure, or for two years thereafter, has any interest, direct or indirect. Coordinating Contractor, and its sub-consultants and subcontractors at any tier, shall insert the following provision into each of their contracts and sub-contracts:
22. PROTECTION OF PERSONS: Coordinating Contractor will be responsible for the safety of its employees and the employees of its subcontractors, during the provision of the Services. Coordinating Contractor will be responsible for initiating, maintaining and supervising all safety programs in connection with the provision of the Services in accordance with applicable safety standards and regulations, as promulgated by the United States Occupational Safety and Health Act. Coordinating Contractor shall report promptly to County any accident or unusual occurrence during performance of the Services, including personal injury or death to any Coordinating Contractor employee, subcontractor employee or any member of the public, or any damage to any of County's property, the Project Site, or adjacent property

"No member, officer, or employee of the sub-consultant or subcontractor, during their tenure or for two years thereafter, shall have any interest, direct or indirect, in this contract or the proceeds thereof."

23. PUBLIC ENTITY CRIME: A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not perform work as a Coordinating Contractor, supplier, subcontractor, or consultant under an Agreement with an public entity, and may not transact business with a public entity in excess of the threshold amount provided in Section 287.017 of the Florida Statutes, for a Category Two, for a period of thirty-six months from the date of being placed on the convicted vendor list.
24. SCHEDULES, REPORTS AND RECORDS: Coordinating Contractor shall submit to County cost schedules, progress schedules, estimates, records, reports, and any other data, as related to the provision of the Services covered under the Agreement. Furthermore, County reserves the right to inspect and audit Coordinating Contractor's books and records relating to the Agreement, when deemed appropriate by County. All schedules, reports and records of Coordinating Contractor, as they relate to the Agreement, shall be retained by Coordinating Contractor for a period of three (3) years from the date of final payment under the Agreement
25. TERMINATION: This Agreement may be terminated by either party, with or without cause, by giving a minimum thirty (30) days written notice to the other party via certified mail.
26. AUTHORITY: Each person signing the Agreement warrants that he or she is duly authorized to do so and to bind the respective party to the Agreement.

IN WITNESS WHEREOF, this Agreement is accepted by parties as of the date noted below:

**Citrus County Association of Retarded
Citizens, Inc. dba Key Training Center**

Signature of Witness (1)

Printed Name if Witness (1)

By: _____
MELISSA WALKER, EXECUTIVE DIRECTOR

Signature of Witness (2)

Printed Name if Witness (2)

I HEREBY CERTIFY that on this day, before me, an officer duly authorized in the State and County aforesaid to take acknowledgements, personally appeared _____ of _____ who is personally known to me or who has produced _____ as identification.

WITNESS my hand and official seal this _____ day of _____, 2022.

NOTARY PUBLIC
Printed Name: _____
Commission No.: _____
Expiration Date: _____

**Citrus County, Florida
SUBDIVISION OF THE STATE OF FLORIDA**

By: _____
Ronald E. Kitchen, Jr., Chairman

Date: _____

Attest:

Angela Vick, Clerk

E ACTION ITEMS

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

In accordance with Rule 41-2 F.A.C., the TDLCB must annually review and approve the following sections of the Transportation Disadvantaged Service Plan (TDSP):

- Development Plan
- Cost/Revenue Allocation and Rate Structure Justification
- Service Plan, including the 2022/2023 Rate Model Calculation Worksheet
- Quality Assurance

The attached update includes the following changes:

- Updated membership
- Development plan updated to reflect post covid changes
- Added expiration date for current CTC contract (June 30, 2022)
- Updated population composition
- Updated Employment section with 2019 County Business Patterns from the US Census Fact Finder. Changed service times (from 5:30 p.m. to 6:00 p.m.) in transit service section Updated Citrus Transit Service Schedule
- Updated Table 5 with most recent AOR documentation.
- Added information regarding CARES act.
- Added 2 private service providers
- Service Analysis – Updated tables 6 -10 with US Census Bureau / Florida Demographic Estimating Conference March 2021 and the University of Florida, Bureau of Economic and Business Research
- Updated Customer service time from 5:30 to 6:00 p.m.
- Updated section regarding out of service area trips to reflect trips to Social Security Offices in Ocala will resume once their offices re-open.
- Updated vehicle inventory
- Service rate summary updated to reflect FY 2021/2022 rates
- Updated rate model

RECOMMENDATION:

It is recommended the LCB approve the proposed changes to the TDSP, authorize execution by the Chair, and submittal to the CTD as required.

Attachment: TDSP Annual Update

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
Updated: November 18, 2021
Updated: **May 12, 2022**

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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: 05/12/22

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Citrus BOCC	Ruthie Davis Schlabach - Chairman		Official
2.			
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			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	Ivonne Perez	Victoria Anderson	NA
14. Regional Workforce	Christine Mestrovich		NA
15. Veteran Services	Walter "Bud" Osborn		3/18/2024
16. Transportation Industry	Vacant		
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~~ 3100 trips a month (post-COVID). 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 Commission 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-~~June 30~~, 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.

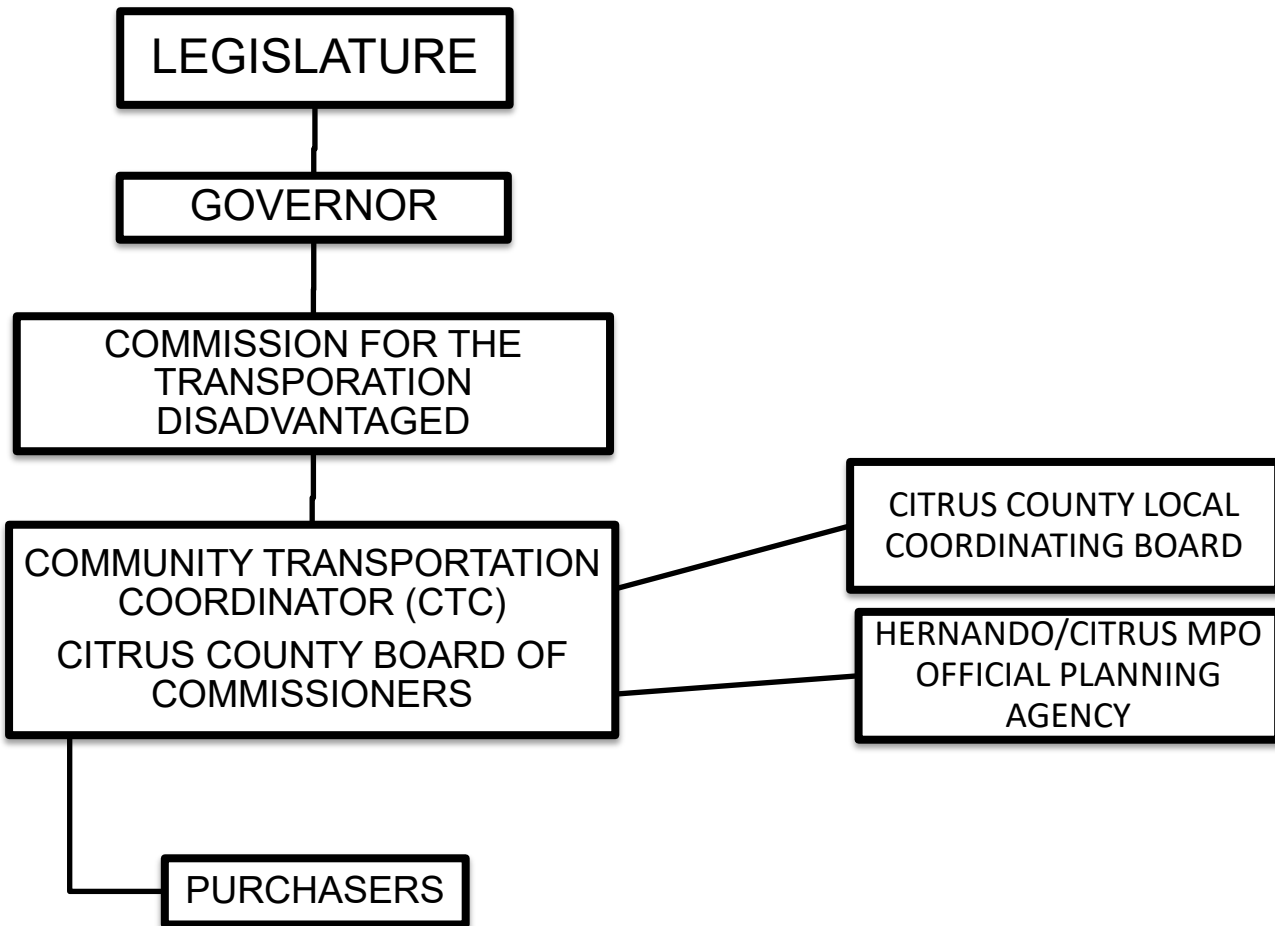
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County 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 which are called "Transportation Disadvantaged Trip/Equipment Funds."

