



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

**REGULAR MEETING**

**Thursday, May 8, 2025, at 9:30 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. REVIEW/APPROVAL OF MINUTES**

1. February 13, 2025, LCB Annual Public Workshop
2. February 13, 2025, LCB Regular Public Meeting

**D. ACTION ITEMS**

1. Review and Approval of the Annual Evaluation of the Community Transportation Coordinator (CTC)
2. Review and Ratification of the Community Transportation Coordinator (CTC) Shirley Conroy Grant Application for Updated, Cloud-Based Trip Booking and Scheduling Software
3. Review and Approval of the Updated Application Forms for Transportation Disadvantaged Services

**E. REPORTS**

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

**F. FEATURE PRESENTATION**

Debbie Letterman, Regional Workforce Development Board

**G. CITIZEN COMMENTS**

**H. BOARD MEMBER COMMENTS**

**I. MPO STAFF COMMENTS**

**J. ADJOURNMENT AND NEXT MEETING –** The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, September 11, 2025, 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](http://www.hernandocounty.us/hernandocitrusmpo).

**REVIEW/APPROVAL OF MINUTES – FEBRUARY 13, 2025, LCB ANNUAL PUBLIC WORKSHOP**

Attached for approval are the Annual Public Workshop Minutes of the Thursday, February 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 February 13, 2025, workshop.

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Attachment: Minutes from Thursday, February 13, 2025, Annual Public Workshop

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

Thursday, February 13, 2025

### ANNUAL PUBLIC WORKSHOP MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held its Annual Public Workshop on February 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 on the Citrus County website. The agenda was available on the Hernando/Citrus MPO website.

#### MEMBERS PRESENT

Janet Barek, Chairman, Citrus County Commissioner  
David Douglas, Citizen Advocate – Transit User as Primary Means  
Dave Newell, Florida Department of Transportation, District 7  
Stephen Brown, Person with a Disability  
Joanne Granger, Transit Services Director, Mass Transit Coordinator  
Casey Ladd, Florida Department of Elder Affairs  
Deirdre Barrett LaBelle, Local Representative for Children at Risk  
Gisela Ruiz, Florida Department of Health Care Administration  
Debbie Letterman, Regional Workforce Development Board  
Jeannette Estes, State of Florida Agency for Persons with Disabilities

#### MEMBERS ABSENT

Walter “Bud” Osborn, Veteran Services Representative  
Katie Lucas, Local Medical Community Representative  
Elizabeth Alacci, Florida Department of Children and Family Services

#### OTHERS PRESENT

Mary Elwin, MPO Coordinator  
Joy Turner, MPO Executive Assistant  
Barbara Branch, Director of Day Services, Key Training Center  
Michelle Sikavitsas, Florida Department of Transportation, District 7  
Maria DeJesus, Florida Department of Transportation, District 7  
Tiffany Kersey, Citrus County Transit

#### MEETING CALLED TO ORDER

- Chairman Barek called the meeting to order at 9:35 a.m. and led the Invocation.
- 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

**Motion:** A motion was made by Mr. Douglas to approve the agenda. The motion was seconded by Mr. Brown and the motion passed 9-0.

#### PRESENTATION

*[It is noted for the record that Gisela Ruiz, member representing the Florida Department of Health Care Administration, arrived at the meeting.]*

Mary Elwin, Hernando/Citrus MPO Coordinator, gave a feature presentation on the survey results prepared by Benesch & Associates, the MPO’s General Planning Consultant for the major update to the Citrus County FY2026-FY2035 Transit Development (TDP). Chair Barek asked if the doctors’ offices and

hospitals are aware of the transportation disadvantaged (TD) transit services available for patients that are being discharged from the hospital or who need transportation to and from a doctor's appointment and emphasized the need for a regional transit service for medical appointments to facilities outside of the County. Ms. Elwin affirmed that the doctors' offices and hospitals are aware of transportation disadvantaged services, and that this information would be shared with the MPO's General Planning Consultant. Mr. Douglas shared that the TD transit system is very good at prioritizing and adapting for medical appointments. Ms. Granger conveyed Citrus Transit is investigating adding a connector stop at the Publix in Sugarmill Woods between Citrus County and Hernando County. A similar connection stop between Citrus County and Marion County is being considered. County connector stops will be evaluated in the *Identifying Needs* phase of the major update to the TDP.

**CITIZEN COMMENTS** - There were no citizen comments.

**BOARD MEMBER COMMENTS** – There were no Board member comments.

**MPO STAFF COMMENTS** – There were no MPO staff comments.

**ADJOURNMENT AND NEXT MEETING**

Chairman Barek adjourned the meeting at 10:08 a.m. The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) immediately followed the Annual Public Workshop. The meeting agenda and back-up materials are available online at: [www.hernandocounty.us/hernandocitrusmpo](http://www.hernandocounty.us/hernandocitrusmpo).

