



**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 – Revised

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
4. Review and Approval of the FY 2026 Rate Calculation for 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/hernandocitrusmpos.

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.

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



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 Berek 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.

DRAFT

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.

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



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), 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.

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).

Attachment: CTC Annual Evaluation

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Citrus County Board of County Commissioners

COUNTY (IES): Citrus County

ADDRESS: 1300 South Lecanto Highway, Lecanto. FL 34461

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

REVIEW PERIOD: FY 2024 **REVIEW DATES:** 3/20/25-4/30/25

PERSON CONDUCTING THE REVIEW: Robert Esposito and Mary Elwin

CONTACT INFORMATION: REsposito@hernandocounty.us; MaryE@hernandocounty.us

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

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REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
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LEVEL OF COST WORKSHEET # 1 _____	52
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REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- APR Data Pages
- QA Section of TDSP
- Last Review (Date: 4/30/2023)
- 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:

Not applicable.

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

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

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
Not Applicable			

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	0		
Medicaid	0		
Quality of Service	0		
Service Availability	0		
Toll Permit	0		
Other	0		

GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC: Originally January 1978; Current=May 12, 2022

2. WHAT IS THE COMPLAINT PROCESS?

The complaint process was updated and adopted on February 13, 2025 by LCB.

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:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
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:
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?

Not applicable; the CTC is the operator.

Is a written report issued to the operator? Yes No

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

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

The CTC monitors the sole coordination contractor, Key Training Center, on an annual basis. The Key Training Center transports its own organizational clients. In addition, the Key Training Center is required to provide quarterly and annual reports on its service it provides to its clients.

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?

The CTC does not use school buses in the 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?

TD riders are encouraged to ride the deviated fixed-route system using a free bus pass. Since July 1, 2024, there are 257 riders currently using bus passes.

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

The CTC is promoting the use of the deviated route public transit system. TDSP Pages 26. A free bus pass is issued to experience deviated fixed-route.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Yes No

If Yes, describe the application review process.

The Citrus County Board of County Commissioners serves as the CTC. The CTC reviews and approves all applications. The Citrus County Transit Director serves on the Local Coordinating Board and provides reports. The Hernando/Citrus MPO applies for the Planning Grant.

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

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

Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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):

Quality assurance is addressed in the TDSP and reviewed annually during its update.

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

Per TDSP, Page 31, priority is given to trips in the following order: medical, nutrition, employment, education, shopping, and recreation.

HOW ARE THESE PRIORITIES CARRIED OUT?

Per TDSP, Page 31, priority is given to trips in the following order: medical, nutrition, employment, education, shopping, and recreation. Dispatchers utilize software to schedule trips. If space is not available, the client re-schedules trip. CCT indicates that it has not found it necessary to implement prioritization.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:
No additional 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:

Hours of service are 6:00 am to 6:00 pm. (TDSP Page 33)

2. Hours of Intake:

Intake hours are 8:00 am to 5:00 pm. (TDSP Page 33)

3. Provisions for After Hours Reservations/Cancellations?

Callers utilize an answering system available 24 hours per day, 7 days per week. The Transit Office places reminder calls the night before a trip allowing the customer to re-confirm or cancel their trip by Interactive Voice Response (IVR). (TDSP Page 33)

4. What is the minimum required notice for reservations?

The minimum required notice for reservations is 2 days in advance, by noon, including trips to the Veterans Administration. Trips to the Social Security Office in Ocala are to be reserved by Friday at noon the week prior to the trip. (TDSP Page 33)

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

Advance reservations can be made 14 days in advance; however, standing reservations are utilized. Medical appointments can be made more than 14 days in advance. (TDSP Page 33)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

No additional 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?

Not applicable.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

Not applicable.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

None.

CHAPTER 427

Findings:

No findings.

Recommendations:

None.

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?

The minimum liability insurance requirements are \$200,000 per person and \$300,000 per incident.

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

The minimum liability insurance requirements are \$200,000 per person and \$300,000 per incident.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:
None.

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

Compliance with 41-2.006(2), Safety Standards.

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

Date of last SSPP Compliance Review ^{PTASP 8/16/24 FTA} _____, Obtain a copy of this review.