Organization Chart

H\YZc`ck]b[Wufh]Xbh]Zgh\Y[YbfU'cf[Ub]nU]cb'cZh'cgY]bj c j YX]b'h\Ydfcj]g]cb'cZh'Ubg]cfU]cb'
X]g]U] Ub]U] YX]gf]]W]b'7]fi g'7ci b]m'i

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.

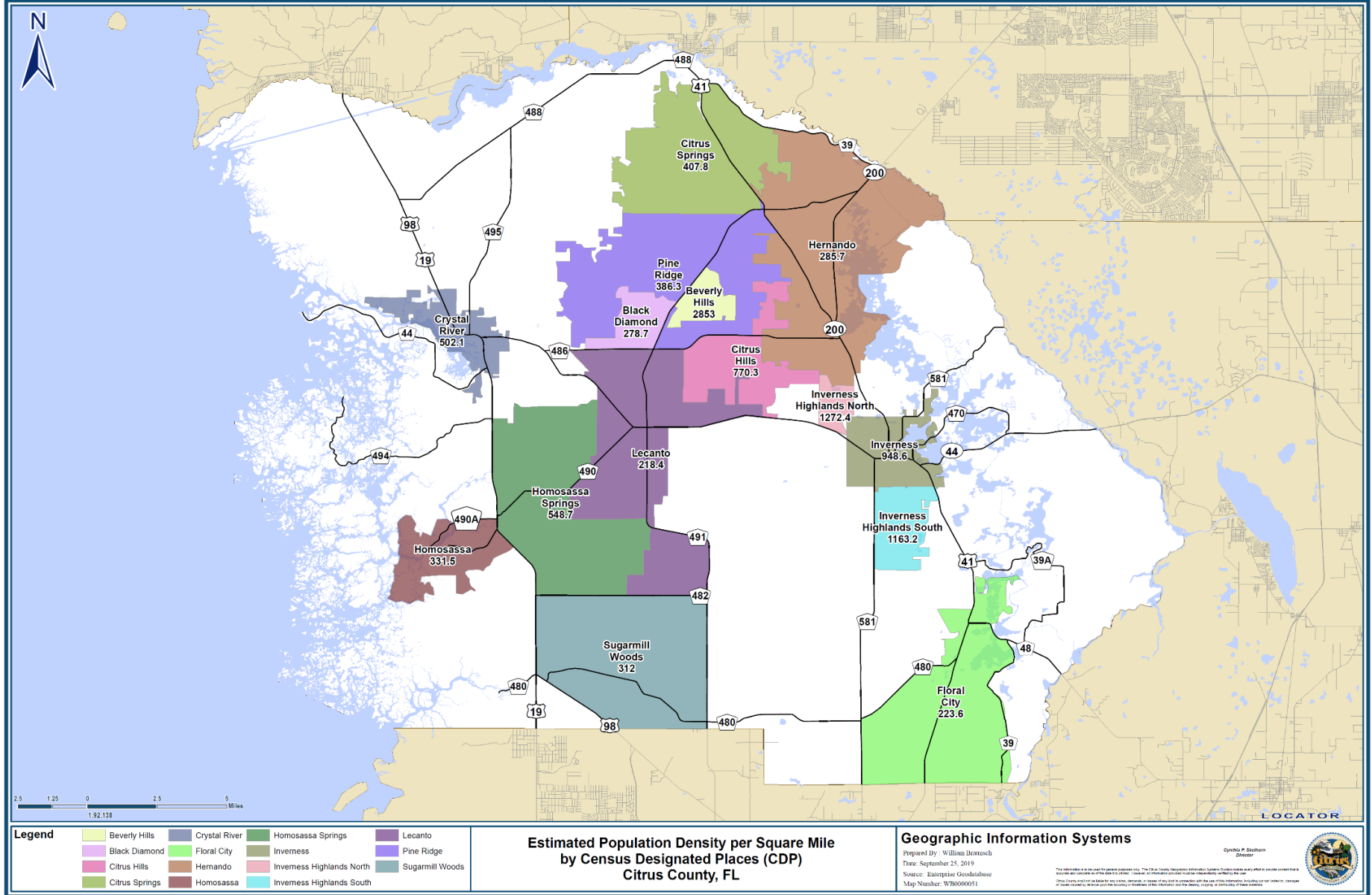
The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

Table 2: Potential Transportation Disadvantaged Population in Citrus County by Year, 2017-2023 2019-2024

YEAR	POPULATION
2019	70,114
2020	71,095
2021	73,089 74,649
2022	72,282 78,381
2023	75,540 79,459
2024	83,126

*Includes Category I and II Transportation Disadvantaged Population (DoEA county profiles 2021 ; OASDI beneficiaries by county 2020)

Figure 2: Map of Citrus County Florida



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

Geographic Information Systems

Prepared By: William Bronusch
Date: September 25, 2019
Source: Esri/Esri GeoDatabase
Map Number: WB0000051

Cynthia P. Swanson
Director



This information is to be used for general purposes only. The Citrus County Geographic Information System (GIS) data was prepared by the Citrus County GIS Department. Citrus County is not liable for any errors, omissions, or delays in this information, or for any actions taken in reliance on this information, or for any damages, including consequential damages, arising from the use of this information. Citrus County is not liable for any errors, omissions, or delays in this information, or for any actions taken in reliance on this information, or for any damages, including consequential damages, arising from the use of this information.

Employment

Table 3 outlines the employment in Citrus County by Major Industry based on the 2018 2019 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 10,256	\$108,435 \$108,432	\$450,010 \$444,826
44-45	Retail trade	5,572 5,617	\$40,849 \$40,340	\$163,219 \$165,405
72	Accommodation and food services	3,317 3,534	\$14,267 \$14,852	\$56,728 \$57,534
56	Administrative and support and waste management and remediation services	1,978 1,906	\$13,861 \$14,500	\$56,969 \$59,035
23	Construction	1,981 2,092	\$17,398 \$19,791	\$77,933 \$86,048
81	Other services (except public administration)	1,582 1,577	\$8,396 \$9,218	\$33,821 \$36,312
53	Real estate and rental and leasing	967 925	\$5,389 \$5,327	\$22,135 \$21,997
54	Professional, scientific, and technical services	838 821	\$8,725 \$8,873	\$36,618 \$39,316
22	Utilities	864 873	\$24,061 \$29,357	\$82,190 \$85,668
52	Finance and insurance	674 676	\$12,903 \$13,927	\$46,941 \$47,895
42	Wholesale trade	645 676	\$6,791 \$7,358	\$30,507 \$28,601
71	Arts, entertainment, and recreation	376 301	\$1,866 \$1,073	\$7,128 \$4,291
51	Information	360 311	\$4,140 \$3,984	\$15,728 \$15,608
31-33	Manufacturing	339 343	\$2,835 \$3,128	\$12,579 \$13,740
21	Mining, Quarrying and Oil/Gas Extraction	170	\$4,062	\$14,218
48-49	Transportation and warehousing	182 135	\$1,388 \$1,182	\$5,093 \$4,624
61	Educational services	54 67	\$254 \$457	\$998 1,954
55	Management of companies and enterprises	33 11	\$354 \$141	\$1,963 \$610
11	Agriculture, forestry, fishing, and hunting	26	\$124 126	\$374 \$459
99	Industries not classified	2 N	\$3.00 \$0	\$15.00 \$0