**REVIEW/APPROVAL OF MINUTES – FEBRUARY 13, 2025, LCB REGULAR PUBLIC MEETING**

Attached for approval are the Regular Public Meeting Minutes of the Thursday, February 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 February 13, 2025, meeting.

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

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

Thursday, February 13, 2025

### MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting on February 13, 2025, at 9:45 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 Barek, Chairman, Citrus County Commissioner  
David Douglas, Citizen Advocate – Transit User as Primary Means  
Dave Newell, Florida Department of Transportation, District 7  
Stephen Brown, Person with a Disability  
Joanne Granger, Transit Services Director, Mass Transit Coordinator  
Casey Ladd, Florida Department of Elder Affairs  
Deirdre Barrett LaBelle, Local Representative for Children at Risk  
Gisela Ruiz, Florida Department of Health Care Administration  
Debbie Letterman, Regional Workforce Development Board  
Jeannette Estes, State of Florida Agency for Persons with Disabilities

### MEMBERS ABSENT

Walter “Bud” Osborn, Veteran Services Representative  
Katie Lucas, Local Medical Community Representative  
Elizabeth Alacci, Florida Department of Children and Family Services

### OTHERS PRESENT

Mary Elwin, MPO Coordinator  
Joy Turner, MPO Executive Assistant  
Barbara Branch, Director of Day Services, Key Training Center  
Michelle Sikavitsas, Florida Department of Transportation, District 7  
Maria DeJesus, Florida Department of Transportation, District 7  
Tiffany Kersey, Citrus County Transit

### MEETING CALLED TO ORDER

- Chairman Barek called the meeting to order at 10:10 a.m. and led a Moment of Silence for Patty Massullo, the wife of State Representative Ralph Massullo.
- 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

**Motion:** A motion was made by Mr. Douglas to approve the agenda. The motion was seconded by Mr. Newell and the motion passed 10-0.

### ELECTION OF VICE CHAIRMAN FOR 2025

**Motion:** A motion was made by Mr. Brown to elect Mr. Douglas as LCB Vice Chairman for 2025. The motion was seconded by Mr. Newell and the motion passed 10-0.

## **ELECTION OF GRIEVANCE COMMITTEE MEMBERS**

After Board discussion the following LCB Board members were nominated as the Grievance Committee for 2025:

1. David Douglas, Chairman
2. Katie Lucas, Vice Chairman
3. Jeannette Estes, member
4. Steve Brown, alternate member

**Motion:** A motion was made by Mr. Brown to approve the nominated LCB Grievance Committee members and positions for 2025. The motion was seconded by Ms. LaBelle and the motion passed 10-0.

## **REVIEW/APPROVAL OF MINUTES – NOVEMBER 14, 2024, REGULAR PUBLIC MEETING**

Ms. Granger noted a correction to update wheelchair users from 24,077 trips to 2,477 trips for Action Item 1, Review and Approval of the Annual Operating Reports (AOR) for State Fiscal Year 2024 of the Community Transportation Coordinator (CTC) Agency.

**Motion:** A motion was made by Mr. Brown to approve the November 14, 2024, Minutes of the LCB's Regular Public meeting as amended. The motion was seconded by Mr. Douglas and the motion passed 10-0.

## **ACTION ITEMS**

### **1. Annual Review and Approval of the LCB Grievance Procedures**

Ms. Elwin reviewed the annual update of the LCB Grievance Procedures incorporating the process to report adverse incidents involving Persons with Disabilities.

*[It is noted for the record that LCB member, Jeannette Estes, excused herself temporarily from the meeting.]*

**Motion:** A motion was made by Mr. Newell to approve the LCB Grievance Procedures. The motion was seconded by Ms. Letterman and the motion passed 9-0.

### **2. Review and Approval of the updated Application for Transportation Disadvantaged**

Ms. Elwin explained the Transportation Disadvantaged Application was updated to remove specific amounts of threshold of poverty and fares to eliminate the need to update the forms as these amounts change. Ms. Granger also stated that the application was updated to clarify the language that an application is needed to receive transportation services through the State Transportation Disadvantaged Fund, however, an application is not needed to ride transit. This change would preclude the use of outdated forms.

**Motion:** A motion was made by Ms. LaBelle to approve the updated Application for Transportation Disadvantaged. The motion was seconded by Mr. Douglas and the motion passed 9-0.

## **REPORTS**

Quarterly Report for October 1 through December 31, 2024, by the Community Transportation Coordinator (CTC)- Joanne Granger, Transit Director

*[It is noted for the record that TDLCB member, Jeannette Estes, returned to the meeting.]*

Ms. Granger, representing the CTC, reported that the total trips for October were 4,688, the total trips for November were 4,575, and the total trips for December were 5,372. Total trips for the quarter are evenly divided between the deviated fixed route and door-to-door service. The top three trip categories were for nutritional, employment, and medical purposes. The majority of trips were for transportation disadvantaged (TD) and the rest public. Unduplicated client counts included 35 wheelchair clients and 178 ambulatory clients. Of the ambulatory clients, 559 trips were ambulatory requiring the driver to deploy the lift as though they were in a wheelchair; however, that is not a field in the Commission for the Transportation Disadvantaged quarterly report. One hundred one unduplicated TD clients used the Orange Line (fixed route), and TD clients are encouraged to use the fixed route whenever possible. Mr. Douglas was encouraged to hear TD clients are using the fixed route. Ms. Granger also relayed there has been an

increase in clients using walkers on the fixed route.