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?
 Yes No **Not applicable; no operators.**

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License Review	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other- Drug & Alcohol Compliance
Law	12/31/24	1/24/24	N/A	8/27/24	10/1/24	4/8/24
Armanaganian, C	12/31/24	12/18/24	N/A	8/27/24	10/11/24	4/11/24
Mannino	12/31/24	8/14/23	N/A	8/19/24	11/27/24	4/9/24
Jewasinski	12/31/24	9/25/23	N/A	8/27/24	10/11/24	10/20/23
Crossin	12/31/24	2/20/25	N/A	10/14/24	10/2/24	3/26/24
Haney	12/31/24	7/22/24	N/A	8/13/24	11/27/24	8/9/24
Armanaganian, S	12/31/24	4/10/24	N/A	9/13/24	12/4/24	5/2/24
Illecas	12/31/24	4/22/24	N/A	9/10/24	12/5/24	5/2/24
Nay	12/31/24	1/17/25	N/A	7/19/24	12/2/24	7/8/24
Weakley	12/31/24	6/6/23	N/A	9/13/24	12/6/24	7/1/24
Vieux	12/31/24	9/13/23	N/A	8/1/24	10/3/24	9/7/23
Alexander	12/31/24	10/21/24	N/A	11/5/24	10/29/24	10/31/24
Malchanow	12/31/24	9/18/23	N/A	9/10/24	10/11/24	10/16/23
McCausland	12/31/24	9/5/23	N/A	8/27/24	10/29/24	6/27/24
Strifler	12/31/24	5/7/24	N/A	9/10/24	12/6/24	6/28/24

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 8/16/24 (FTA)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:
On January 9, 2024, the Florida Department of Transportation completed a triennial (3-year) review and reported no findings on Drug and Alcohol policy matters. On August 16, 2024, the Federal Transit Administration completed a triennial (3-year) review and reported no findings on Drug and Alcohol policy matters.

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation: The Key Training Center only transports their own clients and does not utilize TD funding.					

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:

None.

Recommendations:

No recommendations.

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

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

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	Yes, the system vehicles contain the local toll-free telephone numbers. TDSP, Page 33
Vehicle Cleanliness	Vehicles are clean and well-kept. TDSP, Page 33
Passenger/Trip Database	Routematch software is utilized for database. CTC is planning to update the software and grants are in progress to replace it. TDSP, Page 33

Adequate seating	Yes, there is adequate seating on the vehicles. TDSP, Page 31
Driver Identification	Drivers display identification. TDSP, Page 32
Passenger Assistance	Yes TDSP, Page 32
Smoking, Eating and Drinking	No smoking, eating, or drinking is permitted on vehicles. TDSP, Page 32

Two-way Communications	Yes, vehicles are equipped with two-way radios. TDSP, Page 32
Air Conditioning/Heating	Yes, air conditioning and heating are utilized on vehicles. TDSP, Page 32
Billing Requirements	Billing requirements are contained within the TDSP. TDSP, Page 32

COMMISSION STANDARDS

Findings:

The TDSP addresses the Commission Standards.

Recommendations:

No 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	Standards are contained in TDSP. 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	Standards are contained in TDSP. 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	Standards are contained in TDSP. 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	Standards are contained in TDSP. Drivers are not required to perform CPR/1st Aid. Emergencies require 9-1-1 calls for assistance. TDSP Page 35
Driver Criminal Background Screening	Standards are contained in TDSP. Employment Level II Background completed. TDSP Page 35
Rider Personal Property	Standards are contained in TDSP. Personal property required to be placed on laps or stowed under seat. TDSP Page 32
Advance reservation requirements	Standards are contained in TDSP. 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	Standards are contained in TDSP. Pick-up window is 1 hour from the scheduled pick-up and 1 hour of the return time. TDSP Page 36

Measurable Standards/Goals	Standard/Goal	Latest Figures	Is the CTC/Operator meeting the Standard?
Public Transit Ridership	CTC 28,309	CTC 26,697	Yes
	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 85%	CTC 99.32%	Yes
	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 Less than 3 per rider/per month	CTC 0 Unexcused	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents TDSP Pg 35 7/1/24-3/31/25	CTC 6 per TDSP	CTC 0	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls TDSP Pg 36 Average age of fleet: 6.2	CTC <10,000 miles per 1 Yr	CTC 2	Yes
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints TDSP & Updated Policy Number filed: 0	CTC 0	CTC 0	Yes, 0 written
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time TDSP Pg 35 & 48	CTC 4 Minutes	CTC 2.2 Minutes	Yes
	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:

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

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

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

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider: Not applicable - Vehicles utilized in the system are purchased with public funds. +

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
Citrus County Transit	32	32	Citrus County and Trips to Ocala (Social Security), Gainesville (Vets Admin)

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:

None

Recommendations:

No recommendations.