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: Routematch Stops Citrus County Florida, by Stop Location (from RouteMatch)

STOP LOCATION	LOCALITY	STOP LOCATION	LOCALITY
21st Century Oncology	Beverly Hills	Choung, Dr. Walter	Beverly Hills
Abadier, Dr.	Inverness	Chronicle, Meadowcrest	Crystal River
Access Healthcare - Dr Jose Rodriguez	Inverness	Church of God	Crystal River
Agbo, Dr. Felix, Ped IM Healthcare	Lecanto	Citrus Cardiology	Inverness
Apache Shores	Hernando	Citrus Cardiology - Allenrid	Lecanto
Applebee's	Inverness	Citrus County Transit Office	Lecanto
Arbor Lakes	Hernando	Citrus Diagnostic Center	Crystal River
Arby's	Crystal River	Citrus Gastro	Inverness
Aspen Dental	Inverness	Citrus Medical Building	Inverness
Avante	Inverness	Citrus Memorial Hospital	Inverness
Back Yard Pools	Inverness	Citrus Memorial Rehab	Crystal River
Badcock	Crystal River	Citrus Memorial Wound Care	Inverness
Baker Dental, Dr.	Crystal River	Citrus Pain Clinic	Beverly Hills
Batteries Plus Bulbs	Inverness	Citrus Podiatry	Lecanto
BB&T Bank	Crystal River	Citrus Primary Care	Beverly Hills
Bealls Outlet Store	Inverness	Citrus Regional Surgery	Lecanto
Bealls, Citrus Center	Inverness	Citrus Springs	Dunnellon
Belle Villa MHP	Homosassa	Clam Haven RV Park	Crystal River
Bennett, Dr.	Lecanto	CMH Lab	Homosassa
Beverly Hills Cleaners	Lecanto	Coast Dental	Inverness
Big Oaks MHP	Inglis	Colonnade Park Apartments	Inverness
Blind America	Hernando	Comprehensive Retina Consultants	Inverness
Brannen Bank, Highland Square	Inverness	Connections Bldg / Old Family Resource	Hernando
Brannen Bank, West Inverness	Inverness	Countryside Animal Clinic	Beverly Hills
Brashears	Inverness	Courthouse (new)	Inverness
Brentwood	Lecanto	Courtyard Apartments	Crystal River
Brentwood ALF, Meet at Commons Bldg	Lecanto	Crump's Landing	Homosassa
Bright Now Dental	Crystal River	Crystal Gem Manor ALF	Crystal River
Burger King	Crystal River	Crystal Oaks	Lecanto
Burger King, Citrus Hills	Hernando	Crystal Palms Apartments	Crystal River
Calvary Chapel	Inverness	Crystal River Dialysis	Crystal River
Camp Idlewild	Hernando	CUB (Citrus United Basket)	Inverness
CFCC, College of Central FL	Lecanto	CVS, Hernando / Citrus Hills	Hernando
Checkers	Inverness	CVS, Inverness	Inverness
		Daystar	Crystal River

STOP LOCATION	LOCALITY
DeGraw, Dr.	Crystal River
Delacruz, Dr., FL Cancer Specialists	Inverness
Denny's	Crystal River
Dialysis, Inverness/Publix P	Inverness
Diamond Nails & Spa	Beverly Hills
Dickert, Dr., Meadowcrest Family Practice	Crystal River
Dollar General by Mr. B's Car Wash	Crystal River
Dollar General, Beverly Hills	Beverly Hills
Dollar General, Homosassa	Homosassa
Dollar Tree, Beverly Hills	Beverly Hills
Dollar Tree, Citrus Center	Inverness
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 Spec	Crystal River
Family Dollar, Crystal River	Crystal River
Family Life Care Inc	Inverness
Family Resource Center / New Location	Hernando
Farmers Home Furniture	Homosassa
First Baptist Church	Crystal River
Florida Cancer Specialists	Lecanto
Florida Cancer Specialists	Inverness
Florida Family Health Medical Center	Homosassa
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 Shoppe, Old Hospice Thrift	Lecanto
Friends of Citrus, Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Homosassa
Gandhi, Dr.	Lecanto
Gastro Assoc.	Crystal River
Gelinas, William	Crystal River
Genesis Women's Center	Inverness
Gonzalez-Ortiz, Dr. E. / Access Healthcare	Crystal River
Goodwill Store	Crystal River
Grace Clinic of Homosassa	Homosassa
Green Acres	Homosassa
Gurnani, Dr., Psychiatry, Nature Coast Aquatic Rehab	Inverness
Habitat for Humanity	Inverness
Hasan, Dr., Citrus Primary Care	Beverly Hills

STOP LOCATION	LOCALITY
Helping Hand Thrift /Lady of	Inverness
Hernando Senior Center/ Old CCFRC	Hernando
Hickory Hollow	Inverness
Hidden River VA Clinic	Tampa
Hitchcock's Markets	Homosassa
Home Depot	Crystal River
Humanitarians of Florida	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	Inverness
Key Thrift US Hwy 19	Lecanto
Knights of Columbus	Lecanto
Krishnan, Dr.	Beverly Hills
Lakeside Village	Beverly Hills
Langley Dental	Inverness
Launderland	Inverness
LEC Senior Center CD 1st Left 1st door CD	Lecanto
Lecanto Hills MHP	Lecanto
Lewis, Dr., Bev Hills Dental	Beverly Hills
Library, Beverly Hills	Beverly Hills
Library, Crystal River	Crystal River
Library, Inverness	Inverness
LifeStream Behavioral Center	Crystal River
Liu, Dr. Blessilda	Hernando
Lowe's	Inverness
Marina Del Rey	Beverly Hills
Masonic Business Center	Inverness
Matysik, Dr.	Inverness
Meadowcrest Family Practice	Crystal River
Meena, Dr. Nathan	Inverness
Montgomery, Dr.	Inverness
Moss Oak MHP Lot 33	Inverness
Nature Coast Dentistry	Beverly Hills
Oak Park of SMW	Homosassa
Ollies Bargain Outlet	Homosassa
Oncology Institute	Lecanto
Optimart, Citrus Center	Inverness
P.E.T. Services of FL	Beverly Hills
Panera Bread / Publix Plaza, Inv	Inverness

STOP LOCATION	LOCALITY
Parikh, Dr. B., Neurology	Crystal River
Parikh, Dr. S., Psychiatry	Crystal River
Pasupaletti, Dr., Citrus Cardiology	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, Floral City	Floral City
Post Office, Inverness	Inverness
Potu, Dr. Ranganatha	Crystal River
Pritchky, Dr.	Crystal River
Publix, Citrus Hills	Hernando
Publix, Homosassa	Homosassa
Publix, Hwy 44	Crystal River
Publix, Inverness	Inverness
Publix, Sugarmill Woods	Homosassa
Quest Diagnostics, Park Plaza	Beverly Hills
Quick Kash	Inverness
RaceTrac, 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 & Lighting	Inverness
Salon Suites	Inverness
Salvation Army Probation	Lecanto
Savage, Dr. Ken, Nature Coast Health	Crystal River
Savage, Olga, Dr. Florida Family Health Medical Center	Homosassa
Save A Lot, Inverness	Inverness
Save A Lot, Kings Bay Plaza	Crystal River
Sharma Institute of Pain	Inverness
Smiles on Citrus, Dr. Jennifer Lee, Dentist	Crystal River
SMW	Homosassa
St. Margarets 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 Primary Care Specialists	Lecanto
Suncoast Primary Care Specialists	Inverness
Suncoast Primary Care Specialists	Citrus Springs
Suncoast Dermatology	Lecanto