Key Training Center Quarterly Report for October 1 through December 31, 2024 – Theresa Flick, Programs and Services Director

Barbara Branch, Director of Day Services and representing The Key Training Center on behalf of Theresa Flick who could not be present at the meeting, reported that 13,028 trips for ambulatory clients were provided October through December 2024, and 2,242 trips were for non-ambulatory clients. Trips by purpose were 7,787 medical trips, 0 employment, 6,718 educational, 155 shopping, and there was an increase in recreational trips at 610 trips due to the holidays. Ms. Branch thanked Ms. Granger and the Citrus County Transit (CCT) team for providing easy and accessible transit service. She reported there are 11 clients using CCT for transportation to the day program and the caring and respectful service The Key Training Center clients receive is appreciated. The Key Training Center is struggling to find CDL drivers that can pass a background screening. Additionally, repairing vehicles is a challenge because of the age of the vehicles and the difficulty in getting repair parts. She noted that Mr. Newell with the Florida Department of Transportation is working with Key Training Center on the replacement of vehicles.

**FEATURE PRESENTATION**

Jeannette Estes, Regional Operations Manager at Florida Agency for Persons with Disabilities (APD), gave a feature presentation on the services provided by APD, how to apply for services, navigating the APD website ([www.apdcares.org](http://www.apdcares.org)), and who potentially qualifies for APD services. She relayed that an individual has to have one or more statutorily defined developmental disabilities in order to utilize their services. Ms. Estes identified the developmental disabilities: Spina bifida, intellectual disability, Downs syndrome, Cerebral Palsy, severe forms of autism, Prader-Willi syndrome, and Phelan-McDermid syndrome. Ms. Elwin expressed that the services provided by APD enable people to live a satisfying life. Ms. LaBelle expressed the need for a program to assist with the challenges of transitioning to adulthood for individuals who are between the ages of 22 and 25. Ms. Estes shared that an *Adult Pathways* waiver will be forthcoming to assist the 18 to 26 age group.

Debbie Letterman, Regional Workforce Development Board, volunteered to be a presenter at the May 8, 2025, LCB meeting.

**CITIZEN COMMENTS**

There were no citizen comments.

**BOARD MEMBER COMMENTS**

There were no further Board comments.

**MPO STAFF COMMENTS**

Ms. Elwin provided the following updates:

- Mr. Esposito hosted a telephone call with State Senator Nick DiCeglie and Commissioner Bays on February 3, 2025, to advocate for rural arterial funds for Hernando and Citrus Counties.
- Mr. Esposito hosted a Microsoft Teams meeting with FDOT, Pasco County, and Hernando County staff members on January 27, 2025, to discuss County Line Road. The Florida Department of Transportation (FDOT) has agreed to include funding for the design portion between Mariner Boulevard/Shady Hills Road to the Suncoast Parkway in the FY2025 Work Program. The construction phase will be programmed in FY2033 at one-half with the counties sharing the other half. The next follow-up Teams meeting is scheduled for April 28, 2025.
- Ms. Elwin noted that the Sun Coast Transportation Planning Alliance (SCTPA) is working on the Regional 2050 LRTP. County Line Road was recently added to the Regional Priorities List and Mr. Esposito is going to ask to have SR200 (Citrus) added later this summer.
- Mr. Esposito attended the Pasco MPO Board meeting December 11, 2024, and he participated in a second radio interview (WWJB) [on January 15, 2025] to encourage the public on the importance and ways to get funding sources for local roads, especially for local county roads.

- Mr. Esposito is attending the February 13, 2025, Gulf Streets Safe Summit Dignitary Panel in Tampa, Florida. Commissioner Bays (Citrus) and Todd Crosby, Assistant County Engineer for Hernando County, are also attending as panelists.

**ADJOURNMENT AND NEXT MEETING**

The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, May 8, 2025, 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](http://www.hernandocounty.us/hernandocitrusmpo).

Chairman Barek adjourned the meeting at 11:18 a.m.

DRAFT

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

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

**Staff Recommendation:** It is recommended the LCB review the 2025 Annual CTC Evaluation, provide comments, and approve for submittal to the Florida Commission for the Transportation Disadvantaged (CTD).

