

CITRUS COUNTY TRANSPORTATION DISADVANTAGED

LOCAL COORDINATING BOARD (LCB)

REGULAR MEETING

Thursday, September 11, 2025, at 9:30 a.m.



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

AGENDA

A. CALL TO ORDER

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

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

C. REVIEW AND APPROVAL OF MINUTES – MAY 8, 2025, LCB REGULAR PUBLIC MEETING

D. ACTION ITEMS

1. Review and Approval of the FY 2026 Annual Update to the Adopted Transportation Disadvantaged Service Plan (TDSP) FY 2023-FY 2027
2. Annual Expenditure Report (AER) of the Community Transportation Coordinator (CTC)
3. Annual Operating Report (AOR) of the Community Transportation Coordinator (CTC)

E. REPORTS

1. Quarterly Report for April 1 through June 30, 2025, by the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director
2. Key Training Center Quarterly Report for April 1 through June 30, 2025 – Theresa Flick, Programs and Services Director

F. CITIZEN COMMENTS

G. BOARD MEMBER COMMENTS

H. MPO STAFF COMMENTS

I. ADJOURNMENT AND NEXT MEETING – The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, November 13, 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.

REVIEW AND APPROVAL OF MINUTES – MAY 8, 2025, LCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Thursday, May 8, 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 May 8, 2025, meeting.

Attachment: Minutes from Thursday, May 8, 2025, Regular Public Meeting



CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

Thursday, May 8, 2025

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting on May 8, 2025, at 9:30 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting was advertised in the Citrus Chronicle newspaper, on the Hernando/Citrus MPO website and the Citrus County website. The agenda was available on the Hernando/Citrus MPO website.

MEMBERS PRESENT

Janet Barek, Chairman, Citrus County Commissioner
David Douglas, Vice Chairman, Citizen Advocate – Transit User as Primary Means
Michelle Sikavitsas, Florida Department of Transportation, District 7
Elizabeth Alacci, Florida Department of Children and Family Services
Stephen Brown, Person with a Disability
Joanne Granger, Transit Services Director, Mass Transit Coordinator
Casey Ladd, Florida Department of Elder Affairs
Gisela Ruiz, Florida Department of Health Care Administration
Debbie Letterman, Regional Workforce Development Board
Katie Lucas, Local Medical Community Representative
Jeannette Estes, State of Florida Agency for Persons with Disabilities

MEMBERS ABSENT

Deirdre Barrett LaBelle, Local Representative for Children at Risk

OTHERS PRESENT

Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Theresa Flick, Director, Key Training Center
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 9:30 a.m. She read a tribute in memory of Bud Osborne, a member of the LCB representing Veterans Services since March 2021.
- 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

[It is noted for the record that LCB member, Michelle Sikavitsas, representing the Florida Department of Transportation District 7, arrived at the meeting.]

Motion: A motion was made by Ms. Lucas to approve the revised agenda adding item D4, Review and Approval of the FY 2026 Rate Calculation for Services. The motion was seconded by Mr. Douglas and the motion passed 11-0.

REVIEW AND APPROVAL OF MINUTES – FEBRUARY 13, 2025, ANNUAL PUBLIC WORKSHOP

Motion: A motion was made by Mr. Douglas to approve the February 13, 2025, Minutes of the LCB's Annual Public Workshop. The motion was seconded by Ms. Lucas and the motion passed 11-0.

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

Motion: A motion was made by Mr. Brown to approve the February 13, 2025, Minutes of the LCB's Regular Public meeting. The motion was seconded by Ms. Ladd and the motion passed 11-0.

ACTION ITEMS

1. **Review and Approval of the Annual Evaluation of the Community Transportation Coordinator (CTC)**
Ms. Elwin reviewed the Annual Evaluation of the Community Transportation Coordinator (CTC) and staff recommendations. A correction was noted on agenda packet page 44 (CTC Evaluation Page 34) that the Public Transit Ridership Standard/Goal should be 26,697 and the Latest Figure is 28,309.
Motion: A motion was made by Mr. Brown to approve the submittal of the CTC Annual Evaluation to the Florida Commission for the Transportation Disadvantaged (CTD). The motion was seconded by Mr. Douglas and the motion passed 11-0.
2. **Review and Ratification of the Community Transportation Coordinator (CTC) Shirley Conroy Grant Application for Update, Cloud-Based Trip Booking and Scheduling Software**
Ms. Elwin reviewed the agenda item and staff recommendation. Ms. Granger noted that the grant application has already been presented to the Citrus County Board of County Commissioners and approved. The application was submitted by the deadline of April 30, 2025.
Motion: A motion was made by Ms. Ladd to 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. The motion was seconded by Ms. Lucas and the motion passed 11-0.
3. **Review and Approval of the Updated Application Forms for Transportation Disadvantaged Services**
Ms. Elwin explained the Transportation Disadvantaged Application was updated to include the statement, "*If income based, all household income must be provided.*"
Motion: A motion was made by Ms. Lucas to approve the updated English and Spanish Application for Transportation Disadvantaged Services. The motion was seconded by Ms. Letterman and the motion passed 11-0.
4. **Review and Approval of the FY 2026 Rate Calculation for Services**
Ms. Elwin reviewed the agenda item and staff recommendation. Ms. Granger clarified that the Rate Calculation for Services applies only to the door-to-door service and does not affect the fixed-route service.
Motion: A motion was made by Mr. Douglas to approve the FY 2026 Rate Calculation as approved by the Commission for Transportation Disadvantaged (CTD). The motion was seconded by Mr. Brown and the motion passed 11-0.