STOP LOCATION	LOCALITY
Suncoast Schools Credit Union	Inverness
SunTrust Bank, Beverly Hills	Beverly Hills
SunTrust Bank, Citrus Hills	Hernando
SunTrust Bank, Inverness	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 Citrus Center	Inverness
TLC Rehab	Inverness
VA Tampa Hospital	Tampa
Value Dental Care	Crystal River
Veteran's / Mission Men's Shelter	Inverness
Veteran's Clinic	Lecanto
Veterans Dermatology Clinic, GVL	Dunnellon
Veteran's Hospital, Gainesville	Dunnellon
Veterans OP Clinic	Villages
Veteran's Optometry Clinic, GVL	Dunnellon
VFW, Citrus Springs	Dunnellon
VFW, Hernando	Hernando
Villacastin, Dr. Alex T.	Lecanto
Villacastin, Dr. Alex T.	Inverness
Villacastin, Dr. Alex T.	Citrus Springs
Walgreens, Crystal River	Crystal River
Walgreens, Homosassa	Homosassa
Walgreens, Inverness	Inverness
Walgreens SMW	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Lecanto	Lecanto
Walmart Supercenter	Inverness
Ward, Dr. Chris (eye)	Homosassa
Washington Square Apts	Inverness
Wells Fargo Bank, Inverness	Inverness
Wendy's, Homosassa	Homosassa
Wendy's, Lecanto	Lecanto
West Citrus Government Center	Crystal River
West Citrus Senior Center, CD	Homosassa
West Coast Eye Institute	Lecanto
Will Construction	Homosassa
Wilson, Dr. Carlene	Crystal River
Winn Dixie, Homosassa	Homosassa
Winn Dixie, Sweetbay	Inverness
Winn Dixie, Highland Square	Inverness
Winn Dixie, Park Plaza	Beverly Hills

STOP LOCATION	LOCALITY
K bb'8 YzG\cdd b '7YbM'	7fng UF j Y'
K h U cWY H W W'7c`Y Y	=bj YbYgg'

**Source: Citrus County Transit 2021*

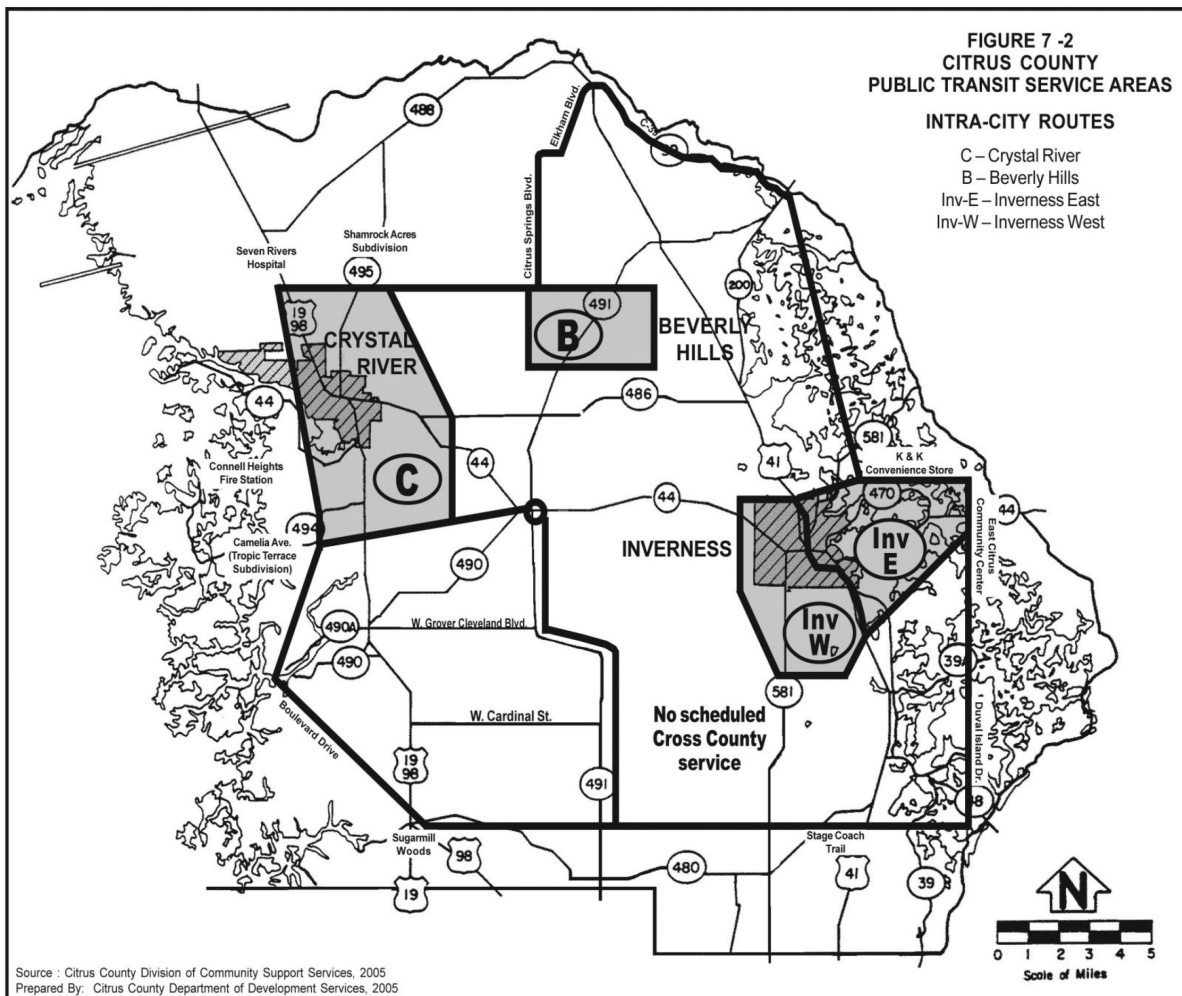
STOP LOCATION	LOCALITY
K cf'X: i gcb'	@Y b c'
MA 75'	@Y b c'

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 6:00 p.m. Pre-COVID, service ran 5:45 A.M. to 7:00 P.M. 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, no later than two (2) business days, in advance. **Cost:** \$5 each way. \$1 transfer fee. Only one transfer allowed. Customers who meet certain criteria may be eligible for a reduced rate of \$3 each way with a \$1 transfer fee.

****7:30am trips are limited to work and medical**

***Based on Availability and service areas**

Tel: (352) 527-7630

Beverly Hills Bus Schedule *Outlying areas may apply*

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	11:45 am 02:15 pm

Crystal River Bus Schedule *Outlying areas may apply*

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 01:00 pm

Dunnellon Bus Schedule *Outlying areas may apply*

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	11:45 am 02:15 pm

Floral City Bus Schedule *Outlying areas may apply*

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	11:00 am 01:00 pm

Hernando Bus Schedule *Outlying areas may apply*

To	Days	Pick Up	Return
Inverness	Mon, Wed & Fri	08:30 am 01:00 pm	11:00 am 03:00 pm
Lecanto**	Mon, Wed & Fri	*07:30 am 09:00 am	11:45 am 02:15 pm

Ozello*/Red Level/Citronelle Bus Schedule

Outlying areas may apply

To	Days	Pick Up	Return
Crystal River	Tues & Thurs	09:00 am	11:00 am 01:00 pm

Hernando Citrus Hills Area Bus Schedule

Outlying areas may apply

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
Crystal River, Homosassa	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

Homosassa Bus Schedule *Outlying areas may apply*

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 01:00 pm

Inverness Bus Schedule *Outlying areas may apply*

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
To Inverness Walmart	Mon—Fri	09:00 am 11:45 am	11:00 am 02:15 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

Lecanto Bus Schedule *Outlying areas may apply*

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



Citrus County Transit
352-527-7630
www.citruscountytransit.com
 Revised 3/2/2022

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, no later than two (2) business days prior. Cost \$5.00 each way. \$1 transfer fee with only one (1) transfer allowed. Customers who meet certain criteria may be eligible for a reduced rate of \$3.00 each way with a \$1 transfer fee.

