



**CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD (LCB)**

REGULAR MEETING

Thursday, May 11, 2023, at 11:00 a.m.

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

AGENDA

A. CALL TO ORDER

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Committee Members and Staff
4. Declaration of Quorum
5. Affidavit of Publication Entered into Record

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

C. REVIEW/APPROVAL OF MINUTES - FEBRUARY 9, 2023

D. REPORTS

1. Community Transportation Coordinator (CTC) Quarterly Report – Joanne Granger, Transit Director
2. Key Training Center Quarterly Report – Theresa Flick, Programs and Services Director

**E. REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC)
ANNUAL EVALUATION**

F. CITIZEN COMMENTS

G. BOARD MEMBER COMMENTS

H. MPO STAFF COMMENTS

I. ADJOURNMENT AND NEXT MEETING – The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) will be held on Thursday, August 10, 2023, beginning at 10:30 a.m. at the Lecanto Government Building, 3600 W Sovereign Path, Room 166, Lecanto, Florida.

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

www.hernandocounty.us/hernandocitrusmpo.

REVIEW OF MINUTES

Review and approve the Thursday, February 9, 2023, meeting Minutes of the Citrus County Transportation Disadvantaged Local Coordinator Board (LCB).

Attachment: Meeting Minutes from Thursday, February 9, 2023



CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

Thursday, February 9, 2023

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting beginning at 10:30 a.m. on Thursday, February 9, 2023, in the Lecanto Government Building, 3600 W Sovereign Path, Room 166, Lecanto, Florida. This meeting was advertised in the Citrus Chronicle newspaper.

MEMBERS PRESENT

Ruthie Davis Schlabach, Chair, Citrus County Commissioner
Tracy Noyes, Florida Department of Transportation
Walter "Bud" Osborn, Citrus County Veterans Services
Stephen Brown, Citrus County Resident, Disabled
David Douglas, Vice Chair, Citrus County, Public Transit User
Sandra Woodard, Representative Children at Risk
Cara Brunk, Florida Department of Elder Affairs
Glorybee Perez, Florida Agency for Healthcare Administration
Jerry Flanders, Career Source, Regional Workforce Development Board
Elizabeth Watson, Persons with Disabilities Agency

OTHERS PRESENT

Robert Esposito, Executive Director, Hernando/Citrus MPO
Carlene Riecscs, Transportation Planner III, Hernando/Citrus MPO
Mary Elwin, MPO Coordinator, Hernando/Citrus MPO
Joy Turner, Administrative Assistant III, Hernando/Citrus MPO
Joanne Granger, Citrus County Transit Director
Erin Kluis-Briggs, Citrus County Grant Administration

MEETING CALLED TO ORDER

- Chair Schlabach requested a moment of silence.
- The Pledge of Allegiance and the introductions of Board and staff followed the moment of silence.
- A quorum was declared and the affidavit of advertisement was read into the record.

ELECTION OF VICE CHAIR AND GRIEVANCE COMMITTEE FOR 2023

Motion: Mr. Brown made a motion to elect Mr. Douglas as the LCB Vice Chair for the 2023 calendar year. Member Mr. Osborn seconded the motion and it carried 10-0.

Grievance Committee Members for 2023

Motion: Ms. Woodard made a motion to appoint Mr. Osborne to the LCB Grievance Committee. Mr. Douglas seconded the motion and it carried 10-0.

Motion: Ms. Watson made a motion to appoint Mr. Brown to the LCB Grievance Committee. Mr. Douglas seconded the motion and it carried 10-0.

Motion: Mr. Brown was previously an alternate to the LCB Grievance Committee. Mr. Osborne made a motion to appoint Ms. Watson as alternate to the LCB Grievance Committee. Mr. Brown seconded the motion and it carried 10-0.

APPROVAL/MODIFICATION OF AGENDA (Limited to Board and Staff)

Motion: Mr. Douglas made a motion to approve the agenda as presented. Ms. Watson seconded the motion and it carried 10-0.