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Attachment: CTC Annual Evaluation

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# *CTC*

## *EVALUATION WORKBOOK*

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_  
REsposito@hernandocounty.us; MaryE@hernandocounty.us

**FORMATTED 2011 – 2012**

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
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# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

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

## **ITEMS TO REVIEW ON-SITE:**

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

**ITEMS TO REQUEST:**

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

**INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- Measuring Tape       Stop Watch

## EVALUATION INFORMATION

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

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

**Notes to remember:**

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

# ENTRANCE INTERVIEW QUESTIONS

## INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

## USING THE APR, COMPILE THIS INFORMATION:

### 1. OPERATING ENVIRONMENT:

- RURAL       URBAN

### 2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

<b>Coordination Contract Agencies</b>				
<b>Name of Agency</b>	<b>Address</b>	<b>City, State, Zip</b>	<b>Telephone Number</b>	<b>Contact</b>

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

## GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM?  Yes  No  
(Make a copy and include in folder)

Is the process being used?  Yes  No

3. DOES THE CTC HAVE A COMPLAINT FORM?  Yes  No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S  
UNIFORM SERVICE REPORTING GUIDEBOOK?  
 Yes  No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
 Yes  No

**Review completed complaint forms to ensure the resolution section is  
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
 Yes  No When applicable.

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

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE  
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL  
COMPLAINT FILE/PROCESS?  
 Yes  No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?  
 Yes     No                      If yes, what type?

*Brochures are used to provide information about TD Services. Copies are available on vehicles, in the office, and on the website. Copies have been provided to the reviewers and included in the review file.*

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
 Yes     No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
 Yes     No

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

An application is required for TD service eligibility and is valid for a two-year period. A current application is available on CCT's website and is on file at the Planning Agency (MPO) to support this review.

*Please Verify These Passengers Have an Eligibility Application on File:*

<b>TD Eligibility Verification</b>			
<b>Name of Client</b>	<b>Address of client</b>	<b>Date of Ride</b>	<b>Application on File?</b>
Wendy Hargrett	4665 S Apostolic Ln, Homosassa FL 34446	2/25/25	Yes
Jennifer Kerns	3 Daniel Court, Beverly Hills, FL 34465	1/9/25	Yes
Ralph Pringle	8590 W Mayo Dr Apt 30, Crystal River FL 34429	2/18/25	Yes
Tracy Trovato	7756 N Fountainhead Dr, Citrus Springs, FL 34433	2/27/25	Yes

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

Trips to government resources outside of the Citrus service area are available to the Social Security office in Ocala or the Veterans Administration clinic in Ocala.

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

The computer scheduling software is being replaced since it is 20 years old. Grant applications are in process to replace the software.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

No barriers exist. Qualified driver shortages exist.

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

None at this time.

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

None at this time.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

A flyer is displayed in the Transit Office and on the vehicles to remind patrons to consider contributing \$1.00 at the time of vehicle registrations.

## GENERAL QUESTIONS

### Findings:

Note: The complaint process was updated and approved by the Local Coordinating Board on February 13, 2025. It includes the handling of adverse incidents involving Americans with Disabilities. The CTC appears to be in compliance with reporting requirements of the CTD.

### Recommendations:

No recommendations.



**COMPLIANCE WITH CHAPTER 427, F.S.**

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

**REPORTING TIMELINESS**

Were the following items submitted on time?

- a. Annual Operating Report  Yes  No
- Any issues that need clarification?  Yes  No

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

List:

- b. Memorandum of Agreement  Yes  No
- c. Transportation Disadvantaged Service Plan  Yes  No
- d. Grant Applications to TD Trust Fund  Yes  No
- e. All other grant application (\_\_\_\_%)  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

***“Review all transportation operator contracts annually.”***

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

Is a written report issued to the operator?  Yes  No

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

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

Is a written report issued?  Yes  No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

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

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

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

N/A

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

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

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

Yes  No

If Yes, describe the application review process.

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

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

Yes  No

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

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

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

*“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”*

Review the Operational section of the TDSP

1. Hours of Service:
  
  
  
  
  
  
  
  
  
  
2. Hours of Intake:
  
  
  
  
  
  
  
  
  
  
3. Provisions for After Hours Reservations/Cancellations?
  
  
  
  
  
  
  
  
  
  
4. What is the minimum required notice for reservations?
  
  
  
  
  
  
  
  
  
  
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

Comments:

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**  
*“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”*

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION?        Yes        No

Comments:

**CHAPTER 427**

Findings:

Recommendations:

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

<b>Operator</b>	<b>Insurance Cost</b>

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

Yes     No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?     Yes     No

Comments:





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

**Compliance with 41-2.006(3), Drug and Alcohol Testing**  
*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No

**RULE 41-2**

Findings:

Recommendations:

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

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

## COMMISSION STANDARDS

Findings:

Recommendations:

