

Citrus County Transportation Disadvantaged Service Plan (TDSP) July 1, 2022 - June 30, 2027



Citrus County Transit
1300 South Lecanto Highway
Lecanto, Florida 34461

Approved: August 11, 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: 08/11/22

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Citrus BOCC	Ruthie Davis Schlabach - Chairman		
2. Elderly Citizen	Vacant		
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	Deirdre Barrett-LaBelle	Sandra Woodard	NA
7. Community Action	Ginger West		NA
8. Public Education	Vacant		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	Glorybee Perez	Emilio Santiago	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 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 Commissioner of Education or the Commissioner’s designee.
- The Director of the Agency for Health Care Administration or the Director’s designee.
- The Secretary of the Department of Labor and Employment Security or the Secretary’s designee.
- The Executive Director of the Department of Veteran’s Affairs or the Executive Director’s designee.
- A representative of the Florida Association for Community Action, who shall serve at the pleasure of that association.
- A person over the age of sixty, who is a member of a recognized statewide organization representing elderly Floridian.
- A person with a disability, who is a member of a recognized statewide organization representing Floridians with disabilities.
- Two citizen advocates, one representing rural citizens and one representing urban citizens.
- A representative of the Community Transportation Coordinators.
- A representative of the Early Childhood Council.
- The Secretary of the Department of Elder Affairs or the Secretary’s designee.
- A representative of the Florida Transit Association, who shall serve at the pleasure of that association.
- Six representatives of current private for profit or private not-for-profit transportation operators.
- Six representatives of the non-transportation business community.

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

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

COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION / HISTORY

Designated Official Planning Agency

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

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

Designation Date / History

Citrus County's Public Transit System, Citrus County Transit (CCT) originated in 1978, and is operated under the County's Community Services Department. The CCT was recently re-designated as the Community Transportation Coordinator for the period from July 1, 2022 - June 30, 2027.

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.

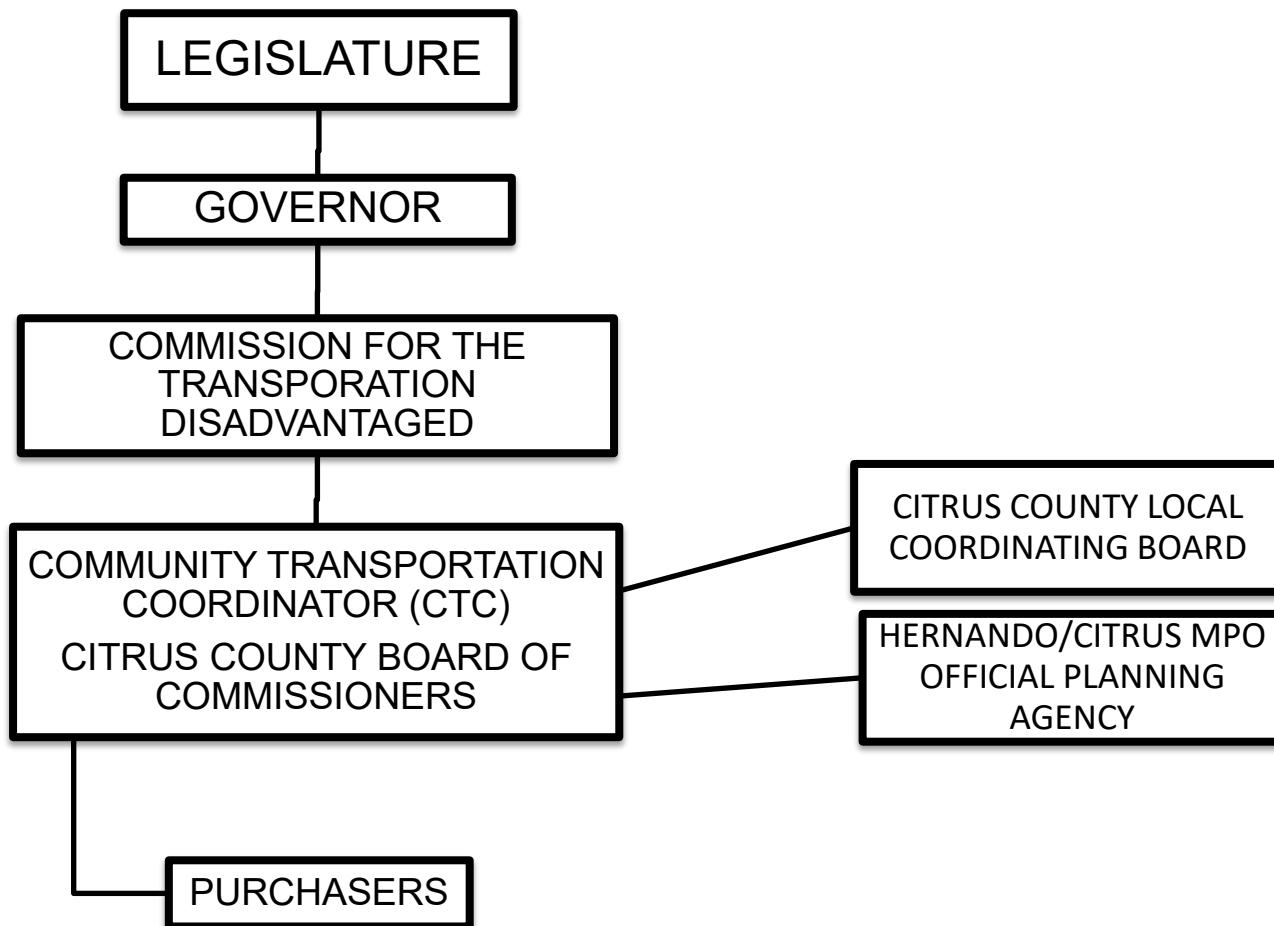
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County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