FY 2024 / 2025 **GRANT QUESTIONS**

The following questions relate to items specifically addressed in the FY 2024 / 2025 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 2025)

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 2025)

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 2024)

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

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: 2016

STATUS REPORT DATED: N/A

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

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

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

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

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

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

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

Was there safe and appropriate seating for all passengers? Yes No

Did the driver properly use the lift and secure the passenger? Yes No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

RIDER/BENEFICIARY SURVEY

Staff making M Elwin
call: Date of 04/30 /2025

County: Citrus
Funding Source: TD

1) Did you receive transportation service on 2/18/25? 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 2/18/25?

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

No. If no, skip to question # 6

What type of problem did you have with your trip?

Advance notice Cost

Pick up times not convenient Late pick up-specify time of wait

Assistance Accessibility

Service Area Limits Late return pick up - length of wait

Drivers - specify

Reservations - specify length of wait

Vehicle condition

Other

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

10

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

Additional Comments:

Rider reported the service is very important to her. She is a quadriplegic and is not able to get into regular automobiles easily and is no longer able to drive. She cannot stand or walk. She uses a power chair. She was hoping trips could go out of the County in the future.

Contractor Survey

 N/A County

Contractor name (optional)

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

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

Yes No

6. Have you experienced any problems with the CTC?

Yes No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: N/A

Purchasing Agency name: N/A

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</h2> <h3 style="margin: 0;">Worksheet 2</h3>
--

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____

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

Does the CTC have the ability to expand? _____

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

5. Does the CTC have a competitive procurement process? _____

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)
Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

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

From: Mills, Kyle
To: Tiffany A. Kersley; Joanne H. Granger
Cc: Mary Elwin
Subject: [EXTERNAL]2025-2026 Citrus Rate Model Approved
Date: Monday, April 21, 2025 11:37:56 AM
Attachments: image001.png
 image002.png
 2025-2026 Citrus Rate Model Approved.xls

WARNING: This email originated from an external Domain **DO NOT CLICK** unless you recognize the sender and know the content is safe.

Good Morning Tiffany,

I have reviewed the attached 2025-26 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. All questions have been addressed and it is approved for further review at the local level as appropriate.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update, if not already done.

When the time comes, I will produce your Trip and Equipment grant agreement with the passenger trip rates from this spreadsheet presuming no further changes by you or the LCB.

Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	26,344	=	23,980	+	2,384	+	Leave Blank	+	Leave Blank	
Rate per Passenger Trip =			\$20.47		\$35.08		\$0.00		\$0.00	\$0.00
							per passenger		per group	

Let me know if you have any questions.

Thank You,



Kyle Mills
 Area 4 Project Manager
 Phone (850) 410-5713
 Email: Kyle.Mills@dot.state.fl.us
 Website: www.fdot.gov/ctd

Florida Commission for the Transportation Disadvantaged
 605 Suwannee Street, MS 49
 Tallahassee, Florida 32399-0450
 Phone (850) 410-5700 Fax (850) 410-5752
 TD Helpline 1-800-983-2435

**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%).

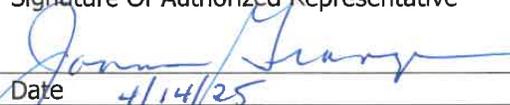
Staff Recommendation: It is recommended the LCB review and ratify the CTC Shirley Conroy Grant application for an updated, cloud-based trip booking and scheduling software program and authorize the Chair's signature thereon.

Attachment: Shirley Conroy Grant Application



**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><u>CTC REPRESENTATIVE AUTHORIZATION AND ACKNOWLEDGEMENT</u></p>	<p><u>LOCAL COORDINATING BOARD APPROVAL</u></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>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 4/14/25</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

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

<p>SOURCE OF REQUIRED LOCAL MATCH:</p> <p>County Ad-Valorem Tax dollars</p>
--



**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 Miles Vehicle Miles Per Year	Current Mileage as of (Date)	Anticipated Retirement Year	Source of Funding

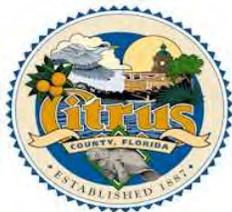
NOTE: Identify the Vehicle(s) that would be replaced with this or other grants by placing * next to the model year.