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

### Compliance with Local Standards

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

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Children 12 and under traveling must be accompanied by an adult escort. Children 12 and under ride free. TDSP Page 32
Use, Responsibility, and cost of child restraint devices	Child restraint devices are not required on buses. However, if used, it is parent's responsibility to provide and secure device. TDSP Page 33
Out-of-Service Area trips	Services provided to Veterans Admin in Gainesville, Tampa, and the Villages on a weekly basis. Services to Social Security Admin in Ocala provided on a monthly basis. TDSP Page 32
CPR/1st Aid	Drivers are not required to perform CPR/1st Aid. Emergencies require 9-1-1 calls for assistance. TDSP Page 35
Driver Criminal Background Screening	Employment Level II Background completed. TDSP Page 35
Rider Personal Property	Personal property required to be placed on laps or stowed under seat. TDSP Page 32
Advance reservation requirements	Reservations made up to 14 days in advance. Reservations for Social Security Administration Offices in Ocala must be made by Noon on riday the week prior. TDSP Page 35
Pick-up Window	Pick-up window is 1 hour from the scheduled pick-up and 1 hour of the return time. TDSP Page 36

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC <b>28,309</b>	CTC <b>26,697</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance  TDSP Pg 35 & 49. 7/1/24-3/31/25	CTC <b>85%</b>	CTC <b>99.32%</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows  TDSP Pg 36 7/1/24-3/31/25	CTC <b>Less than 3 per rider/per month</b>	CTC <b>0 Unexcused</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents  TDSP Pg 35 7/1/24-3/31/25	CTC <b>6 per TDSP</b>	CTC <b>0</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls  TDSP Pg 36 Average age of fleet: <b>6.2</b>	CTC <b>&lt;10,000 miles per 1 Yr</b>	CTC <b>2</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints  TDSP & Updated Policy Number filed: <b>0</b>	CTC <b>0</b>	CTC <b>0</b>	<b>Yes, 0 written</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time  TDSP Pg 35 & 48	CTC <b>4 Minutes</b>	CTC <b>2.2 Minutes</b>	<b>Yes</b>
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

### Findings:

No findings.

### Recommendations:

No recommendations at this time.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT**

**REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.**

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

ARE ACCESSIBLE FORMATS ON THE SHELF?  Yes  No *In English & Spanish*

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

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

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

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

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

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

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

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

IS A RAMP PROVIDED?  Yes  No

ARE THE BATHROOMS ACCESSIBLE?  Yes  No

# Bus and Van Specification Checklist

**Name of Provider:**

**Vehicle Number (either VIN or provider fleet number):**

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

**Person Conducting Review:**

**Date:**

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

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

**Have the driver lower the lift to the ground:**

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

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

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

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

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

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

**While inside the vehicle:**

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

**Vehicles under 22 feet must have:**

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

**Vehicles over 22 feet must have:**

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

# COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

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

Yes     No

## ADA COMPLIANCE

Findings:

Recommendations:

**FY \_\_\_\_\_/\_\_\_\_ GRANT QUESTIONS**

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

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

Yes  No

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

Yes  No **Not applicable; no qualifying accidents.**

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

Yes  No **Not applicable; no qualifying accidents.**

**STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)**

DATE OF LAST REVIEW: \_\_\_\_\_

STATUS REPORT DATED: \_\_\_\_\_

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**ON-SITE OBSERVATION OF THE SYSTEM**

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance?  Yes  No

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

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

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

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

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

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

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

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



# RIDER/BENEFICIARY SURVEY

Staff making call: Date of \_\_\_\_\_ / \_\_\_\_\_

County: \_\_\_\_\_

Funding Source: \_\_\_\_\_

1) Did you receive transportation service on \_\_\_\_\_?  Yes or  No *Rides Regularly*

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

If so, how much?

3) How often do you normally obtain transportation?

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

4) Have you ever been denied transportation services?

Yes

No. If no, skip to question # 4

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

None

3-5 Times

1-2 Times

6-10 Times

If none, skip to question # 4.

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

Ineligible

Space not available

Lack of funds

Destination outside service area

Other \_\_\_\_\_

5) What do you normally use the service for?

Medical

Education/Training/Day Care

Employment

Life-Sustaining/Other *Shopping/Groceries*

Nutritional

6) Did you have a problem with your trip on \_\_\_\_\_?

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice

Cost

Pick up times not convenient

Late pick up-specify time of wait

Assistance

Accessibility

Service Area Limits

Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

\_\_\_\_\_

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

**Additional Comments:**

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# Contractor Survey

\_\_\_\_\_ County

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**Contractor name** (optional)

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

- Yes     No

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

- Yes     No

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

- Yes     No

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

- Yes     No

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

- Yes     No

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

- Yes     No

6. Have you experienced any problems with the CTC?

- Yes     No

If yes, what type of problems?

**Comments:**

## PURCHASING AGENCY SURVEY

Staff making call: \_\_\_\_\_

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

YES

NO If no, why?

2) Which transportation operator provides services to your clients?