**7:30 AM trips are limited to work and medical, based on availability and service areas

Beverly Hills <i>*outlying areas may apply</i>				
<i>TO THE FOLLOWING</i>		<i>Days</i>	<i>Pick Up options</i>	<i>Return Options</i>
Beverly Hills Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Crystal River		Tues & Thurs	8:30 AM 12:30 PM	11:00 AM 3:00 PM
Inverness		Mon/ Wed/ Fri	8:30 AM 12:30 PM	11:00 AM 3:00 PM
Lecanto or Across County **		Mon – Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM

Crystal River <i>*outlying areas may apply</i>				
<i>TO THE FOLLOWING</i>		<i>Days</i>	<i>Pick Up options</i>	<i>Return Options</i>
Crystal River Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Homosassa and Across County		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM 3:00 PM
Lecanto**		Mon – Fri	7:30 AM 9:00 AM	11:30 AM 1:00 PM

Citrus Springs / Dunnellon <i>*outlying areas may apply</i>				
<i>TO THE FOLLOWING</i>		<i>Days</i>	<i>Pick Up options</i>	<i>Return Options</i>
Across County**		Mon/ Wed/ Fri	7:30 AM 9:00 AM	11:00 AM 1:00 PM
Beverly Hills / Lecanto **		Mon/ Wed/ Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM

Floral City <i>*outlying areas may apply</i>				
<i>TO THE FOLLOWING</i>		<i>Days</i>	<i>Pick Up options</i>	<i>Return Options</i>
Floral City Inner City		Mon – Fri	7:30 AM 8:45am	11:45 AM 2:30 PM
Inverness**		Mon – Fri	*07:30 AM 09:00 AM	11:30 AM 2:15 PM
Lecanto or Across County **		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 pm
Floral City Area (E Gobbler Dr. area) ** pickup to Inverness only		Tues & Thurs	9:00 AM	11:00 AM 1:00 PM
Floral City Area (S. Istachatta Rd to US 41 S to County Line)*** pickup to Inverness only		Mon & Wed	9:00 AM	11:00 AM 1:00 PM

Hernando *outlying areas may apply				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Hernando Inner City		Mon/ Wed/ Fri	8:30 AM 11:00 AM	11:45 AM 3:15 PM
Inverness		Mon/ Wed/ Fri	8:30 AM 01:00 PM	11:00 AM 3:00 PM
Lecanto South or Across County **		Mon/ Wed/ Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM
Beverly Hills / Lecanto North		Mon – Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM
Citrus Hills Area (HWY 486 to Croft) pickup to Inverness		Mon/ Wed/ Fri	8:45 AM 12:45 PM	11:00 AM 3:00 PM
Citrus Hills Area (HWY 486 N. Page Ave) pickup to Beverly Hills / Lecanto		Mon – Fri	9:00 AM	11:45 AM 2:15 PM

Homosassa *outlying areas may apply				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Homosassa Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Sugar Mill Woods (Hwy 19 & Hwy 98 area) ** pickup to Homosassa Inner City		Mon & Wed	7:30 AM 09:00 AM	11:00 AM 1 :00 PM
Crystal River and Across County		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1 :00 PM
Lecanto**		Mon – Fri	*07:30 AM 09:00 AM	11:30 AM 1:00 PM

Inverness *outlying areas may apply				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Inverness Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Croft Ave (Walmart /Lowes/Beall's)		Mon – Fri	9:00 AM 11:00 AM	11:45 AM 2:15 PM
Across County		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1 :00 PM
Inverness Area (Turner Camp Rd past Woodcrest Ave) ** pickup to Inverness		Tues & Thurs	9:00 AM	11:00 AM 1:00 PM
Inverness Area (E. Gulf to Lake Hwy past S Shad Terrace) ** pickup to Inverness		Mon & Wed	9:00 AM	11:00 AM 1:00 PM
Inverness Area (County 581 from E. Amy Ln to County Line) ** pickup to Inverness		Mon & Wed	9:00 AM	11:00 AM 1:00 PM

Lecanto ** outlying areas may apply				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Beverly Hills		Mon – Fri	*07:30 AM 8:45 AM	11:45 AM 2:15 PM
Crystal River / Homosassa		Mon – Fri	*07:30 AM 8:45 AM 10:15 AM	11:00 AM 1:00 PM 2:15 PM
Inverness		Mon – Fri	8:15 AM 10:15 AM	11:00 AM 1:00 PM

Red Level/Citronelle / Ozello areas				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Red Level / Citronelle area to Crystal River		Tues & Thurs	9:00 AM	11:00 AM 1:00 PM
Ozello area to Crystal River		Mon & Wed	9:00 AM	11:00 AM 1:00 PM

Currently, CCT has ten (10) administrative staff personnel and nineteen (19) 25 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~~ 2017-2021 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~~ 2017-2021**

Measure	2016	2017	2018	2019	2020	2021
Riders	200,527	220,434	161,260	107,314	87,779	84,157
Expenses	\$2,561,950	\$2,012,641	\$2,042,735	\$1,952,589	\$1,831,851	\$2,556,007
Revenues	\$2,359,707	\$2,360,553	\$2,135,242	\$1,778,473	\$1,665,025	\$2,456,427
Vehicle Miles	931,068	739,927	744,930	459,198	490.345	523,650

*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~~ 2021, local funding accounted for approximately ~~20.5%~~ 9% 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. **Received 5307 CARES ACT funding that reduced the local funding.**
- **Section 5311** – FDOT provides monies for operations and the purchase of equipment. **Received 5311 CARES ACT funding that reduced the local funding.**
- **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~~ 2021, rider fares accounted for ~~3.91%~~ 0% of the total operational funding. **Fares suspended in 2021 due to COVID.**

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

Nature Coast Cruisers

Serving Citrus County to anywhere: Wheelchair and stretcher, Operates 24/7, pickup fee and per mile fee, (in process of accepting Medicare and Medicaid). Special rates One Way from Hospitals. Contact 352-809-6049.

Mercy Transport

Serving Citrus County: Wheelchair and stretcher, Operates 8am-8pm, fee based. Does not accept insurance. Contact 352-586-7593

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~~ **153,843 in 2020**. 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~~ **2010 – 2045****

Year	Population	Percentage Change
2000 Census	118,085	
2007 Estimates	140,124	
2010 Census	141,236	
2015	139,360 140,287	-1.32 -0.68
2020	147,755 153,843	7.28 8.81
2025	149,528 156,569	1.45 1.74
2030	151,325 162,381	1.45 3.58
2035	153,141 166,880	1.45 2.70
2040	170,762	2.27
2045	174,329	2.05

*Source: US Census Bureau / Florida Demographic Estimating Conference March 2021 and the University of Florida, Bureau of Economic and Business Research PUMA 00900

Table 7: Historical Para Transit Ridership and Percent Change by Year Citrus County, Florida 2017-2021

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% -1.35%
2019	21,142	1,762	-15.33% -18.10%
2020	22,611	1,884	6.92% 6.48%
2021	25,537	2,128	11.47%

*Citrus County Transit, ~~2020~~ **2021** (note: increase in 2020 and 2021 due to paratransit only option during COVID-19)

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.~~

Table 8: Population Statistics by Race, Age and Gender, Citrus County, Florida Updated 2021

Population	2018 Counts	Percentages	2020 Counts	Percentages	2018-2020 Changes	Percentage Change
Total Population	147,929	100%	153,843	100%	5,914	
Population by Race						
White alone	130,325	88.10%	142,920	92.90%	12,595	8.81%
Black or African American alone	4,586	3.10%	4,923	3.20%	337	6.84%
American Indian and Alaska native alone	59	0.04%	615	0.40%	556	90.41%
Asian alone	2,367	1.60%	2,615	1.70%	248	9.50%
Native Hawaiian, and other Pacific native alone	0	0.00%	0	0.00%	0	0.00%
Two or more races	2,515	1.70%	2,615	1.70%	100	3.84%
Population by Hispanic or Latino Origin (of any race)						
Persons of Hispanic or Latino Origin	8,431	5.70%	9,384	6.10%	953	10.16%
Persons Not of Hispanic Origin	139,497	94.30%	144,459	93.90%	4,962	3.43%
Population by Gender						
Male	71,598	48.40%	74,614	48.50%	3,016	4.04%
Female	76,331	51.60%	79,229	51.50%	2,898	3.66%
Population by Age						
Persons 0 to 4 years	5,621	3.80%	5,692	3.70%	71	1.25%
Persons 5 to 17 years	21,189	11.20%	22,615	14.70%	1,426	6.31%
Persons 18 to 64 years	73,669	49.80%	69,076	44.90%	-4,593	-6.65%
Persons 65 years and over	53,106	35.20%	56,460	36.70%	3,354	5.94%