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

Figure 1: Organization Chart



CONSISTENCY REVIEW OF OTHER PLANS

Local Government Comprehensive Plan(s)

The local comprehensive planning process involves essentially four basic steps:

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

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

Regional Policy Plan(s)

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

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

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

PUBLIC PARTICIPATION

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

Service Area Profile / Demographics

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

Land Use

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

POPULATION / COMPOSITION

Transportation Disadvantaged Population

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

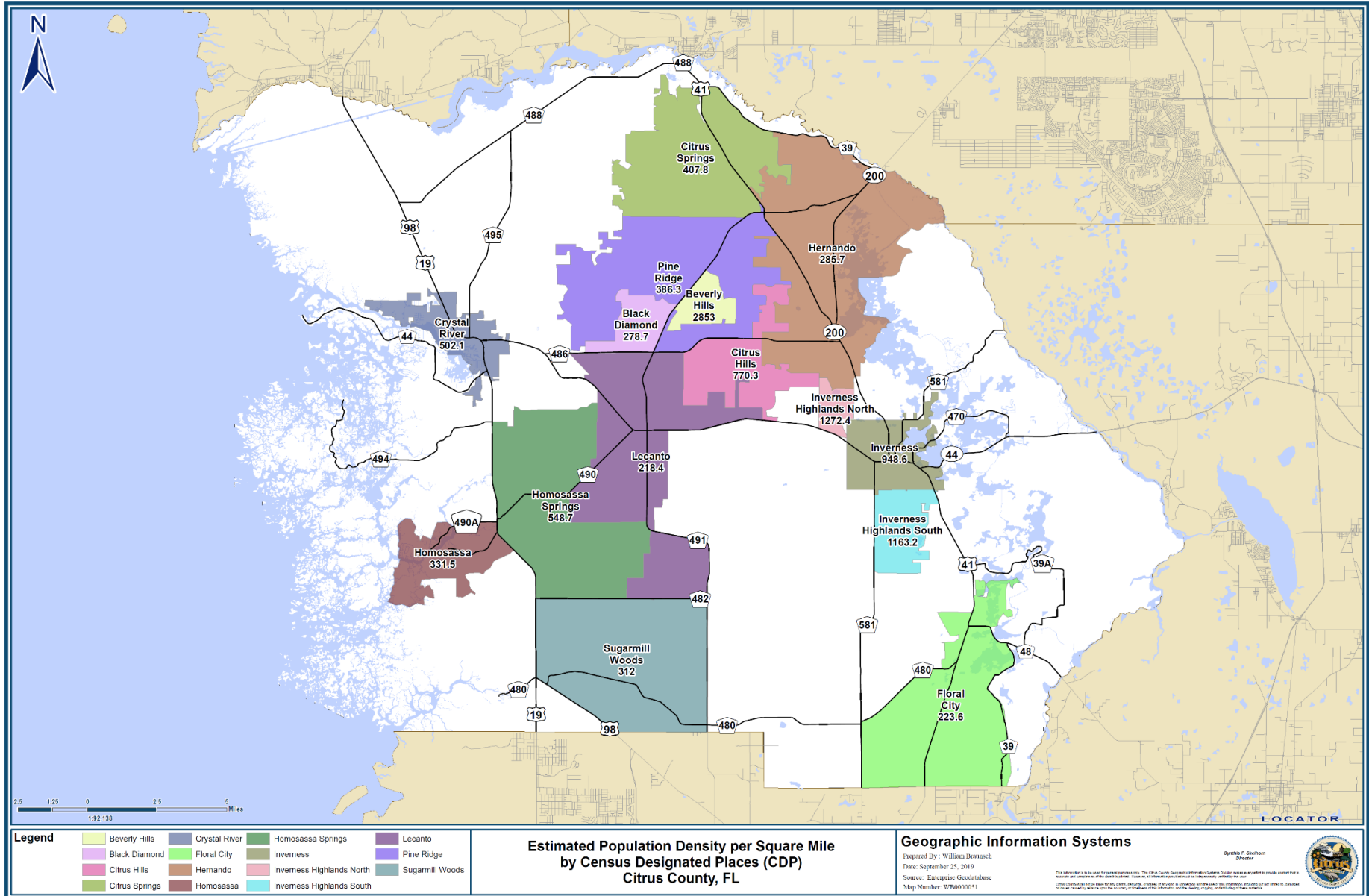
The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