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

Medical

Employment

Education/Training/Day Care

Nutritional

Life Sustaining/Other

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

7 Days/Week

1-3 Times/Month

1-2 Times/Week

Less than 1 Time/Month

3-5 Times/Week

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

- Yes
- No If no, skip to question 7

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

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

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

- Yes
- No If no, why? \_\_\_\_\_

**Level of Cost  
Worksheet 1**

**Insert Cost page from the AOR.**

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

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

2. How many of the operators are coordination contractors? \_\_\_\_\_

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

Does the CTC have the ability to expand? \_\_\_\_\_

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

5. Does the CTC have a competitive procurement process? \_\_\_\_\_

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

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

**Level of Availability (Coordination)**  
**Worksheet 3**

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

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

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

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

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

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

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

**Scheduling** – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

**REVIEW AND RATIFICATION OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) SHIRLEY CONROY GRANT APPLICATION FOR UPDATED, CLOUD-BASED TRIP BOOKING AND SCHEDULING SOFTWARE**

Citrus County Transit serves as the Community Transportation Coordinator (CTC) for Citrus County, providing transportation for the disadvantaged through both door-to-door services and a deviated-fixed route system. The existing software, RouteMatch, has been used for the door-to-door module since 2006, while the deviated-fixed route and bus pass systems have been in place since 2019. Transportation Disadvantaged funds account for 80% of the door-to-door passengers in FY2024, with 257 unduplicated Transportation Disadvantaged passengers utilizing the free bus passes on the deviated-fixed route.

Currently, the RouteMatch software requires significant manual entry for trip booking and scheduling. Passengers must call at least two days in advance to request trips or daily route deviations. The current trip optimization process is largely manual, lacking automatic updates for daily trip changes. Drivers and dispatch staff must reach out to passengers for 10-minute pickup notifications, while dispatch often has to manually modify trips due to cancellations, no-shows, or passengers being ready earlier than scheduled. Additionally, passengers can only purchase bus tickets by calling the transit office with a credit card or by paying cash directly to the driver.

To improve system efficiency, reduce costs per trip, increase ridership per hour, and lower annual software maintenance expenses, Citrus County Transit plans to implement a new cloud-based software program. This upgraded system will enhance the passenger experience by enabling them to track buses, book their own trips, and access better payment options. The total cost for the new software is \$320,050, which includes initial setup and first-year maintenance costs. Citrus County Transit has applied for the Shirley Conroy Grant for \$288,045 and will contribute the required local funding match of \$32,005 (10%).

**Staff Recommendation:** It is recommended the LCB review and ratify the CTC Shirley Conroy Grant application for an updated, cloud-based trip booking and scheduling software program and authorize the Chair's signature thereon.

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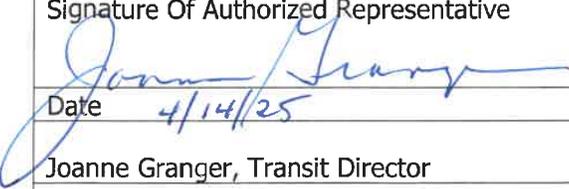
Attachment: Shirley Conroy Grant Application

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**SHIRLEY CONROY RURAL AREA  
CAPITAL ASSISTANCE GRANT  
REQUEST FOR FUNDING**

DATE SUBMITTED	04/30/2025
LEGAL NAME OF REQUESTING CTC	Citrus County, Florida
FEDERAL IDENTIFICATION NUMBER	59-6000548
REGISTERED ADDRESS	1300 S Lecanto Highway
CITY, STATE, ZIP CODE	Lecanto, FL 34461
CONTACT PERSON FOR THIS GRANT	Joanne Granger, Director
PHONE NUMBER	352-527-7634
E-MAIL ADDRESS	joanne.granger@citrusbocc.gov
PROJECT LOCATION [County(ies)]	Citrus
PROPOSED START DATE	July 1, 2025
AMOUNT OF FUNDING REQUESTED (90%)	\$288,045.00

<p><b><u>CTC REPRESENTATIVE AUTHORIZATION AND ACKNOWLEDGEMENT</u></b></p> <p>I hereby certify that this request has been duly authorized by the governing body of the CTC. The CTC also certifies that it has reviewed and understands the Grant Program Manual and intends to complete the project in compliance with all grant program requirements if the assistance is awarded.</p>	<p><b><u>LOCAL COORDINATING BOARD APPROVAL</u></b></p> <p>I hereby certify that this request for funding has been reviewed in its entirety by the Local Coordinating Board.</p>
<p>Signature Of Authorized Representative</p> 	<p>Coordinating Board Chairperson's Signature</p>
<p>Date <u>4/14/25</u></p>	<p>Date</p>
<p>Joanne Granger, Transit Director</p> <p>Name of Authorized Representative and Title</p>	<p>Name of LCB Chairperson</p>

JUSTIFICATION FOR EQUIPMENT REQUESTED (must include specific details supporting the need, the impact/value the equipment will provide to the coordinated system. If space provided is not enough for explanation of need, please attach an additional page):

Citrus County Transit is the Community Transportation Coordinator (CTC) for Citrus County and provides trips for the Transportation Disadvantaged on both the door to door and deviated fixed route systems. The current software (RouteMatch) door to door module has been in place since 2006, and the deviated fixed route and bus pass systems since 2019. Transportation Disadvantaged funds served 80% of our door to door passengers in FY2024 and there were 257 Unduplicated Transportation Disadvantaged passengers on the deviated fixed route utilizing the free bus passes.

