



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

REGULAR MEETING

Thursday, February 12, 2026, at 9:45 a.m.

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

AGENDA

A. CALL TO ORDER

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Board Members and Staff
4. Declaration of Quorum
5. Enter Proof of Publication into the Record

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

C. ANNUAL ELECTION OF THE VICE CHAIR FOR 2026

D. ANNUAL ELECTION OF THE GRIEVANCE COMMITTEE MEMBERS FOR 2026

E. REVIEW AND APPROVAL OF MINUTES – NOVEMBER 13, 2025, LCB REGULAR PUBLIC MEETING

F. ACTION ITEM

Annual Review and Approval of the LCB Grievance Procedures

G. REPORTS

1. Quarterly Report for October 1 through December 31, 2025, by the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director
2. Key Training Center Quarterly Report for October 1 through December 31, 2025 – Theresa Flick, Programs and Services Director

H. FEATURE PRESENTATION

Chris Leffert, Transit Programs Administrator, Florida Department of Transportation, District 7

I. CITIZEN COMMENTS

J. BOARD MEMBER COMMENTS

K. MPO STAFF COMMENTS

L. ADJOURNMENT AND NEXT MEETING – The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, May 14, 2026, beginning at 9:30 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida.

The meeting agenda and back-up materials are available online at:
www.hernandocounty.us/hernandocitrusmpo.

ELECTION OF VICE CHAIR FOR 2026

Pursuant to the Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws, the Board shall hold an organizational meeting each year and elect a Vice Chair by a majority vote from the quorum present. The Chair is appointed by the Designated Official Planning Agency (the MPO Board). The Citrus County Board of County Commissioners appointed Janet Barek as the LCB Chair for 2026. In the event of the Chair's absence, or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct the meetings.

The 2025 Vice Chair was David Douglas.

Staff Recommendation: It is recommended the LCB elect a Vice Chair of the Citrus County LCB for 2026.

Attachment: Current LCB Roster

**CITRUS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)
(Updated 2/3/26)**

Member	Representing
Janet Berek, Chair	Citrus County Board of County Commissioners
Chris Leffert	FL Dept. of Transportation
Elizabeth Alacci David Knazur, Alternate	FL Dept of Children and Family Services
Vacant	Representative from the Public Educational Community (Citrus County School Board, School Board Transportation Office, or Head Start)
Vacant	FL Division of Vocational Rehabilitation or Blind Services
Vacant	Veteran Service Representative
Vacant	FL Association for Community Action for economically disadvantaged
Vacant	Person over 60+
Stephen C Brown	Person with a Disability
David Douglas, Vice Chair	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Deirdre Barrett LaBelle Sandra Woodard, Alternate	Local Representative for Children at Risk
Casey Ladd	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation or Private Non-Profit Transportation
Glorybee Nunez Gisela Ruiz, Alternate	FL Dept. of Health Care Administration
Jeannette Estes Elizabeth Watson, Alternate	FL Agency for Persons with Disabilities
Debbie Letterman Jerry Flanders, Alternate	Regional Workforce Development Board
Katie Lucas	Local Medical Community Representative
Joanne Granger, Director	Mass Transit System Representative (non voting as a representative of the CTC)

Notes: 19 member positions of which 1 is non-voting (Joanne)

Greivance Committee 2025

David Douglas, Chair
Katie Lucas, Vice Chair
Jeannette Estes, Member
Stephen Brown, Alternate

ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2026

Pursuant to the Transportation Disadvantaged Service Plan (TDSP), the LCB is required to appoint a Grievance Committee composed of LCB regular voting members. On February 13, 2025, the LCB appointed the following members to the Grievance Committee:

1. David Douglas, Chair
2. Katie Lucas, Vice Chair
3. Jeannette Estes, Member
4. Stephen Brown, Alternate

The LCB will need to appoint Grievance Committee members for 2026 to include a Chair and Vice Chair.

Staff Recommendation: It is recommended the LCB appoint three voting members, and at least one alternate voting member to the LCB Grievance Committee to include a Chair and Vice Chair.