APPROVAL OF MINUTES

Motion: The December 8, 2022, minutes reflected that Cara Brunk was not in attendance at the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) meeting of December 8, 2022. Ms. Woodward made a motion to approve the December 8, 2022, LCB Board Meeting Minutes, as amended. Mr. Brown seconded the motion and it carried 10-0.

INFORMATION/DISCUSSION ITEMS

- Commission for the Transportation Disadvantage Update – Ms. Riecsc shared a copy of the update. No action required as this is provided as information only.
- Legislative Day-March 16, 2023 – the Board held discussion on who should attend and how travel expenses would be paid for. Chair Schlabach will be attending other events surrounding Legislative Day and asked to be registered for this event. MPO staff will register the Chair.
- Innovative Service Development Grant – No action required as this is provided as information only. Chair Schlabach, however, did ask if Citrus County had applied for appropriations from this grant, in particular, if there were available funds to support the Homosassa line or alternative fuel options for buses. Ms. Erin Kluis-Briggs, Citrus County Grant Administration, provided a high-level overview of the process steps, timeline, and county match needed to apply for appropriations. Chair Schlabach asked how the MPO Board could help the MPO staff in providing direction and support. Ms. Elwin, MPO Coordinator, noted Citrus County was due for a major transportation update next year. The update would be provided by the Hernando/Citrus MPO's General Planning Consultant. Including an evaluation on the use of alternative fuel should be included in the scope of the update.
- Community Transportation Coordinator (CTC) Quarterly Report – Ms. Joanne Granger shared the CTC's quarterly report and provided information on the application process for CTC users. Ms. Granger will be adding an update for the Key Training Center going forward and noted no major updates for the Board. No action required as this is provided as information only.
- MPO Resolution-State Agency Attendance/Quorums – Mr. Bob Esposito shared the resolution requesting State Agency Members attend the quarterly meetings to help ensure quorums are met. Chair Schlabach is planning to reach out to the various agencies to ensure we have representatives on the Board and will begin having State Agency representatives periodically present information on their organization and the services provided during future Board meetings.
- Transportation Disadvantaged Eligibility Criteria – Ms. Granger shared the eligibility income criteria of \$1,200 per month was last updated in 2007. She asked for Board consensus to present an updated recommendation that aligns with similar agency criteria to the Citrus County Board of County Commission. A consensus to recommend was obtained.
- LCB Issue List – Ms. Riecsc shared updates on the LCB Issue List and noted the desire to set up a townhall or public outreach regarding bus service. A consensus of the Board for Ms. Riecsc to proceed was obtained. Ms. Granger provided updates on approval to proceed with bus shelters, how to provide transportation information to citizens who do not have access to Internet, increased ridership updates and ridership satisfaction surveys, and an update of percent rural to urban census for Citrus County.

ACTION ITEMS

Citrus County Comprehensive Operational Analysis (COA) Report

Ms. Granger shared highlights of items contained in the COA with the Board. Mr. Douglas asked if the COA would include bus service to Marion County in the future. Ms. Granger affirmed this is currently contained in the COA and they are actively working on a solution. Ms. Granger also shared bus service has restarted Social Security trips on the last Monday of every month, post covid. Ms. Kluis-Briggs noted that if the LCB Board wanted to share their input on the LCB Board's top three to five priority items of the COA, she would take their input to the Citrus Board of County Commission (BOCC). Ms. Riecsc noted that once a date to present to the BOCC had been confirmed, she would circulate that information to the LCB Board and encourage Board and public participation at the meeting.

Motion: Ms. Woodward made a motion to recommend approval of the Comprehensive Operational Analysis Report to the Citrus County Board of County Commission. Mr. Douglas seconded the motion and it carried 10-0.

LCB Annual Bylaws Update

Mr. Esposito shared the annual Bylaws update to reflect a change in the quorum requirement.