RouteMatch requires a lot of manual entry for trip booking and scheduling. Passengers must call in at least 2 days in advance or to request route deviations daily. The current system trip optimization requires manual handling and does not automatically address trip changes daily. Drivers and dispatch coordinate the daily calling of passengers for 10 min pickup notifications. Dispatch needs to manually change trips daily due to other cancellations, no shows and passengers that are ready early. Passengers need to call in to the office to buy bus tickets via credit or buy directly from the driver with cash.

Citrus County Transit would like to go to a cloud based system that will enhance the passenger experience by allowing passengers to locate buses, book their own trips and have better payment options. New software will create better system efficiency, reduce our cost per trip, increase our riders per hour, and decrease our annual software maintenance costs.

The cost of the new software includes the initial setup and year 1 maintenance costs.

**DESCRIPTION OF CAPITAL EQUIPMENT REQUESTED:**

**Vehicles**

1, 2, 3, etc. +	(R) or (E)*	Fuel Type **	Description/Vehicle Type/Procurement Source	Quantity	Estimated Cost (from Order Form)

+ Prioritization of Need

\*Replacement (R) or Expansion (E)

\*\* Fuel Type – D=Diesel G=Gas A=Alternative

**Other Equipment Requested (NOT as part of a Vehicle Purchase)**

1, 2, 3, etc. +	Description	Quantity	Estimated Cost
1	Software	1	\$320,050.00

+ Prioritization of Need

<b>Total Project Cost</b>	(100%)	\$320,050.00
Less Local Match	(10%)*	\$32,005.00
Transportation Disadvantaged Trust Funds	(90%)	\$288,045.00

**SOURCE OF REQUIRED LOCAL MATCH:**

County Ad-Valorem Tax dollars



**SHIRLEY CONROY RURAL AREA  
CAPITAL ASSISTANCE GRANT  
CURRENT VEHICLE INVENTORY**

**NAME OF CTC:** \_\_\_\_\_

Model Year	Chassis Make and Model	Vehicle Identification Number (17 Digits)	Maximum Ambulatory/ Wheelchair Passenger Seating	Average Vehicle Miles Per Year	Current Mileage as of (Date)	Anticipated Retirement Year	Source of Funding

**NOTE:** Identify the Vehicle(s) that would be replaced with this or other grants by placing \* next to the model year.

Shirley Conroy Rural Area Capital Assistance Grant Forms  
Rev. March 10, 2025

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**REVIEW AND APPROVAL OF THE UPDATED APPLICATION FORMS FOR TRANSPORTATION DISADVANTAGED SERVICES**

The Community Transportation Coordinator (CTC) has issued updated forms for applying for Transportation Disadvantaged (TD) services. The current application states that each individual in a household who wishes to use the service must submit their own application. The updated forms now include language indicating that applications will be assessed based on the household's income. During the eligibility processing, the CTC provides applicants with the guidelines for determining eligibility.

**Staff Recommendation:** It is recommended the LCB review and approve the updated English and Spanish Application for Transportation Disadvantaged.

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Attachment: Application for Transportation Disadvantaged in English and Spanish highlighted with area to be updated

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Board of County Commissioners  
 Department of Community Services  
 Transit Services  
 1300 S. Lecanto Hwy                      PH 352-527-7630  
 Lecanto, FL 34461                         FAX 352-527-7635

## Application for Transportation Disadvantaged

*This application form must be completed to receive free or reduced fare transportation services through the State Transportation Disadvantaged Fund. If multiple people reside in the household, there should be one application for each person.*

*Please complete the following application to receive a reduced fare on the door-to-door service and / or receive a free deviated fixed route (Orange Line) bus pass based on a monthly income below 150% of the Federal Poverty level or less per month, aged 60 and above, Medicare or a Person with Disabilities.*

Name of Applicant:	Phone:
Home Address:	
Mailing Address (if different):	
Medicaid # (if applicable):	Age:                      DOB:
Disabled (VA / SS): Yes _____ No _____	Below Income: Yes _____ No _____
Type of Mobility Device:	All devices must have brakes / footrests attached

**Official documentation MUST be provided to verify age, identity and all income. Any applicant claiming NO income or Zero income must also provide verifying documents.**