*Source: US Census 2021 and 2021 TDSP (2018 Counts)

Age Distribution

Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. ~~50%~~ 54% of the county’s population is currently 55 years and older and the percentage of elderly population is expected to ~~increase~~ remain 54% 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 2020-2045

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

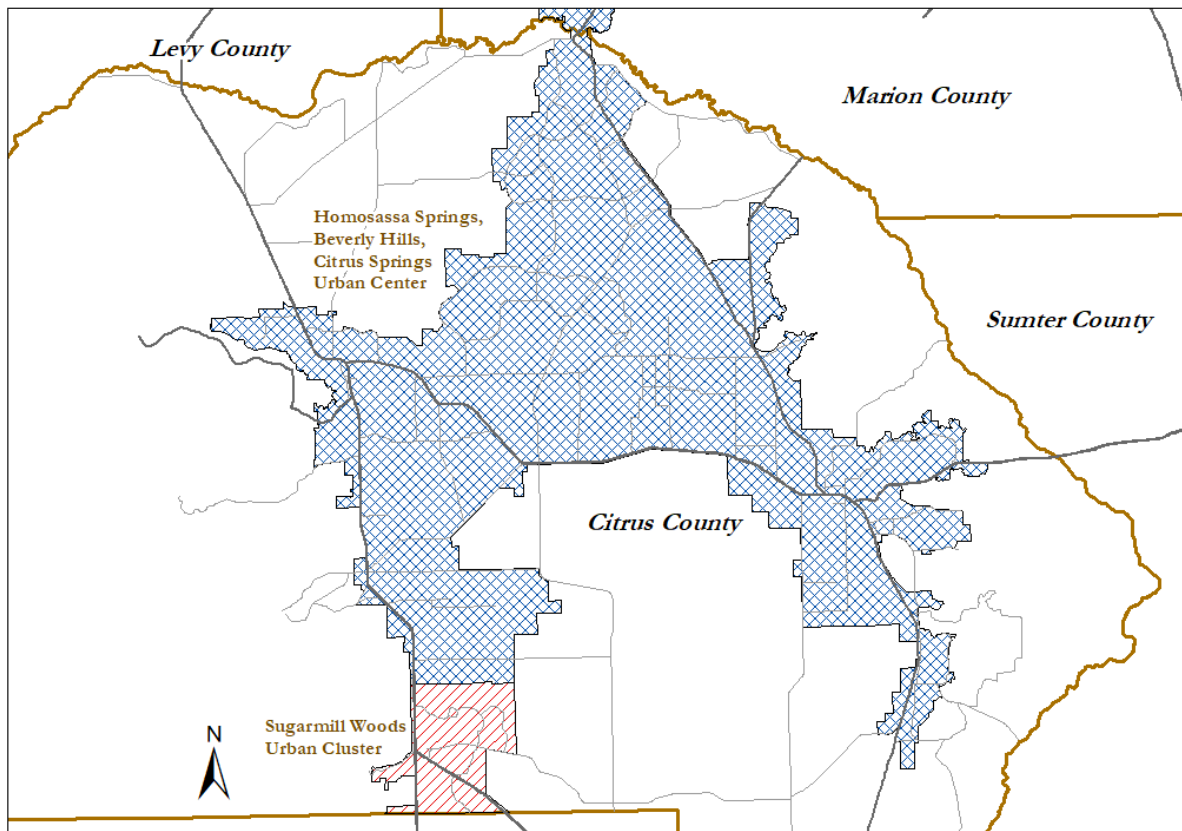
*Source: Bureau of Economic & Business Research Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and its Counties 2020-2045 with Estimates for 2019 (Released June 2020)

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

Age	2020	2025	2030	2035	2040	2045
0-17	22,067	23,156	24,029	24,874	25,299	25,477
18-24	7,639	7,674	8,205	8,276	8,638	9,087
25-54	40,439	41,317	42,507	45,073	46,588	47,688
55-64	27,041	26,437	23,955	22,268	22,775	25,497
65-79	37,807	41,115	44,524	45,574	43,732	40,091
80 and over	14,390	16,870	19,161	20,815	23,730	26,489
Percent of Population 55 and over	53%	54%	54%	53%	53%	53%

*Source: Bureau of Economic & Business Research Population Projections by Age, Sex, Race, and Hispanic Origin for Florida and its Counties 2025-2045 with Estimates for 2020 (Released June 2021)

Figure 3: Citrus County Urbanized Areas and Urban Clusters, 2021



*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
2021	2,128	25
2025 Projected	8,200	26
2030 Projected	9,500	27

*Source: Citrus County Transit (Note: 2021 Para only trips due to COVID-19)

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

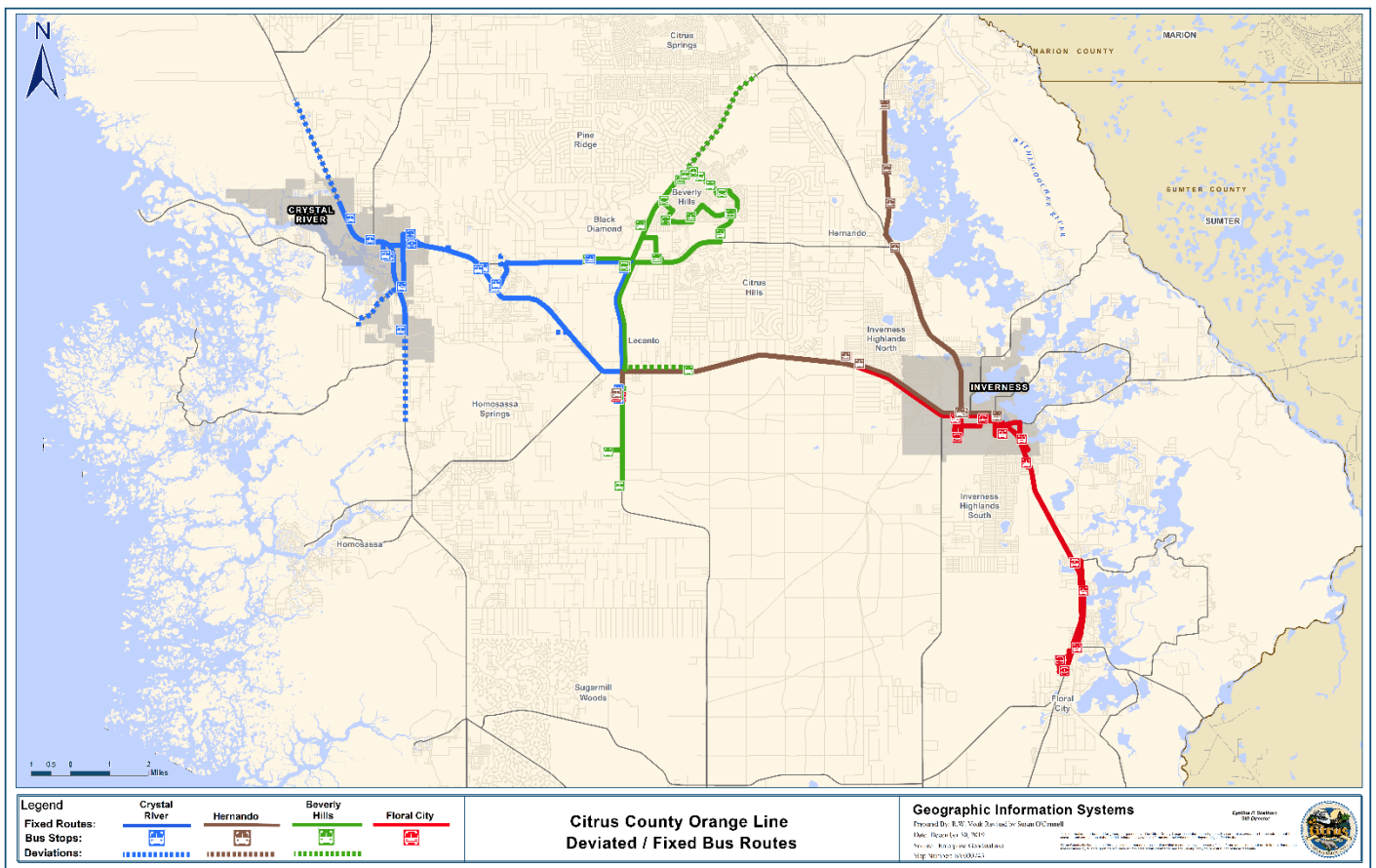
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service 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~~ 6pm

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

Acceptable Alternatives

Not applicable

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.