Motion: Mr. Brown made a motion to recommend approval of the LCB Annual Bylaws Update as amended to add Person's With Disability membership. Ms. Woodward seconded the motion and it carried 10-0.

CITIZEN COMMENTS

Ms. Heather Flory, Hernando resident, asked if the Transportation Disadvantage Eligibility Criteria would include all members of a household and if a shuttle could be added for Homosassa to get to main bus lines. Ms. Granger explained the difference between eligibility requirements by individual versus household and the current requirement would apply to an individual making less than the eligibility criteria (i.e., a minor within a household with no income, would qualify). Ms. Granger noted Citrus and Homosassa have four para-buses that could be used to shuttle to main bus lines but the BOCC

would have to approve adding additional lines. Chair Schlabach asked if this topic could be added to a future workshop. Ms. Granger affirmed.

Ms. Eva Petrovsky, a resident of Beverly Hills, asked 1) the date to apply for the Innovative Service Grant, 2) what is being legislated during the March 16, 2023, Legislative Day, and 3) with double bus ridership there is a need to double up on services (more buses, more frequent daily runs and Saturday service). Chair Schlabach indicated doubling up on services is a good idea but the challenge is finding available funds and that is why working with grants is important. For Legislative Day, Chair Schlabach noted she attends to look for opportunities to obtain more money for Citrus County and to attend seminars to gain a better education of what funds and programs are available to bring back to the LCB Board. Ms. Granger noted the State will send out notification when an Innovative Service Grant becomes available and how to apply.

BOARD MEMBER COMMENTS

There were no Board member comments.

MPO STAFF COMMENTS

Mr. Esposito indicated Alfred Benesch and Associates will be giving an update to the BOCC regarding the Citrus County Comprehensive Operational Analysis (COA) study. Ms. Granger noted she is working on getting this added to the March 28, 2023, agenda. At the request of Brooksville Mayor, Blake Bell, Mr. Esposito attended the Brooksville GOP meeting and provided an update on the MPO and the services the MPO provides. Mr. Esposito also indicated it is critical to have a quorum for the upcoming LCB Annual Public Workshop and Regular Meeting on May 11, 2023, and asked the Board to mark their calendars to attend.

ADJOURNMENT AND NEXT MEETING

Chair Schlabach adjourned the meeting at 11:52 a.m. The Annual Public Workshop of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) will be held on Thursday, May 11, 2023, beginning at 10:30 a.m. followed by their Regular Meeting to begin no earlier than 10:45 a.m. Meetings will be held at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida.

REPORTS

1. Community Transportation Coordinator (CTC) Quarterly Report – Joanne Granger, Transit Director

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of January 1, 2023, through March 30, 2023.

This is an informational item; no action is required.

Attachments: CTC Quarterly Report

County:	Citrus				
CTC:	Citrus County Transit				
Contact:	Joanne Granger				
Email:	Joanne.Granger@citrusbocc.com				
	2023				
Trips By Type of Service	Jan	Feb	Mar	Average	
Deviated Fixed Route*	1,868	2,113	2,387	2,123	
Ambulatory	1,880	1,905	2,356	2,047	
Wheelchair	241	209	238	229	
Total Trips By Type of Service	3,989	4,227	4,981	4,399	
Passenger Trips By Purpose					
Education/Training/Daycare	89	95	107	97	
Employment	411	392	520	441	
Medical	560	578	654	597	
Nutritional	695	696	876	756	
Life-Sustaining/Other	366	353	437	385	
Total Trips by Purpose	2,121	2,114	2,594		
Passenger Trips by Funding Source					
CTD-Commission for the Transportation Disadvantaged	1,708	1,723	2,118	1,850	
CTD-VA Hospital (Tampa/Gainsville/ The Villages)	47	53	53	51	
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	366	338	423	376	
Total Trips By Funding Source	2,121	2,114	2,594	2,276	

Note:

REPORTS

2. Key Training Center Quarterly Report – Theresa Flick, Programs and Service Director

As an information item, attached is the Key Training Center Quarterly Report for the period of January 1, 2023, through March 30, 2023.