*Acceptable forms of age: State of Florida issued ID card, Passport, etc.*

*Acceptable forms of income: Minimum of (2) most recent paystubs, Social Security Income (SSA/SSI/SSD) letter, Retirement/Pension Statement, DCF Cash Benefit/Child Support Letter. Medicare / Medicaid card. Agency assistance letter. **If income based, all household income must be provided.***

Income Source:	Pay Stub	SSA / SSI	Retirement	Other:	Other:
Amount:					
Total Monthly Income					\$

*I attest that all information included on this application is true and correct and that any changes will be reported to Citrus County Transit as they occur.*

\_\_\_\_\_  
 Applicant Signature

\_\_\_\_\_  
 Date:

**APPROVAL**                      **DENIAL**                      \_\_\_\_\_

**REASON FOR DENIAL** \_\_\_\_\_

\_\_\_\_\_  
 Employee Signature

\_\_\_\_\_  
 Date:

\_\_\_\_\_  
 Supervisor Signature

\_\_\_\_\_  
 Date:



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**QUARTERLY REPORT FOR JANUARY 1 THROUGH MARCH 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 January 1, 2025, through March 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.

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Attachment: CTC Quarterly Report

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<b>County:</b>	Citrus			
<b>CTC:</b>	Citrus County Transit			
<b>Contact:</b>	Joanne Granger			
<b>Email:</b>	<a href="mailto:Joanne.Granger@citrusbocc.com">Joanne.Granger@citrusbocc.com</a>			
	<b>2025</b>			
<b>Trips By Type of Service</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Average</b>
Deviated Fixed Route*	3,307	2,574	2,540	2,807
Ambulatory	2,455	2,620	2,604	2,560
Wheelchair	320	274	253	282
<b>Total Trips By Type of Service</b>	<b>6,082</b>	<b>5,468</b>	<b>5,397</b>	<b>5,649</b>
<b>Passenger Trips By Purpose</b>				
Education/Training/Daycare	279	344	307	310
Employment	775	757	787	773
Medical	635	643	615	631
Nutritional	659	700	710	690
Life-Sustaining/Other	427	450	438	438
<b>Total Trips by Purpose</b>	<b>2,775</b>	<b>2,894</b>	<b>2,857</b>	
<b>Passenger Trips by Funding Source</b>				
CTD-Commission for the Transportation Disadvantaged	2,135	2,187	2,215	2,179
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	12	18	23	18
APD-Agency for Persons with Disabilities	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0
Other-Public	628	689	619	645
<b>Total Trips By Funding Source</b>	<b>2,775</b>	<b>2,894</b>	<b>2,857</b>	<b>2,842</b>

Note:

January Fixed Route high due to "Cold Weather Shelter" passengers

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

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

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Attachment: Key Training Center Quarterly Report

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## Key Training Center



Kindness, Love, Dignity and Respect  
[www.keytrainingcenter.org](http://www.keytrainingcenter.org)

*Chester V. Cole*  
*Forever in our hearts*

### Corporate Officers

*Carolyn Zemanik*  
*President, Board of Directors*

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

### Programs and Services

*Theresa Flick, Director*  
(352) 795-5541 ext 224  
[pdtkc@keytrainingcenter.org](mailto:pdtkc@keytrainingcenter.org)

### Social Services

*Bill Rutterman, Supervisor*  
(352) 795-5541 ext 219  
[sss@keytrainingcenter.org](mailto:sss@keytrainingcenter.org)

### Day Services

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

### Residential Services

*Brian Kantorczyk, Director*  
(352) 795-5541 ext 227  
[resdir@keytrainingcenter.org](mailto:resdir@keytrainingcenter.org)

### Fiscal Management

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

### Human Resources

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

### Key Center Foundation

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

### Community Relations

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

### Retail Operations

*Mo Brown, Manager*  
(352) 795-5541 ext 101  
[ROM@keytrainingcenter.org](mailto:ROM@keytrainingcenter.org)  
Inverness (352) 726-0271  
Lecanto (352) 527-0037  
Crystal River (352) 564-9477  
Wildwood (352) 661-3049  
Labels / Inverness (352) 419-7591  
Delivery/Pickup (352) 726-0271

### Maintenance

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



# KEY TRAINING CENTER

Kindness, Love, Dignity and Respect

To: Joanne Granger, CCT  
From: Theresa Flick, KTC  
Re: Quarterly data (Jan/Feb/Mar 2025)

### Trips by type of service:

Demand response	18,461
Ambulatory	16,075
Wheelchair	2,386

### Passenger types by purpose:

Medical	9,415
Employment	0
Educational	8,123
Shopping	185
Other (Recreational)	738

5399 W. Gulf to Lake Hwy. • Lecanto, Florida 34461  
Phone: (352) 795-5541 • Fax: (352) 795-1805 • TDD: 1-800-545-1833, Ext. 347  
[www.keytrainingcenter.org](http://www.keytrainingcenter.org) • [www.facebook.com/KeyTrainingCenter](https://www.facebook.com/KeyTrainingCenter)

REVISED 5/8/2020