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.

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.

Inter-county Services

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

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.

Service Standards

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

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.

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.

Billing Requirements:

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

Communications:

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

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.

Drug and Alcohol Policy:

Citrus County Transit will comply with all FTA requirements.

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~~ will be provided monthly **once open**.

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.

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.

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.

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.

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.

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.

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.

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.

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

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~~ **5:00** 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~~ **will be** provided monthly **once open**. This service is provided from several locations throughout the county.

Vehicle Inventory

5b'Ubbi U`bj Ybrcfnydcfh]gdfcj [XX]b HUVY%&`J Y\WY=bj YbrcfnyMj Y\WYB Ua YZ7]fi g7ci bhm : `cf[XUHfUbgfhfYZWM]b `h YmUfza U_Yza cXYza]YU YZz bX]b `gci fWUBXck bYf Zcf YUWj Y\WY"

**Table 12: Vehicle Inventory by Vehicle Name, Citrus County Florida Transit
as per TAM plan 9/30/2021 (to standardize vehicle inventory reporting)**

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
)%, *, *	88%	7\y fc`Yh	Hi fhYHcd`	%-S%-%S%&`	9A G-8`	CCD5`
)%, +!, +`	88%	7\y fc`Yh	Hi fhYHcd`	%)&)-`%`Z`S`	C: `	CCD5`
)%, , !, , `	88%	7\y fc`Yh	Hi fhYHcd`	%&-Z%-%%&`	C: `	CCD5`
)%&!%\$`	88%	: cfX	Hi fhYHcd`	%&Z`)-`%&Z)+`	9A G-8`	CCD5`
)%&!!%&`	88%	: cfX	Hi fhYHcd`	%`Z`-S`-%-Z`%`	9A G-8`	CCD5`
)%&!%&`	88%	: cfX	Hi fhYHcd`	%&S%-%&Z%*`	9A G-8`	CCD5`
)%&!%`	88%	: cfX	Hi fhYHcd`	%&S%-%&Z%*`	9A G-8`	CCD5`
)%&!%`	88%	: cfX	Hi fhYHcd`	%&(-Z`S`-%&Z`S`	9A G-8`	CCD5`
)%&!%`	88%	: cfX	Hi fhYHcd`	%&(-Z`S`-%&Z`S`	9A G-8`	CCD5`
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)&' &!%`	88%	: cfX	Hi fhYHcd`	,(-Z`S`-%&Z`%`	9A G-8`	CCD5`
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)' (&!&`	88%	: cfX	Hi fhYHcd`	(%&-S`) &Z), `	9A G-8`	CCD5`
)' (((!&&`	88%	: cfX	Hi fhYHcd`	`+Z`-%(, Z`-`	9A G-8`	CCD5`
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)' (-!&`	88%	: cfX	Hi fhYHcd`	%&Z`-`&Z`%&`	9A G-8`	CCD5`
)' (-, !&`	88%	: cfX	Hi fhYHcd`	%&Z`*`&Z`%&`	9A G-8`	CCD5`
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)))%&' %`	88%	: cfX	Hi fhYHcd`	(Z`)%%Z`', `	9A G-8`	CCD5`

First Aid Policy CTD required

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

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.

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.

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.

Contract Monitoring

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

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.

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.

On Time Performance

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

Pick Up Window

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

Public Transit Ridership

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

Road Calls

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

Service Effectiveness

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

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~~ VII 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 devices
 - 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

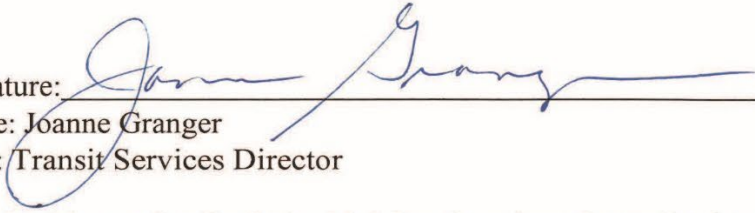
DATE: February 15, 2022

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. The Agency is in Compliance with its adopted safety standards in the **SSPP** and the **SPP**.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.0.
4. The Agency has conducted reviews of the SSPP and SPP to ensure they are up to date.

Signature: 

Name: Joanne Granger

Title: Transit Services Director

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

Name: Citrus County Fleet Management

Address: 1300 S. Lecanto Hwy
Bldg. #9706

Lecanto, FL 34461

Bryan Cope, Fleet Management Director

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~~. **CTC**. 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~~ **2021/2022** as detailed in the CTC Rate Calc.

- Ambulatory: \$19.40 **\$21.28**
- Wheelchair: \$33.26 **\$36.48**

Passenger Fares (Pre-Covid):

Transit Door to Door:

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

~~Fixed~~-Deviated **Fixed** 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.

Fares reinstated on the Door to Door on 10/01/2021.

Fares reinstated on the Deviated Fixed Route on 01/01/2022

Worksheet for Multiple Service Rates

CTC: Citrus County T1 Version 1.4
 County: Citrus County

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 checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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 checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Leave Blank	Leave Blank	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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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 County

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: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	160,200	= 136,900	+ 23,300	+ Leave Blank	+ Leave Blank
Rate per Passenger Mile =		\$3.17	\$5.44	\$0.00	\$0.00
		<small>per passenger per group</small>			

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	24,000	= 21,170	+ 2,830	+ Leave Blank	+ Leave Blank
Rate per Passenger Trip =		\$21.56	\$36.96	\$0.00	\$0.00
		<small>per passenger per group</small>			

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

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rate per Passenger Mile for Balance =		\$3.17	\$5.44	\$0.00	\$0.00
		<small>per passenger per group</small>			

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$10.74	\$18.41	\$0.00	\$0.00
		<small>per passenger per group</small>			
Rate per Passenger Trip =		\$72.99	\$125.12	\$0.00	\$0.00
		<small>per passenger per group</small>			

Program These Rates Into Your Medicaid Encounter Data

Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Citrus County Transit
County: Citrus County

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

	Prior Year's ACTUALS from Oct 1st of 2020 to Sept 30th of 2021	Current Year's APPROVED Budget, as amended from Oct 1st of 2021 to Sept 30th of 2022	Upcoming Year's PROPOSED Budget from Oct 1st of 2022 to Sept 30th of 2023	% 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						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 137,035	\$ 124,193	\$ 133,535	-9.4%	7.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 426,830	\$ 541,800	\$ 561,000	26.9%	3.5%	Citrus County Transit received the TD Innovations & Services Development Grant program in FY21 and not FY22 or FY23.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 21,869			-100.0%		
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 631,623	\$ 469,115	\$ 501,954	-25.7%	7.0%	Citrus County Transit only operating Para Transit services for most if FY21 resulting in higher than usual amounts of 5307 and 5311 funding being allocated to Para Transit Services. For FY22 & FY23 those allocations will return to pre-COVID Pandemic amounts. "Other DOT" is 5307 Capital for bus purchases.
49 USC 5310						
49 USC 5311 (Operating)	\$ 473,651	\$ 366,692	\$ 392,361	-22.6%	7.0%	
49 USC 5311(Capital)	\$ -					
Block Grant	\$ -					
Service Development	\$ -					
Commuter Assistance	\$ -					
Other DOT (specify in explanation)	\$ -	\$ 184,328	\$ 310,400		68.4%	
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 County

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

1	Prior Year's ACTUALS from Oct 1st of 2020 to Sept 30th of 2021	Current Year's APPROVED Budget, as amended from Oct 1st of 2021 to Sept 30th of 2022	Upcoming Year's PROPOSED Budget from Oct 1st of 2022 to Sept 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	7 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
	2	3	4	5	6	