Attachment: Current LCB Roster

**CITRUS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)
(Updated 2/3/26)**

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Jeannette Estes Elizabeth Watson, Alternate	FL Agency for Persons with Disabilities
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Katie Lucas	Local Medical Community Representative
Joanne Granger, Director	Mass Transit System Representative (non voting as a representative of the CTC)

Notes: 19 member positions of which 1 is non-voting (Joanne)

Greivance Committee 2025

David Douglas, Chair
Katie Lucas, Vice Chair
Jeannette Estes, Member
Stephen Brown, Alternate

AGENDA ITEM E

REVIEW AND APPROVAL OF MINUTES – NOVEMBER 13, 2025, LCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Thursday, November 13, 2025, meeting of the Citrus County Transportation Disadvantaged Local Coordinator Board (LCB).

Staff Recommendation: It is recommended the LCB review and approve the Minutes of the November 13, 2025, meeting.

Attachment: Minutes from Thursday, November 13, 2025, Regular Public Meeting



CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

Thursday, November 13, 2025

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting on November 13, 2025, at 9:30 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting was advertised in the Citrus Chronicle newspaper, on the Hernando-Citrus MPO website and the Citrus County website. The agenda was available on the Hernando-Citrus MPO website.

MEMBERS PRESENT

Janet Berek, LCB Chair, Citrus County Commissioner
David Douglas, LCB Vice Chair, Citizen Advocate – Transit User as Primary Means
Michelle Sikavitsas, Florida Department of Transportation, District 7
Stephen Brown, Person with a Disability
Deirdre Barrett LaBelle, Local Representative for Children at Risk
Casey Ladd, Florida Department of Elder Affairs
Glorybee Nunez, Florida Department of Health Care Administration
Jeannette Estes, State of Florida Agency for Persons with Disabilities
Debbie Letterman, Regional Workforce Development Board
Katie Lucas, Local Medical Community Representative
Joanne Granger, Transit Services Director, Mass Transit Coordinator, non-voting representative of the CTC

MEMBERS ABSENT

David Knazar, Florida Department of Children and Family Services

OTHERS PRESENT

Bob Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Theresa Flick, Director, Key Training Center

MEETING CALLED TO ORDER

- Chair Berek called the meeting to order at 9:30 a.m. and thanked Ms. Letterman for refreshments in honor of Ms. Berek's birthday today.
- The Pledge of Allegiance and the introductions of Board and staff followed the Invocation.
- A quorum was declared, and the affidavit of publication was read into the record.

APPROVAL/MODIFICATION OF AGENDA

Mr. Esposito noted that the Feature Presentation, originally omitted from the original agenda, has now been added as Item F. Today's presentation will be delivered by Casey Ladd from the Florida Department of Elder Affairs.

Motion: A motion was made by Ms. Lucas to approve the modified agenda. The motion was seconded by Ms. LaBelle and the motion passed 9-0.

REVIEW AND APPROVAL OF MINUTES – SEPTEMBER 11, 2025, REGULAR PUBLIC MEETING

Motion: A motion was made by Mr. Douglas to approve the September 11, 2025, Minutes of the LCB's Regular Public meeting. The motion was seconded by Ms. Letterman and the motion passed 9-0.

[It is noted for the record that LCB member, Jeannette Estes, representing the State of Florida Agency for Persons with Disabilities, arrived at the meeting.]

ACTION ITEM

Annual Review and Approval of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws

Motion: A motion was made by Ms. Lucas to approve the Annual Update of the Citrus County LCB Bylaws. The motion was seconded by Ms. LaBelle and the motion passed 10-0.

REPORTS

Quarterly Report for July 1 through September 30, 2025, by the Community Transportation Coordinator (CTC)- Joanne Granger, Transit Services Director

Ms. Granger, Transit Services Director representing the CTC, reported that July and August were relatively average months. In September, however, there was an uptick in activity recorded across both the deviated fixed-route and demand response services, with 3,269 demand response trips recorded. Wheelchair trips remained steady at approximately 250 trips in September.

Employment and nutrition related trips showed a significant increase, while education and training trips rose sharply from 78 in July to 742 in September, reflecting the seasonal nature of transit demand for education. Medical trips remained stable, averaging between 650 and 700.

Most trips in September were Transportation Disadvantaged (TD), totaling 2,809. Public transportation overall also increased compared to the same period last year, rising from 4,445 trips in September 2024 to 6,375 in September 2025, a marked year-over-year growth.

Key Training Center Quarterly Report for July 1 through September 30, 2025 – Theresa Flick, Programs and Services Director

Theresa Flick, Director of Program Operations for The Key Training Center, reported a total of 16,840 trips during the quarter. Of these, 14,906 were ambulatory and 1,934 were wheelchair trips. The majority of trips were for educational purposes (8,588) and medical appointments (7,410). There were 168 shopping trips, reflecting the trend of online shopping, while recreational and leisure trips totaled 674.