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

YEAR	POPULATION
2019	70,114
2020	71,095
2021	74,649
2022	78,381
2023	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



Employment

Table 3 outlines the employment in Citrus County by Major Industry based on the 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	10,256	\$108,432	\$444,826
44-45	Retail trade	5,617	\$40,340	\$165,405
72	Accommodation and food services	3,534	\$14,852	\$57,534
56	Administrative and support and waste management and remediation services	1,906	\$14,500	\$59,035
23	Construction	2,092	\$19,791	\$86,048
81	Other services (except public administration)	1,577	\$9,218	\$36,312
53	Real estate and rental and leasing	925	\$5,327	\$21,997
54	Professional, scientific, and technical services	821	\$8,873	\$39,316
22	Utilities	873	\$29,357	\$85,668
52	Finance and insurance	676	\$13,927	\$47,895
42	Wholesale trade	676	\$7,358	\$28,601
71	Arts, entertainment, and recreation	301	\$1,073	\$4,291
51	Information	311	\$3,984	\$15,608
31-33	Manufacturing	343	\$3,128	\$13,740
21	Mining, Quarrying and Oil/Gas Extraction	170	\$4,062	\$14,218
48-49	Transportation and warehousing	135	\$1,182	\$4,624
61	Educational services	67	\$457	1,954
55	Management of companies and enterprises	11	\$141	\$610
11	Agriculture, forestry, fishing, and hunting	26	126	\$459
99	Industries not classified	N	\$0	\$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
Lowes	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
Pritchkyk, 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
Winn Dixie, Shopping Center	Crystal River
Withlacoochee Technical College	Inverness