This is an informational item; no action is required.

Attachment: Key Training Center Quarterly Report

Key Training Center



Kindness, Love, Dignity and Respect

*Chester V. Cole
Forever in our hearts*

Corporate Officers

*Carolyn Zemanik
President, Board of Directors*

*Melissa Walker
Executive Director
(352) 795-5541 ext 203
kcenter@tampabay.rr.com*

Programs and Services

*Theresa Flick, Director
(352) 795-5541 ext 224
pdktc@keytrainingcenter.org*

Social Services

*Meschell Sweat, Manager
(352) 795-5541 ext 219
ssmgr@keytrainingcenter.org*

Day Services

*Barbara Branch, Director
(352) 795-5541 ext 244
bbranchres@keytrainingcenter.org*

Residential Services

*Bryan Kantorczyk, Director
(352) 795-5541 ext 227
resdir@keytrainingcenter.org*

Fiscal Management

*Leo Doucette, Director
(352) 795-5541 ext 303
super@keytrainingcenter.org*

Human Resources

*Stephen Arena, Director
(352) 795-5541 ext 308
hrdir@keytrainingcenter.org*

Key Center Foundation

*Tinker Bowen, Director KCF
(352) 795-5541 ext 106
tinker@keytrainingcenter.org*

Community Relations

*Amanda Oestreich, Development &
Community Relations Manager
(352) 795-5541 ext 313
foundation@keytrainingcenter.org or
amanda@keytrainingcenter.org*

Retail Operations

*Shaunn Grulkowski, Manager
(352) 795-5541 ext 101
ROM@keytrainingcenter.org
Inverness (352) 726-0271
Lecanto (352) 527-0037
Crystal River (352) 564-9477
Wildwood (352) 661-3052
Labels / Inverness (352) 419-7591
Delivery/Pickup (352) 726-0271*

Maintenance

*Chris Linhart, Director Fleet &
Facilities
(352) 795-5541 ext 230
clinhart@keytrainingcenter.org*



KEY TRAINING CENTER

Kindness, Love, Dignity and Respect

To: Joann Granger, CCT
From: Theresa Flick, KTC
Re: Jan/Feb/March 2023 Summary

Trips by Type of Service

Demand response	16,646
Ambulatory	13,957
Wheelchair	2,689

Passenger Trips by Purpose

Medical – 8,323	Shopping – 333
Employment – 3,662	Nutritional – 0
Educational – 4,161	other - 167

3599 W. Gulf to Lake Hwy. • Lecanto, Florida 34461

Phone: (352) 795-5541 • Fax: (352) 795-1805 • TDD: 1-800-545-1833, Ext. 347

www.keytrainingcenter.org • www.facebook.com/KeyTrainingCenter

REVIEW AND APPROVAL OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) ANNUAL EVALUATION

Attached is the Community Transportation Coordinator (CTC) Annual Evaluation conducted by the Hernando/Citrus MPO staff (Planning Agency) on April 13, 2023. Based on the review, the CTC appears to be operating consistent with the Florida Statutes Chapter 427, and Rule 41-2 of the Florida Administrative Code.

RECOMMENDATION:

It is recommended that the LCB Board review the 2023 Annual CTC Evaluation, provide comments, and approve for submittal to the CTD.