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						
xxx						
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =						
		None				
Total Revenues =	\$1,691,008	\$1,686,128	\$1,899,250	-0.3%	12.6%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)							
Operating Expenditures							
Labor	\$ 887,768	\$ 725,000	\$ 775,350	-18.3%	6.9%	Citrus County Transit only operating Para Transit services for most if FY21 resulting in higher than usual amounts in Labor, Fringe Benefits and Material and Supplies. For FY22 & FY23 those costs will be allocated the same way prior to the COVID Pandemic. Buses that were ordered in FY20 were delivered in FY21. Bus prices have/will increase for FY22.	
Fringe Benefits	\$ 356,267	\$ 325,000	\$ 346,000	-8.8%	6.5%		
Services	\$ 108,832	\$ 119,600	\$ 125,000	9.9%	4.5%		
Materials and Supplies	\$ 280,458	\$ 268,800	\$ 275,000	-4.2%	2.3%		
Utilities	\$ 17,963	\$ 19,750	\$ 21,000	9.9%	6.3%		
Casualty and Liability	\$ 10,603	\$ 11,650	\$ 12,000	9.9%	3.0%		
Taxes	\$ -						
Purchased Transportation:							
Purchased Bus Pass Expenses	\$ -						
School Bus Utilization Expenses	\$ -						
Contracted Transportation Services	\$ -						
Other	\$ -						
Miscellaneous	\$ 29,117	\$ 32,000	\$ 34,500	9.9%	7.8%		
Operating Debt Service - Principal & Interest	\$ -						
Leases and Rentals	\$ -						
Contrib. to Capital Equip. Replacement Fund	\$ -						
In-Kind, Contributed Services	\$ -	\$ -	\$ -				
Allocated Indirect							
Capital Expenditures							
Equip. Purchases with Grant Funds		\$ 184,328	\$ 310,400		68.4%		
Equip. Purchases with Local Revenue							
Equip. Purchases with Rate Generated Rev.							
Capital Debt Service - Principal & Interest							
Total Expenditures =	\$1,691,008	\$1,686,128	\$1,899,250	-0.3%	12.6%		
See NOTES Below.							

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Worksheet for Program-wide Rates

CTC: Citrus County Transportation Version 1.4
 County: Citrus County

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 =	160,200
Rate Per Passenger Mile = \$ 3.50	
Total <u>Projected</u> Passenger Trips =	24,000
Rate Per Passenger Trip = \$ 23.38	

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length =	6.7 Miles
-------------------------------------	------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$ 11.86	
Rate Per Passenger Trip = \$ 79.14	

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.

QUALITY ASSURANCE

Service Standards

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

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.

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.

Billing Requirements

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

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.

Drug and Alcohol Policy

Citrus County Transit will comply with all FTA requirements.

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 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.

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.

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.

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.

Service Animals

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

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.

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.

Two-way communications

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

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.

Vehicle Cleanliness

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

Commission Standards

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

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.

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.

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.

Contract Monitoring

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

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.

On Time Performance

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

Pick Up Window

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

Public Transit Ridership

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

Road Calls

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

Service Effectiveness

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

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

Rider / trip data	
Adequate seating	
Driver identification	
Passenger assistance	
Smoking and eating on vehicles	
Communication equipment	
Vehicle air conditioning and heating equipment	

First aid policy	
Cardiopulmonary resuscitation	
Pick-up windows	
On-time performance	
Advance reservation requirements	
Public transit ridership (if applicable)	
Complaints	
Accidents	
Road calls	
Call-hold time	

E ACTION ITEMS

4. Community Transportation Coordinator (CTC) – Annual Evaluation

Attached is the Community Transportation Coordinator (CTC) Annual Evaluation conducted by the Planning Agency on April 14, 2022. Based on the Planning Agency Review, we find the CTC to be meeting the required standards of the Transportation Disadvantaged program.

Recommendation:

It is recommended that the LCB Board review the 2022 Annual CTC Evaluation, provide comments, and approve for submittal to the CTD.

Attachment: 2022 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

<h2 style="margin: 0;">REVIEW CHECKLIST & SCHEDULE</h2>

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, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

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?

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 contracts for compliance with 427.0155(1), F.S.
 “Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”**

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?
 Yes No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

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 | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| Any issues that need clarification? | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

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

List:

- | | | | | |
|--|--------------------------|-----|--------------------------|----|
| b. Memorandum of Agreement | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Grant Applications to TD Trust Fund | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. All other grant application (____%) | <input type="checkbox"/> | Yes | <input type="checkbox"/> | 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.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).
“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

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(2), Safety Standards.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review _____, Obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers’ records. If the CTC has not monitored the operators, check drivers’ files at the operator’s site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Yes No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

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 Aramian County: Caldwell
Date of Call: 3/21/22 Funding Source: TD

1) Did you receive transportation service on 3/15/22? 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 3/21/22?

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 Lillian Rowe for use in publications.)

Additional Comments:

Drivers are very nice

RIDER/BENEFICIARY SURVEY

Staff making call: Janet Ceramam County: Citrus
Date of Call: 1/14/22 Funding Source: FD

1) Did you receive transportation service on 1/12/22? 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 1/12/22?
 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 Peter Prince for use in publications.)

Additional Comments:

Great Job

RIDER/BENEFICIARY SURVEY

Staff making call: Janet Argaman County: Clerks
Date of Call: 2/28/22 Funding Source: TA

1) Did you receive transportation service on 2/24/22? 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 2/24/22

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 Betty Lindschay for use in publications.)

Additional Comments:

Happy with Everything

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? _____

<p>Level of Cost Worksheet 1</p>

Insert Cost page from the AOR.

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

Email: Joanne.Granger@citrusbocc.com

Demographics	Number
Total County Population	153,010
Unduplicated Head Count	1,108



Trips By Type of Service	2019	2020	2021
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	107,314	87,779	84,157
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	107,314	87,779	84,157

Passenger Trips By Trip Purpose	2019	2020	2021
Medical	22,632	17,495	35,559
Employment	10,360	8,866	7,099
Ed/Train/DayCare	54,298	40,541	29,307
Nutritional	10,393	12,277	4,549
Life-Sustaining/Other	9,631	8,600	7,643
TOTAL TRIPS	107,314	87,779	84,157

Passenger Trips By Revenue Source	2019	2020	2021
CTD	17,852	20,162	18,932
AHCA	0	0	0
APD	64,629	53,888	39,275
DOEA	0	0	0
DOE	0	0	0
Other	24,833	13,729	25,950
TOTAL TRIPS	107,314	87,779	84,157

Trips by Provider Type	2019	2020	2021
CTC	21,142	22,611	25,537
Transportation Operator	0	0	0
Coordination Contractor	86,172	65,168	58,620
TOTAL TRIPS	107,314	87,779	84,157

Vehicle Data	2019	2020	2021
Vehicle Miles	459,198	490,345	523,650
Roadcalls	11	12	8
Accidents	0	0	1
Vehicles	56	64	71
Drivers	54	47	54

Financial and General Data	2019	2020	2021
Expenses	\$1,952,589	\$1,831,851	\$2,556,007
Revenues	\$1,778,473	\$1,665,025	\$2,456,427
Commendations	2	3	8
Complaints	1	10	9
Passenger No-Shows	576	566	889
Unmet Trip Requests	108	115	127

Performance Measures	2019	2020	2021
Accidents per 100,000 Miles	0	0	0.19
Miles between Roadcalls	41,745	40,862	65,456
Avg. Trips per Passenger	151.79	97.21	75.95
Cost per Trip	\$18.20	\$20.87	\$30.37
Cost per Paratransit Trip	\$18.20	\$20.87	\$30.37
Cost per Total Mile	\$4.25	\$3.74	\$4.88
Cost per Paratransit Mile	\$4.25	\$3.74	\$4.88

<h2 style="margin: 0;">Level of Competition</h2> <h3 style="margin: 0;">Worksheet 2</h3>
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1. Inventory of Transportation Operators in the Service Area

	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?