STOP LOCATION	LOCALITY
World Fusion	Lecanto
YMCA	Lecanto

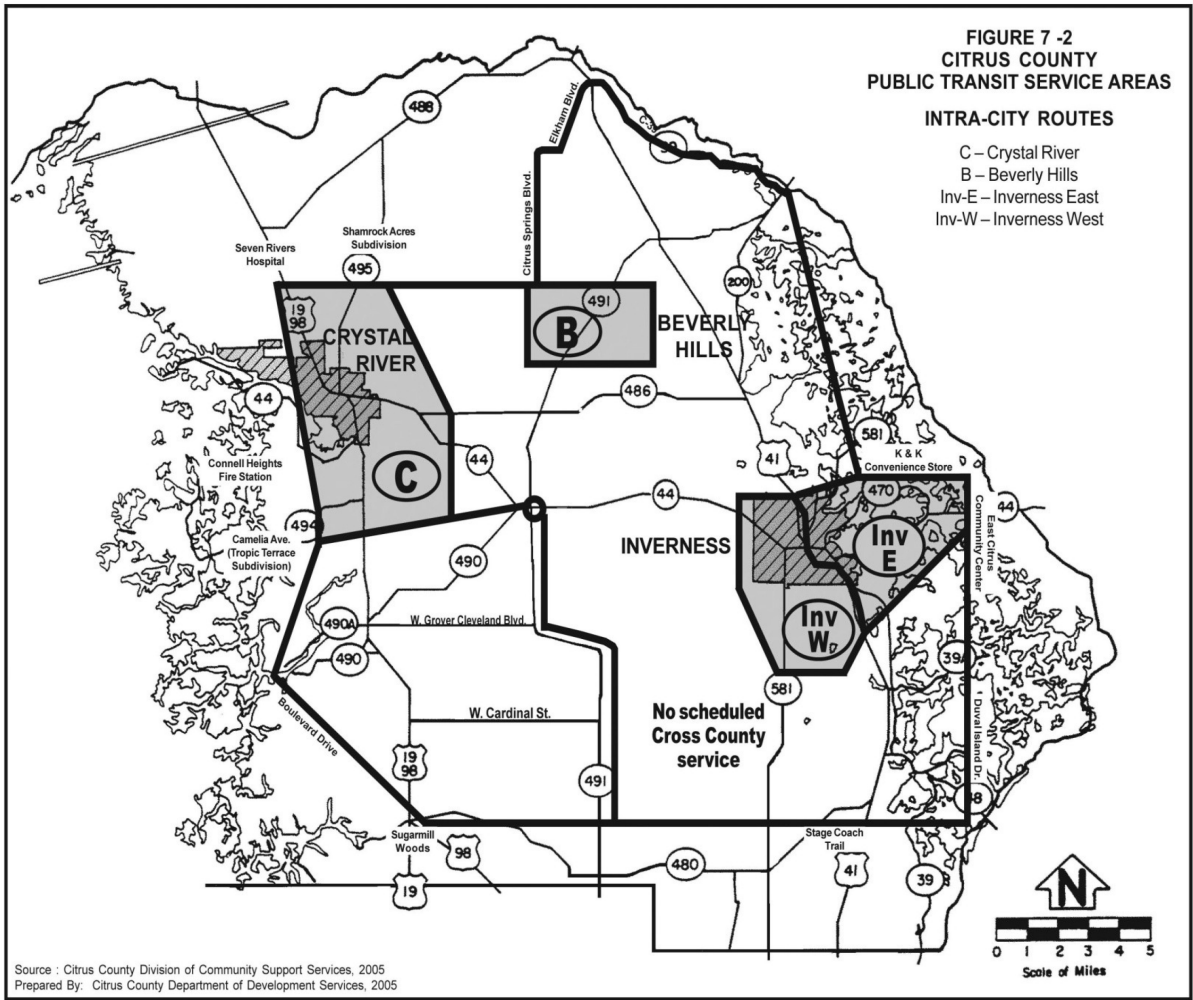
**Source: Citrus County Transit 2021*

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 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
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 *outlying areas may apply				
<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 *outlying areas may apply				
<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 *outlying areas may apply				
<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 *outlying areas may apply				
<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 /Lowe's/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 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 2017-2021 are depicted in Table 5: Revenues and Operating Expenses by Measure and Year
 Citrus County, Florida 2017-2021.

**Table 5: Revenues and Operating Expenses by Measure and Year
 Citrus County, Florida 2017-2021**

Measure	2017	2018	2019	2020	2021
Riders	220,434	161,260	107,314	87,779	84,157
Expenses	\$2,012,641	\$2,042,735	\$1,952,589	\$1,831,851	\$2,556,007
Revenues	\$2,360,553	\$2,135,242	\$1,778,473	\$1,665,025	\$2,456,427
Vehicle Miles	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 2021, local funding accounted for approximately 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 2021, rider fares accounted for 0% of the total operational funding. Fares suspended in 2021 due to COVID.

Transportation Alternatives

The following are 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 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 2010 – 2045**

Year	Population	Percentage Change
2010 Census	141,236	
2015	140,287	-0.68
2020	153,843	8.81
2025	156,569	1.74
2030	162,381	3.58
2035	166,880	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

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
2017	25,306	2,109	-4.27%
2018	24,968	2,081	-1.35%
2019	21,142	1,762	-18.10%
2020	22,611	1,884	6.48%
2021	25,537	2,128	11.47%

*Citrus County Transit, 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 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