Attachment: 2023 CTC Annual Evaluation

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: Citrus County Board of County Commissioners

COUNTY (IES): Citrus

ADDRESS: 1300 South Lecanto Highway, Lecanto, Florida 34461

CONTACT: Joanne Granger **PHONE:** 352-527-7630

REVIEW PERIOD: FY 2023 **REVIEW DATES:** 3-30-23 to 4-30-23

PERSON CONDUCTING THE REVIEW: Robert Esposito and Mary Elwin

CONTACT INFORMATION: resposito@hernandocounty.us

FORMATTED 2011 – 2012

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: 4-14-22)
- 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

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.**

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

Not Applicable

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

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
CCARC Inc.	5399 Gulf-to-Lake	Lecanto, FL	352-795-5541	Theresa Flick

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: Originally January 1978; Current = May 12, 2022

2. WHAT IS THE COMPLAINT PROCESS?

The complaint process is documented and contained in the TDSP.

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 **Complaints would be provided to LCB, but none have been received.**

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
Issues would be referred to the TD Helpline if they could not be resolved at the local level.

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 **Complaints would be entered into the Local complaint file and processed per the TDSP. To-date, no complaints have been received from the Ombudsman.**

If no, what is done with the complaint?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

The computer scheduling software is being evaluated since it is 20 years old. Policy updates are in process for driver's license requirements for fixed-route and paratransit vehicle drivers for consistency.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Driver shortages are being experience since COVID-19.

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

None at this time.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

None at this time.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

A flyer is being developed to display on the vehicles to remind patrons to consider contributing a \$1.00 at the time of vehicle registrations.

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 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?

Not applicable; the CTC is the operator.

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?

The contractor is monitored annually.

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?

All issues would be addressed in writing and a corrective action plan would be required.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

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.

The Citrus County Board of County Commissioners serving as the CTC reviews and approves the applications. The Citrus County Transit Director serves on and reports to the TDLCB. The Hernando/Citrus MPO applies for the Planning Grant.

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:

The Citrus County Director and MPO Staff are in contact throughout each quarter on all matters related to transportation disadvantaged service.

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:

Hours of service are 6:00 am to 6:00 pm.

2. Hours of Intake:

Intake hours are 8:00 am to 5:00 pm.

3. Provisions for After Hours Reservations/Cancellations?

Callers utilize an answering system 24 hours per day/7 days per week.

4. What is the minimum required notice for reservations?

The minimum required notice for reservations is 2 days, by noon. Trips to the social security office and veterans office in Ocala need to be reserved by Friday at noon the week prior to the trip.

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

Advance reservations can be made 14 days in advance; however, standing reservations are utilized.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

No additional comments.

CHAPTER 427

Findings:

The CTC appears to be in compliance with Chapter 427.

Recommendations:

None.

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 7/12/2022, 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 **Not applicable.**

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
Damron, K	3/20/2019	4/8/2021	N/A	8/18/22	5/3/22	Fire Ext 12/1/22
Flores, A	10/25/21	3/30/22	N/A	8/19/22	4/27/22	Fire Ext 11/29/22
Garvin, J	5/5/21	6/8/21	N/A	8/22/22	7/28/22	Fire Ext 12/1/22
Payne, T.	4/7/22	8/22/22	N/A	9/9/22	9/9/22	Fire Ext 12/1/22
Pritchard, J.	6/14/21	10/18/21	N/A	8/19/22	4/28/22	Fire Ext 11/29/22
Riveria, L.	9/8/22	4/28/21	N/A	8/19/22	4/27/22	Fire Ext 11/30/22

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: 7/12/2022

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:
No additional comments.

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

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.	The vehicles contain the local toll-free phone numbers.
Vehicle Cleanliness	Vehicles are clean and well-kept.
Passenger/Trip Database	Routematch software is utilized for database.

Two-way Communications	Yes, vehicles are equipped with two-way radios.
Air Conditioning/Heating	Yes, air conditioning and heating is utilized on vehicles.
Billing Requirements	Yes

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	Standards contained in TDSP
Use, Responsibility, and cost of child restraint devices	Standards contained in TDSP
Out-of-Service Area trips	Standards contained in TDSP
CPR/1st Aid	Standards contained in TDSP
Driver Criminal Background Screening	Standards contained in TDSP
Rider Personal Property	Standards contained in TDSP
Advance reservation requirements	Standards contained in TDSP
Pick-up Window	Standards contained in TDSP

LOCAL STANDARDS

Findings:

The CTC appears to meet the standards.