It was a busy quarter, as the Center received all of its 2022 Section 5310 grant awards enabling the purchase of two modified mini-vans and one passenger van. Orders from the 2023 and 2024 grants are still pending and include three additional passenger vans along with a 20-passenger cutaway bus.

Ms. Flick also noted that the Center is undergoing its triennial review, with findings scheduled to be presented on November 20, 2025. The review will be conducted both virtually and on-site.

Ms. Estes and Chair Barek expressed appreciation to The Key Training Center for being a strong partner in serving individuals within the community.

FEATURE PRESENTATION

Casey Ladd, the Contract Management Administrator for Elder Options, provided an overview of the programs and resources available in North Central Florida through Elder Options. Elder Options serves seniors aged 60 and older, adults with disabilities aged 18 and older, and their caregivers.

Some of the resources offered by Elder Options include home care and support programs, caregiver training and support, healthy aging classes, wellness coaching, emergency home energy assistance, and services to prevent and address elder abuse.

The Chair asked whether the presentation is shared with different community organizations. Ms. Ladd confirmed that it is distributed within various Citrus County community organizations, noting that Elder Options works closely with Citrus County support services to deliver presentations.

Ms. Lucas shared that she had volunteered for a couple of years teaching *Matter of Balance* classes and emphasized the ongoing need for trained volunteers to lead these sessions. Chair Barek inquired whether

volunteers are recruited from Teen Court or local high schools for community service. Ms. Ladd responded that she was not certain but would follow up, adding that there may be a stipulation requiring volunteers to be at least 18 years old. Chair Barek remarked that such opportunities would be valuable for encouraging teens to engage in community service.

Michelle Sikavitsas, the Florida Department of Transportation representative will provide the Feature Presentation for the February 12, 2026, meeting.

CITIZEN COMMENTS

There were no citizen comments.

BOARD MEMBER COMMENTS

- Ms. Estes requested that the Board consider moving the LCB meetings in 2027 to either the first or third Thursday of the month, rather than the second Thursday. Due to calendar conflicts, the change may not be feasible but will be taken into consideration for 2027.
- Glorybee Nunez, representative of the Florida Department of Health Care Administration, noted that she had previously served on the Board and expressed her appreciation for the opportunity to return.

MPO STAFF COMMENTS

Mr. Esposito shared the following updates:

- MPO staff attended the regional meeting of the Florida Metropolitan Planning Partnership (FMPP) on October 22, 2025, and Mr. Esposito attended the Florida Metropolitan Planning Organization (MPOAC) meeting on October 23, 2025.
- The traffic counts for Hernando County began the last week of October and will run through the week of December 11th. Counts will be avoided on November 11th and the week of November 24-28.
- All construction activities associated with the SR 50 widening project from Cobb Road to west of Buck Hope Road have been completed (\$15.8 million project).
- At the October 23rd Citizens Advisory Committee (CAC) meeting, Ron Lawson shared a concern raised by store operators at Mountain Park Plaza, located on SR 50 west of Cobb Road, regarding a "No U-Turn" sign at the intersection of Mobley Road and SR 50. Mr. Esposito thanked the Florida Department of Transportation (FDOT) for responding promptly and removing the sign. FDOT's swift action is greatly appreciated by the local business community.
- In accordance with the adopted UPWP, the MPO Staff completed the annual review of the Continuity of Operations Plan (COOP). This is a safety sensitive document staff utilizes as reference during weather events, health events, and other emergency situations.
- Mr. Esposito will attend the Sun Coast Transportation Planning Alliance (SCTPA) regional meeting on Friday, December 12, 2025. He noted that the SCTPA members include MPOs from Hernando, Citrus, Pinellas, Hillsborough, Polk, Pasco, Sarasota, and Manatee counties.
- Mr. Esposito continues discussions with Pasco County, Hernando County, and FDOT on County Line Road. The next Teams call is scheduled for Monday, November 17, 2025.
- The Citizens Advisory Committee (CAC) and Bicycle/Pedestrian Advisory Committee (BPAC) meetings originally scheduled for November have been cancelled. MPO staff and the MPO General Planning Consultants, Benesch & Associates, will host a Congestion Management & Complete Streets workshop on November 20th from 9:00 a.m. to 11:00 a.m. at the Hernando County Building Training Facility. This working session will include participation from Technical Advisory Committee (TAC) members and various department representatives from Hernando and Citrus counties. The workshop is open to the public, and a meeting notice will be posted on the MPO website.