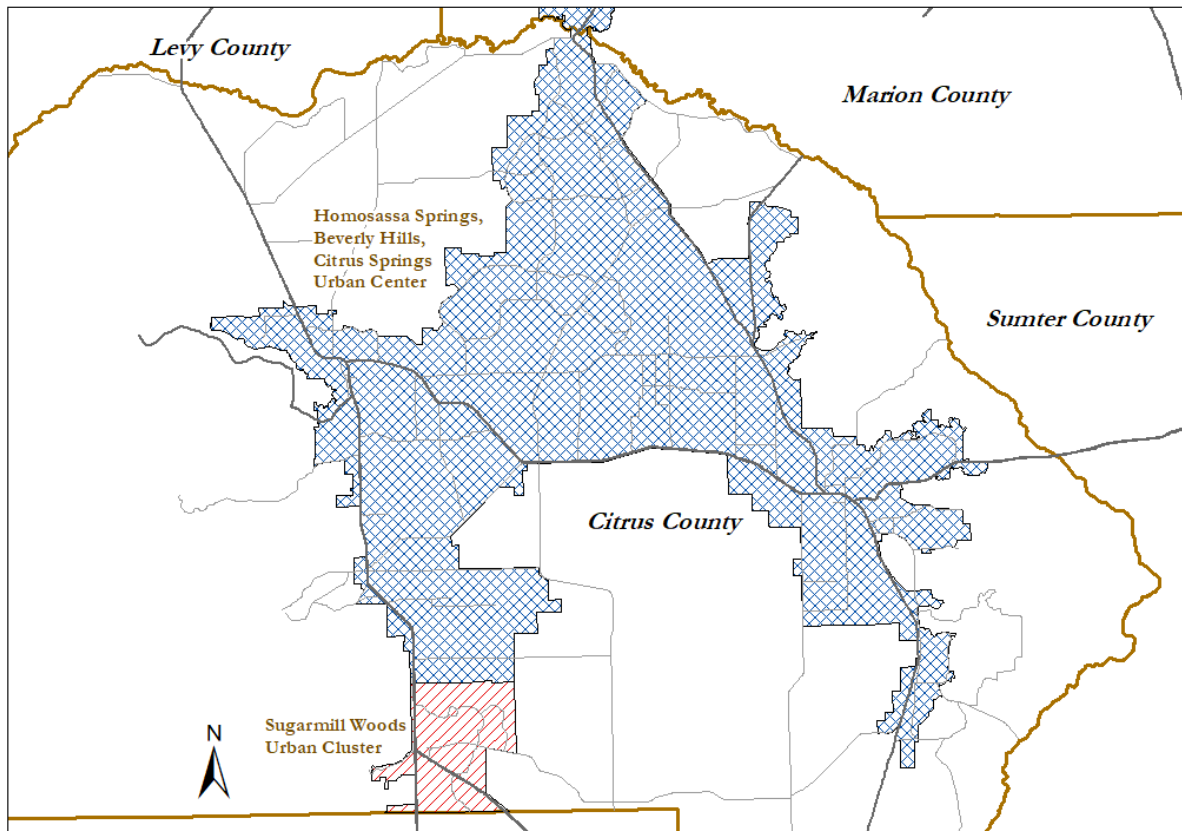
Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. 54% of the county’s population is currently 55 years and older and the percentage of elderly population is expected to remain 54% through 2030 ~~to 54%~~. Citrus County’s aging 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	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
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