Recommendations:

No additional recommendations.

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	Yes	Yes	
Accommodating Life Support Systems (O ₂ Tanks, IV's...)	N/A	N/A	
Passenger Restraint Policies	Yes	Yes	
Standee Policies (persons standing on the lift)	Yes	Yes	
Driver Assistance Requirements	Yes	Yes	
Personal Care Attendant Policies	Yes	Yes	
Service Animal Policies	Yes	Yes	
Transfer Policies (From mobility device to a seat)	Yes	Yes	
Equipment Operation (Lift and securement procedures)	Yes	Yes	
Passenger Sensitivity/Disability Awareness Training for Drivers	Yes	Yes	

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

- 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.

ADA COMPLIANCE

Findings:

No findings.

Recommendations:

No recommendations.

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: April 14, 2022

STATUS REPORT DATED: N/A

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

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? 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 _____?

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

Contractor Survey

N/A

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:

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

- Yes
- No If no, skip to question 7

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

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

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

- Yes
- No If no, why? _____

Level of Competition Worksheet 2

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?

Level of Availability (Coordination)
Worksheet 3

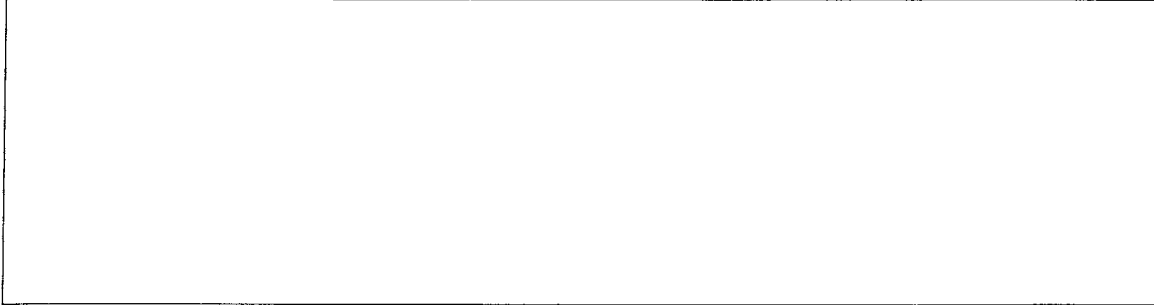
Planning – What are the coordinated plans for transporting the TD population?

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

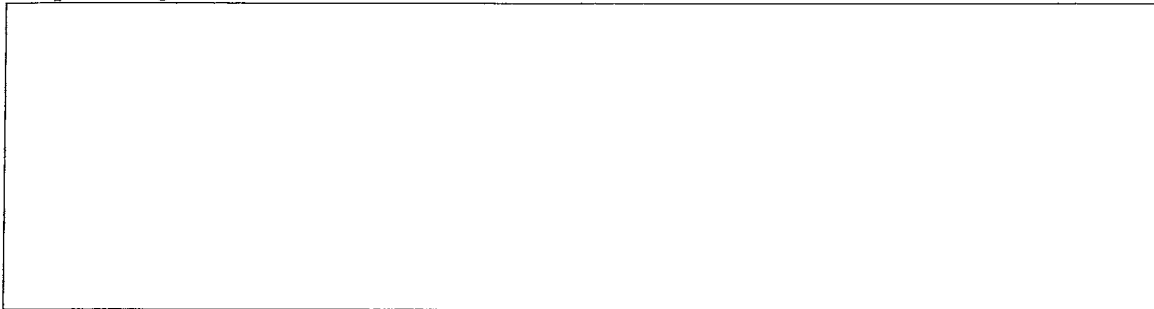
Certification – How are individual certifications and registrations coordinated for local TD transportation services?