ADJOURNMENT AND NEXT MEETING

The annual public workshop of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, February 12, 2026, beginning at 9:30 a.m., followed by the LCB regular meeting which will begin no earlier than 10:00 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting agenda and back-up materials are available online at: www.hernandocounty.us/hernandocitrusmpo.

Chair Barek adjourned the meeting at 10:10 a.m.

DRAFT

ANNUAL REVIEW AND APPROVAL OF THE LCB GRIEVANCE PROCEDURES

As part of the grant agreement with the Commission for Transportation Disadvantaged (CTD), the MPO is required to annually review and approve the LCB Grievance Procedures. MPO staff has completed this review and determined that no revisions are needed at this time. The Grievance Procedures are approved separately and incorporated into the Transportation Disadvantaged Service Plan (TDSP) during its next update.

Staff Recommendation: It is recommended the LCB review and approve the LCB Grievance Procedures as written, originally approved on February 13, 2025, and reviewed on February 12, 2026.

Attachment: LCB Grievance Procedures with edit tracking



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR CITRUS COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

Reviewed: February 12, 2026

**Community Transportation Coordinator (CTC)
Citrus County Board of County Commission
Lecanto Government Building
3600 W. Sovereign Path
Suite 267
Lecanto, Florida 34461
352-527-5210
www.citrusbocc.com**


**Hernando/Citrus Metropolitan Planning Organization
789 Providence Boulevard
Brooksville, Florida 34601
352-754-4082
<https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization>**

**In partnership with the Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399
1-800-383-2435**

CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) has reviewed and approved this Grievance Process which is included and a part of the Transportation Disadvantaged Service Plan.

Adopted in regular session the 13^h day of February 2025.



Janet Barek, Chair
Citrus County Local Coordinating Board

Dated: 02/13/25 _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY Victoria Anderson _____

MPO Attorney

COMPLAINT AND GRIEVANCE PROCESS

- A. Establishment - It is the intent of the Transportation Disadvantaged Local Coordinating Board (LCB) to encourage resolution of complaints and grievances at the lowest level and to educate passengers, funding agencies and any other interested parties about the complaint and grievance process.

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 the process 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, Florida Statutes (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 Florida Administrative Code (F.A.C.), and a service complaint.

1. Service Complaint- service complaints/adverse incidents may occur during service provided to Transportation Disadvantaged users including those persons with disabilities, and are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints/adverse incidents are to be reported on a “Compliment, Hazard Complaint, and ADA Complaint Report” form available at the Transit Agency office, from a bus operator, or via the website at www.citrusbocc.com within two business days of the incident to the Citrus County Transit office at 1300 S. Lecanto Highway, Lecanto, FL 34461.

An investigation will commence within forty-eight (48) hours of receipt of the “Compliment, Hazard Complaint, and ADA Complaint Report” form by the Adverse Incident Manager (i.e., Transit Director, Transit Supervisor(s) and/or Driver Trainer (Safety Officer)).

Adverse incident service complaints may include but not be limited to:

1. Late trips (late pick-up outside the hour pickup window)
 2. No-show by transit operator
 3. Client behavior
 4. Driver behavior
 5. Service denial to client
 6. Passenger discomfort
- a) The Transit Director, Transit Supervisors and Driver Trainer (Safety Officer) shall serve as the Adverse Incident Manager responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, and closing the investigation. The investigation may include review of any available video, recordings, or photographs to establish facts surrounding a reported adverse incident and may call upon any eyewitnesses. Identification of any causal and contributing factors that led to the adverse incident will be documented in the investigation report.

- b) The Adverse Incident Manager will properly document actions taken by the provider's personnel involved in the adverse incident including corrective actions with timelines, if applicable. The Adverse Incident Manager will identify and document mitigations taken to eliminate factors that contributed or may have caused the adverse incident. Open investigations will be monitored every two weeks to allow for resolution and closure. The CTC will implement necessary written internal procedures to process, monitor, and resolve service/adverse service complaints including training and expectations of personnel.
 - c) For adverse incidents that involve Persons with Disabilities, the Commission for Transportation Disadvantaged's form "Adverse Incident Report Form Related to a Paratransit Service Provided to a Person with Disabilities" as attached must be completed by the Transit Director and reported on the last day of the month following the end of a quarter. Reports should be emailed to:
FLCTDAdverseIncidentReport@dot.state.fl.us.
 - d) If an adverse service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be submitted as a formal grievance to the CTC.
2. Formal Grievance- a formal grievance is a written complaint to document an unresolved service complaint or an investigated and documented adverse incident in the operation or administration of TD (Transportation Disadvantaged), services by the CTC, Designated Official Planning Agency (DOPA), or LCB.