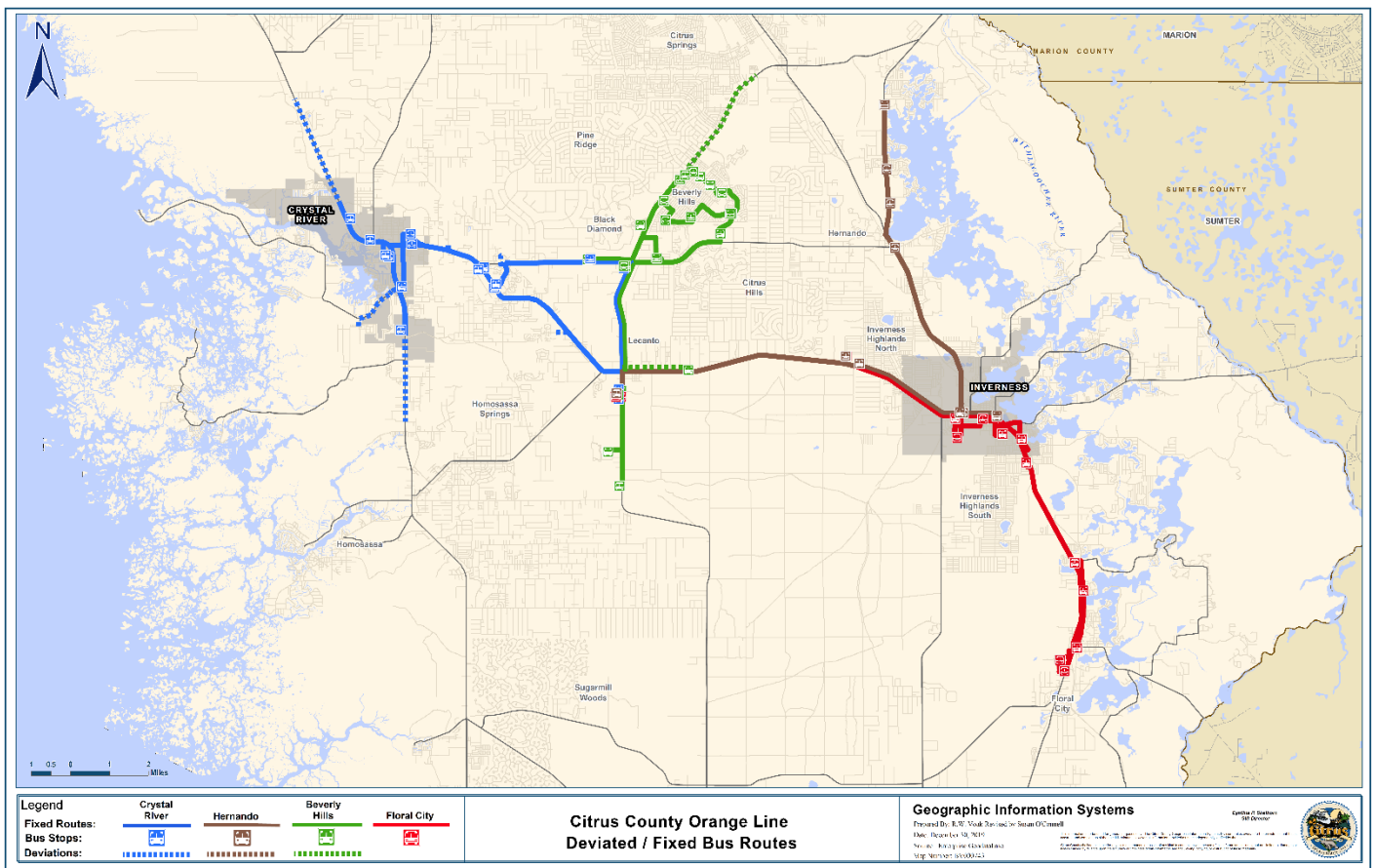
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service 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 – 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"> 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. 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"> The CTC shall provide alternative methods for accessing services. 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 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 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 will be provided monthly once open. This service is provided from several locations throughout the county.

Vehicle Inventory

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

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

As per TAM plan 9/30/2021 (to standardize vehicle inventory reporting)

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
51586-86	2014	Chevrolet	Turtle Top	170,702	EMSID	OOPA
51587-87	2014	Chevrolet	Turtle Top	143,406	OF	OOPA
51588-88	2014	Chevrolet	Turtle Top	131,732	OF	OOPA
51710-10	2015	Ford	Turtle Top	132,157	EMSID	OOPA
51711-11	2015	Ford	Turtle Top	139,315	EMSID	OOPA
51712-12	2015	Ford	Turtle Top	121,176	EMSID	OOPA
51713-13	2015	Ford	Turtle Top	107,756	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	114,401	EMSID	OOPA
51715-15	2015	Ford	Turtle Top	146,641	EMSID	OOPA
52522-16	2016	Ford	Turtle Top	107,614	EMSID	OOPA
52523-17	2016	Ford	Turtle Top	61,957	EMSID	OOPA
52521-19	2016	Ford	Turtle Top	85,079	EMSID	OOP
52532-18	2016	Ford	Turtle Top	91,531	EMSID	OOPA
52533-20	2016	Ford	Turtle Top	71,381	EMSID	OOPA
53429-21	2019	Ford	Turtle Top	52,858	EMSID	OOPA
53444-22	2019	Ford	Turtle Top	48,793	EMSID	OOPA
53490-23	2019	Ford	Turtle Top	40,738	EMSID	OOPA
53491-24	2019	Ford	Turtle Top	21,904	EMSID	OOPA
53492-25	2019	Ford	Turtle Top	39,122	EMSID	OOPA
53489-26	2019	Ford	Turtle Top	26,192	EMSID	OOPA
54898-27	2019	Ford	Turtle Top	23,632	EMSID	OOPA
55219-28	2020	Ford	Turtle Top	35,952	OF	OOPA
55465-29	2020	Ford	Turtle Top	11,406	EMSID	OOPA
55466-30	2020	Ford	Turtle Top	14,869	EMSID	OOPA
55561-31	2020	Ford	Turtle Top	18,338	EMSID	OOPA

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.