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

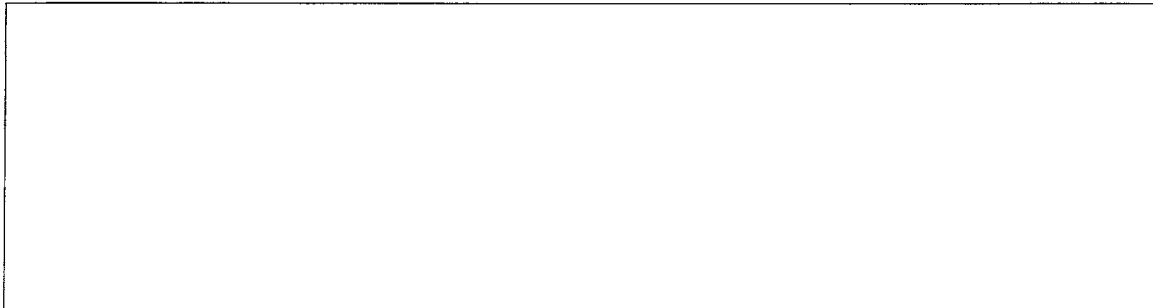
Transport – How are the actual transportation services and modes of transportation coordinated?



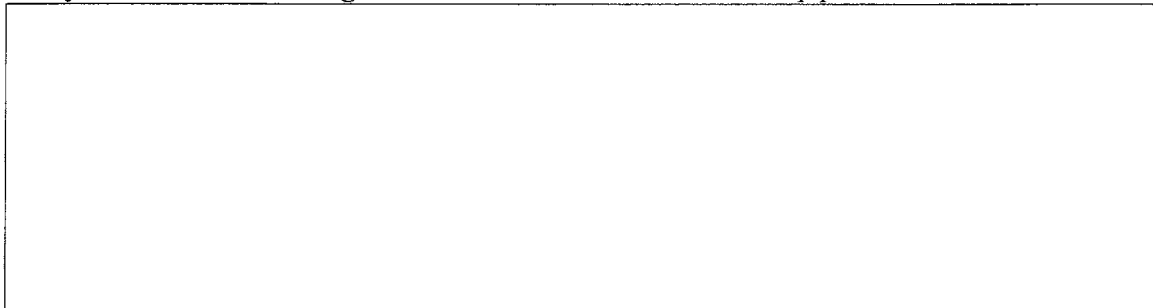
Dispatching – How is the real time communication and direction of drivers coordinated?



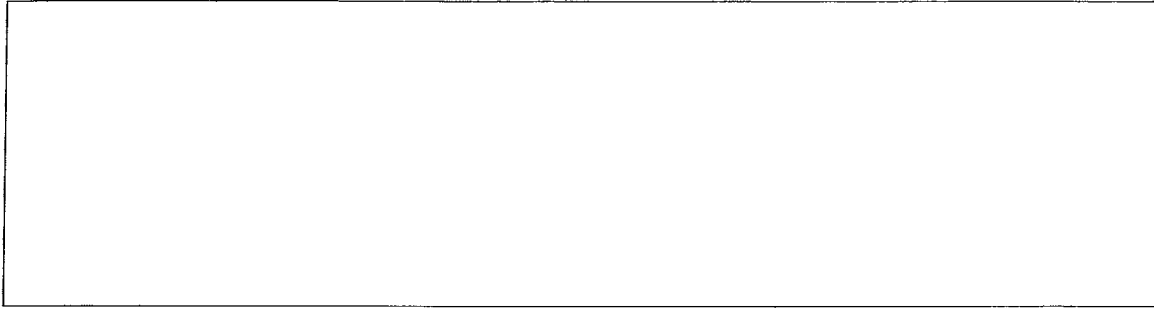
General Service Monitoring – How is the overseeing of transportation operators coordinated?



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



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?