Formal Grievances may include but are not limited to:

- 1. Chronic or reoccurring or unresolved service complaints
- 2. Violations of specific laws governing the provision of TD services i.e., Charter 427 F.S., Rule 41-2 F.A.C and accompanying documents,
- 3. Sunshine Law and Americans with Disabilities Act (ADA)
- 4. Contract disputes (agencies/operators)
- 5. Bidding disputes
- 6. Agency compliance
- 7. Conflicts of interest
- 8. Billing and or accounting procedures

D. The following grievance procedures apply to 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. All formal grievances must contain the following:
 - 1. A copy of the completed Compliment, Hazard Complaint and ADA Complaint Report including any support documents.
 - 2. A statement of the grounds for the formal grievance with supporting documentation made in a clear and concise manner.
 - 3. 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 CTD, (Transportation Disadvantaged Commission). The CTD 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 CTD entering its determination, the CTD's direction will be followed, or the grievance matter will be closed with no further proceedings on the grievance at the County level.
- E. Additional service information may be found in the Transportation Disadvantaged Service Plan (TDSP).

Contacting the Ombudsman or Other Processes

An Ombudsman is a person who works to resolve complaints and grievances at the office of the Commission for Transportation Disadvantaged. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the Transportation Disadvantaged. The email for the Ombudsman is: CTDOmbudsman@dot.state.fl.us.

At any time, an aggrieved party with proper standing may elect to seek recourse in other proceedings outside of this grievance process, through Chapter 120, Florida Statutes, the administrative hearing process or the judicial system.



Citrus County Transit Passenger/Motorist/Employee

Compliment, Hazard Complaint and ADA Complaint Report

Name:	Date:	Time:
Location or Route:		Phone #
Driver:		Bus #:
Received By	Referred To:	Call Time:
Category (Check one or more)	<input type="checkbox"/> Compliment	<input type="checkbox"/> Complaint
<input type="checkbox"/> Passenger	<input type="checkbox"/> Motorist	<input type="checkbox"/> Service Request
<input type="checkbox"/> Employee	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Safety
<input type="checkbox"/> Late	<input type="checkbox"/> ADA Accessibility	<input type="checkbox"/> Pass Up
<input type="checkbox"/> Early	<input type="checkbox"/> Other	<input type="checkbox"/> Bus Stop
Description of Event:		
Explanation of Event :		
Signature:		Date:
Action Taken By Management:		
Supervisor or Directors Signature:		Date Completed:
Chief Safety Officer/Liason Signature:		Date Completed:

ID # _____
Revised 6/11/2024



Citrus County Transit Pasajero/Automovilista/Empleado

Cumplidos, Quejas, Informe de Quejas de la ADA

Nombre:	Fecha:	Hora:			
Ubicación o Ruta:	Teléfono#				
Conductor:	Autobús #				
Recibido por:	Referido a:	Tiempo de llamada:			
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"> Categoría (Marque una o más) <input type="checkbox"/> Pasajero <input type="checkbox"/> Empleado <input type="checkbox"/> Tarde <input type="checkbox"/> Temprano </td> <td style="width: 33%; border: none;"> _____ Cumplido <input type="checkbox"/> Automovilista <input type="checkbox"/> Mecanica <input type="checkbox"/> ADA Accesibilidad <input type="checkbox"/> Otro </td> <td style="width: 33%; border: none;"> _____ Queja <input type="checkbox"/> Solicitud de servicio <input type="checkbox"/> Seguridad <input type="checkbox"/> Pasar parada <input type="checkbox"/> Parada de autobús </td> </tr> </table>			Categoría (Marque una o más) <input type="checkbox"/> Pasajero <input type="checkbox"/> Empleado <input type="checkbox"/> Tarde <input type="checkbox"/> Temprano	_____ Cumplido <input type="checkbox"/> Automovilista <input type="checkbox"/> Mecanica <input type="checkbox"/> ADA Accesibilidad <input type="checkbox"/> Otro	_____ Queja <input type="checkbox"/> Solicitud de servicio <input type="checkbox"/> Seguridad <input type="checkbox"/> Pasar parada <input type="checkbox"/> Parada de autobús
Categoría (Marque una o más) <input type="checkbox"/> Pasajero <input type="checkbox"/> Empleado <input type="checkbox"/> Tarde <input type="checkbox"/> Temprano	_____ Cumplido <input type="checkbox"/> Automovilista <input type="checkbox"/> Mecanica <input type="checkbox"/> ADA Accesibilidad <input type="checkbox"/> Otro	_____ Queja <input type="checkbox"/> Solicitud de servicio <input type="checkbox"/> Seguridad <input type="checkbox"/> Pasar parada <input type="checkbox"/> Parada de autobús			
Descripción del evento:					
Explicación del evento :					
Firma:		Fecha:			
Medidas adoptadas por la dirección:					
Firma del Supervisor o Director:		Fecha de realización:			
Firma del Director de Seguridad/Enlace:		Fecha de realización:			