**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.

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



Junta de Comisionados del Condado
 Departamento de Servicios Comunitarios
 Servicios de tránsito

1300 S. Lecanto Autopista TEL 352-527-7630
 Lecanto, FL 34461 FAX 352-527-7635

Solicitud para transporte desfavorecido

Este formulario de solicitud debe completarse para recibir servicios de transporte gratuitos o de tarifa reducida a través del Fondo Estatal de Transporte Desfavorecido. Si hay varias personas en el hogar, debe haber una solicitud para cada persona.

Complete la siguiente solicitud para recibir una tarifa reducida en el servicio puerta a puerta y / o recibir un pase de autobús gratuito de ruta fija desviada (Línea Naranja) basado en un nivel de ingresos de 150% de la pobreza o menos por mes, a partir de los 60 años, Medicare o una persona con discapacidades.

Nombre del solicitante:	Teléfono:
Domicilio:	
Dirección postal (si es diferente):	
Número de Medicaid (si corresponde):	Edad: DOB:
Deshabilitado (VA / SS): Sí ____ No ____	Por debajo de los ingresos: Sí ____ No ____
Tipo de dispositivo de movilidad:	Todos los dispositivos deben tener frenos / reposapiés

Se DEBE proporcionar documentación oficial para verificar la edad, la identidad y todos los ingresos. Cualquier solicitante reclamar NO ingresos o cero ingresos también debe proporcionar documentos de verificación.

Formas de edad aceptables: Tarjeta de identificación emitida por el estado de Florida, pasaporte, etc.

*Formas aceptables de ingresos: Mínimo de (2) Talónario de pago más recientes, carta de ingresos del Seguro Social (SSA/SSI/SSD), declaración de jubilación/pensión, carta de beneficios en efectivo/manutención de los hijos del DCF. Tarjeta de Medicare / Medicaid. Carta de asistencia de la agencia. **Si se basa en los ingresos, se deben proporcionar todos los ingresos del hogar.***

Fuente de ingresos:	Talónario de pago	SSA / SSI	Jubilación	Otro:	Otro:
Importe:					
Ingresos mensuales totales					\$

Doy fe de que toda la información incluida en esta solicitud es verdadera y correcta y que cualquier cambio se informará a Citrus County Transit a medida que ocurra.

 Firma del solicitante : Fecha

APROBACIÓN DENEGACIÓN MOTIVO DE DENEGACIÓN

 Fecha de firma del empleado : Fecha de firma del supervisor : Fecha

REVIEW AND APPROVAL OF THE FY 2026 RATE CALCULATION FOR SERVICES

The Commission for the Transportation Disadvantaged (CTD) has approved the attached 2025-2026 Rate Calculation as submitted by the Community Transportation Coordinator (CTC). The CTC utilizes the CTD's Rate Calculation Workbook which contains methodology that considers aspects of the operations and is the basis of the fees charged for services by the CTC for the upcoming year. The CTD requires the Rate Calculation to be reviewed and approved by the Transportation Disadvantaged Local Coordinating Board. The Rate Calculation will be inserted into the Transportation Disadvantaged Service Plan that is annually reviewed and updated. The annual update of the TDSP is scheduled for the next meeting of the Transportation Disadvantaged Local Coordinating Board to be held on September 11, 2025.

Staff Recommendation: It is recommended the LCB review and approve the FY 2026 Rate Calculation as reviewed and approved by the Commission for Transportation Disadvantaged.