Transit Cancellation/No Show Policy:

Citrus County Transit's, ("CCT"), Door-to-Door Program acknowledges that occasionally situations will arise that result in a rider needing to cancel or miss a scheduled trip. However, frequent, and excessive late cancellations and/or no-shows of scheduled trips negatively affect the efficiency of the service and the cost of providing the service. To cancel a trip, the rider must call (352) 527-7630.

Definitions:

Excessive cancellations: occurs when a rider schedules multiple trips and subsequently, regularly cancels.

Late cancellation: occurs when a rider cancels a scheduled trip with less than one (1) hour notice.

No-show: occurs when a rider is not at the designated pick-up location at the scheduled time of the trip or refuses the trip.

Sanctions and Appeals:

CCT will track the scheduled trips, no shows, late cancellations, and excessive cancellations of each rider. Each leg of the trip will be treated separately. CCT will enter the late cancellation/no show into the rider's file and will keep track of the occurrences. All riders will be issued a written notification after the first offense, and notifications will include a list of the late cancellations, excessive cancellations, and no-show of scheduled trips. CCT will notify the rider if they meet any of the following criteria within a 30-day period:

1. Late cancellations/cancellations representing 25% or more of scheduled trips, or
2. The rider has three (3) or more no-shows.

When a rider violates this policy, the following progressive action is taken:

1. First offense – the rider will receive a verbal warning, documented in the rider's file.
2. Second offense – the rider will receive a 3-day suspension.
3. Third offense – the rider will receive a 7-day suspension.
4. Additional violations will result in a 30-day suspension.

CCT will take every step possible to ensure that a rider is an actual no-show. The bus operator will wait up to three (3) minutes before determining the rider is a no-show. No-shows that are out of the rider's control will not count against the rider and proof thereof shall be provided to a CCT supervisor.

All riders have the right to appeal any written notification they receive regarding their offense. Riders will be allowed to continue to use the service until their appeal is decided. All riders will receive a written notification of their appeal decision. All appeals must be reported to the CCT Director at (352) 527-7630 or by mail to 1300 S. Lecanto Hwy., Lecanto, FL 34461.

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 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

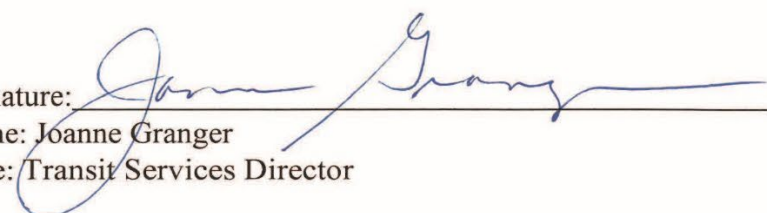
DATE: February 15, 2022

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 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 Trips, One Way (Trip and Equipment)

The Commission for the Transportation Disadvantaged (CTD) reimburses the CTC for the FY 2021/2022 as detailed in the CTC Rate Calc.

- Ambulatory: \$21.28
- Wheelchair: \$36.48

Passenger Fares (Pre-Covid):

Transit Door to Door:

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

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

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

CTC: Citrus County T1 Version 1.4
 County: Citrus County

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

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

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

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

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

Worksheet for Multiple Service Rates

CTC: Citrus County T1 Version 1.4
 County: Citrus 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:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Citrus County Transit
County: Citrus 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

	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

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 of 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.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Citrus County Transit

County: Citrus County

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

Upcoming Year's BUDGETED Revenues
from
Oct 1st of
2022
to
Sept 30th of
2023
1
2

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> Excluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

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	\$ 133,535
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	\$ 561,000
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 501,954
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 392,361
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 310,400
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

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\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

local match req.

\$ 62,333
\$ -
\$ -

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

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	