ID # _____

Revisado el 6/11/2024

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> Investigation Closed
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TRANSPORTATION SERVICE PROVIDER INFORMATION:

Organization Name:	
Local Government Name: (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address:	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT:

Who, what, when, where, how, injury(ies). Exclude names and personal information, providing only information regarding the incident.

--

FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken, including mitigation or corrective actions. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

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**QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2025, BY THE COMMUNITY
TRANSPORTATION COORDINATOR (CTC) – Joanne Granger, Transit Director**

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of October 1, 2025, through December 31, 2025.

This is an informational item; no action is required.

Staff Recommendation: It is recommended the LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: CTC Quarterly Report

County:	Citrus										
CTC:	Citrus County Transit										
Contact:	Joanne Granger										
Email:	Joanne.Granger@citrusbocc.com										
	2025					2025				Jul 2025 - Jun 2026	
Trips By Type of Service	Jul	Aug	Sep	Average		Oct	Nov	Dec	Average	Total YTD	AVG YTD
Deviated Fixed Route*	2,444	2,522	2,856	2,607		2,828	2,040	2,385	2,418	15,075	1675
Demand Response (Door-to-door)											
Ambulatory	2,669	2,988	3,269	2,975		3,559	2,565	2,968	3,031	18,018	2002
Wheelchair	292	208	250	250		263	183	238	228	1,434	159
	2,961	3,196	3,519	3,225		3,822	2,748	3,206	3,259	19,452	2161
Total Trips	5,405	5,718	6,375	5,833		6,650	4,788	5,591	5,676	34,527	3836
Passenger Trips By Purpose (Demand Response)											
Education/Training/Daycare	78	496	742	439		906	498	486	630	3,206	356
Employment	806	779	864	816		900	680	807	796	4,836	537
Medical	704	634	659	666		731	609	623	654	3,960	440
Nutritional	802	817	817	812		833	607	786	742	4,662	518
Life-Sustaining/Other	571	470	437	493		452	354	504	437	2,788	310
Total Trips by Purpose	2,961	3,196	3,519			3,822	2,748	3,206		19,452	
Passenger Trips by Funding Source (Demand Response)											
CTD-Commission for the Transportation Disadvantaged	2,335	2,553	2,809	2,566		3,077	2,143	2,629	2,616	15,546	1727
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	24	18	23	22		40	32	40	37	177	20
APD-Agency for Persons with Disabilities	0	0	0	0		0	0	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0		0	0	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0		0	0	0	0	0	0
Other-Public	602	625	687	638		705	573	531	603	3,723	414
Total Trips By Funding Source	2,961	3,196	3,519	3,225		3,822	2,748	3,200	3,257	19,446	2161

**KEY TRAINING CENTER QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2025 –
Theresa Flick, Programs and Service Director**

As an informational item, attached is the Key Training Center Quarterly Report for the period of October 1, 2025, through December 31, 2025.

This is an informational item; no action is required.

Staff Recommendation: It is recommended the LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: Key Training Center Quarterly Report

Key Training Center



Chester V. Cole
Forever in our hearts

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KEY TRAINING CENTER
Kindness, Love, Dignity and Respect

To: Joanne Granger, CCT
From: Theresa Flick, KTC
Re: Quarterly data (Oct/Nov/Dec 2025)

Trips by type of service:

Demand response	14,117
Ambulatory	12,551
Wheelchair	1,566

Passenger types by purpose:

Medical	6,211
Educational	7,199
Shopping	141
Other (Recreational)	425
Nutritional	141

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