Attachment: 2025-2026 Rate Calculation Workbook

Preliminary Information Worksheet

Version 1.4

CTC Name:	Citrus County Transit
County (Service Area):	Citrus County
Contact Person:	Tiffany Kersey
Phone #	352-527-7639

Check Applicable Characteristic:

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: **Citrus County Transit**
 County: **Citrus County**

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

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	5	6	7
	from Oct 1st of 2023 to Sept 30th of 2024	from Oct 1st of 2024 to Sept 30th of 2025	from Oct 1st of 2025 to Sept 30th of 2026			
	% Change from Prior Year to Current Year					
						Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 44,353	\$ 45,000	\$ 46,000	1.5%	2.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	\$ 282,021	\$ 282,873	\$ 290,000	0.3%	2.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 35,021	\$ 5,804	\$ 5,815	-83.4%	0.2%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						Other cash: Hurricane Idalia reimbursement and interest earned in 2023-2024. May adjust in current or proposed if receive Hurricane Helene reimbursement.
CTD						
Non-Spons. Trip Program	\$ 563,905	\$ 564,000	\$ 574,000	0.0%	1.8%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						Did not use full allocation in 2023-2024. Anticipate not using full allocation again this year.
USDOT & FDOT						
49 USC 5307	\$ 664,103	\$ 695,000	\$ 720,000	4.7%	3.6%	
49 USC 5310						
49 USC 5311 (Operating)	\$ 240,790	\$ 250,000	\$ 260,000	3.8%	4.0%	
49 USC 5311(Capital)						
Block Grant	\$ 188,382	\$ 236,250	\$ 245,000	25.4%	3.7%	
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						We were still using CARES Act funding in 2023-2024 that did not require match. Utilizing Block Grant as match for 5307 and 5311 in current and proposed.
AHCA						
Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Citrus County Transit
County: Citrus County

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

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	5 % Change from Prior Year to Current Year	6 Proposed % Change from Current Year to Upcoming Year	7 Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	from Oct 1st of 2023 to Sept 30th of 2024	from Oct 1st of 2024 to Sept 30th of 2025	from Oct 1st of 2025 to Sept 30th of 2026			

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: Citrus County Transit

County: Citrus County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues		
	from		
	Oct 1st of		
	2025		
	to		
	Sept 30th of		
	2026		
1	2	3	4

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 46,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 290,000
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 5,815
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 574,000
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 720,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 260,000
49 USC 5311(Capital)	\$ -
Block Grant	\$ 245,000
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

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

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

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

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

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

local match req.

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

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

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

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

GOLD cells

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

Worksheet for Program-wide Rates

CTC: Citrus County Tran Version 1.4
 County: Citrus County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	212,532
Rate Per Passenger Mile = \$	2.70
Total <u>Projected</u> Passenger Trips =	26,344
Rate Per Passenger Trip = \$	21.79

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length =	8.1 Miles
-------------------------------------	------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	13.12
Rate Per Passenger Trip = \$	105.81

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Citrus County T1 Version 1.4
 County: Citrus County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="text"/>	<input type="text"/>	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service		

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

Combination Trip and Mile Rate			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Citrus County T1 Version 1.4
 County: Citrus County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

Yes
 No

Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

Pass. Trip **Leave Blank**
 Pass. Mile

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank

4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate
 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	212,532	194,816	17,716	Leave Blank	0
Rate per Passenger Mile =		\$2.55	\$4.37	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	26,344	23,960	2,384	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$20.47	\$35.08	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services....					
Combination Trip and Mile Rate					
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.55	\$4.37	\$0.00	\$0.00
				per passenger	per group

Rates If No Revenue Funds Were Identified As Subsidy Funds				
	Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =	\$12.38	\$21.22	\$0.00	\$0.00
				per passenger per group
Rate per Passenger Trip =	\$99.39	\$170.38	\$0.00	\$0.00
				per passenger per group
Program These Rates Into Your Medicaid Encounter Data				

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Citrus County T1 Version 1.4
County: Citrus County

**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.

Attachment: CTC Quarterly Report

County:	Citrus			
CTC:	Citrus County Transit			
Contact:	Joanne Granger			
Email:	Joanne.Granger@citrusbocc.com			
	2025			
Trips By Type of Service	Jan	Feb	Mar	Average
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
Total Trips By Type of Service	6,082	5,468	5,397	5,649
Passenger Trips By Purpose				
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
Total Trips by Purpose	2,775	2,894	2,857	
Passenger Trips by Funding Source				
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
Total Trips By Funding Source	2,775	2,894	2,857	2,842

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.

Attachment: Key Training Center Quarterly Report



KEY TRAINING CENTER

Kindness, Love, Dignity and Respect

*Chester V. Cole
Forever in our hearts*

Corporate Officers

*Carolyn Zemanik
President, Board of Directors*

*Melissa Walker
Executive Director
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amanda@keytrainingcenter.org*

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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*

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

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