REPORTS

Quarterly Report for January 1 through March 31, 2025, by the Community Transportation Coordinator (CTC)- Joanne Granger, Transit Director

Ms. Granger, representing the CTC, reported that a total of 6,082 trips were made in January. Of these, 3,307 were on the deviated fixed route, while 2,775 were door-to-door trips. The majority of these trips were for medical, nutritional, and employment purposes. February and March showed a similar trend; however, she noted a slight decrease in January's deviated fixed route trips due to additional trips to the cold weather shelter.

Key Training Center Quarterly Report for January 1 through March 31, 2025 – Theresa Flick, Programs and Services Director

Theresa Flick, the Director of Program Operations for The Key Training Center, reported that from January to March 2025, there were 18,461 trips provided. Of these, 2,386 trips were for non-ambulatory clients, and 16,075 trips were for ambulatory clients. The trips can be categorized by purpose as follows: 9,415 were for medical needs, 0 for employment, 8,123 for educational purposes, 738 recreational activities, and

185 for shopping. There was a slight decrease in shopping trips due to the rise of online shopping.

The Key Training Center is still struggling to find CDL drivers and repairing vehicles is a challenge because of the age of the vehicles and the difficulty in getting repair parts. Ms. Flick noted the Key Training Center is starting to receive capital grants through the Florida Department of Transportation (FDOT) and expressed the Center's appreciation for being a partner with the LCB Board as a coordinated operator which allows the Key Training Center to apply for grants and offer services to the community.

FEATURE PRESENTATION

Debbie Letterman, Career Center Manager with CareerSource Citrus/Levi/Marion (CLM), gave a feature presentation on the services provided by CareerSource CLM. CareerSource CLM is a local, business-led, not-for-profit focused on connecting businesses with qualified, skilled talent and job candidates with employment and career development opportunities through fee-free professional services.

Casey Ladd, Florida Department of Elder Affairs, volunteered to be a presenter at the September 11, 2025, LCB meeting.

CITIZEN COMMENTS

Ms. Leanne Marie Smith expressed her appreciation for the Citrus County transit system and recited a list of improvements she would like to see. These included:

- Expanded Saturday service on the Blue Line, which serves the Crystal River area.
- A monthly service to the Ocala Mall for shopping.
- Service to the Social Security office two times per month in Ocala, Florida.
- Improvements to the phone system to make it easier to make or cancel transit requests
- Allowing drivers to wear knit shorts.

Ms. Elwin noted that most of Ms. Smith's recommendations have been identified as part of current study in progress for the major update to the Citrus County Transit Development Plan (TDP) for FY 2026 – FY 2035. This study is being conducted by the MPO's General Planning Consultant. A draft review of the TDP will be shared with the Board later this fall. Additionally, Ms. Granger mentioned that the TDP survey will remain open through the end of May 2025 and is available on the Citrus County Transit and MPO websites.

Chairman Berek expressed her gratitude to the Board members for their participation in the LCB and acknowledged the support provided from Citrus County Transit and MPO staff.

BOARD MEMBER COMMENTS

There were no further Board comments.

ADJOURNMENT AND NEXT MEETING

The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, September 11, 2025, beginning at 9:30 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting agenda and back-up materials are available online at: www.hernandocounty.us/hernandocitrusmpo.

Chairman Berek again thanked the members and staff for their participation.

Chairman Berek adjourned the meeting at 10:54 a.m.

REVIEW AND APPROVAL OF THE FY 2026 ANNUAL UPDATE TO THE ADOPTED TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) FY 2023-FY 2027

Attached is the FY 2026 annual update to the adopted Transportation Disadvantaged Service Plan (TDSP) for FY 2023-FY 2027. Updates are reflected in redline and strikethrough text.

Staff Recommendation: It is recommended the LCB review, provide comments, and approve the annual update for submittal to the Commission of the Transportation Disadvantaged (CTD).

Attachment: Draft Transportation Disadvantaged Service Plan (TDSP) FY 26 Annual Update

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



Citrus County Transit
1300 South Lecanto Highway
Lecanto, Florida 34461

Approved: August 11, 2022
Updated: August 10, 2023
Updated: August 8, 2024
Updated: February 13, 2025
Updated: May 8, 2025
Updated: September 11, 2025

DRAFT UPDATE 9-11-25

TABLE OF CONTENTS

Local Coordinating Board Membership Certification	1
Community Transportation Coordinator (CTC).....	2
Development Plan.....	4
Introduction to the Service Area	4
Background of the TD Program.....	4
Commission for the Transportation Disadvantaged.....	5
Community Transportation Coordinator Designation / History	5
Designated Official Planning Agency.....	5
Designation Date / History	6
Organization Chart.....	7
Consistency Review of Other Plans	8
Local Government Comprehensive Plan(s).....	8
Regional Policy Plan(s)	8
Public Participation	9
Service Area Profile / Demographics.....	9
Land Use	9
Population / Composition.....	9
Transportation Disadvantaged Population.....	9
Employment.....	11
Major Trip Generators/Attractors	12
Inventory of Available Transportation Services	15
Existing Transit Service.....	15
Transportation Alternatives	19
Service Analysis	21
Forecasts of Transportation Disadvantaged Population	21
Existing and Projected Population Characteristics Needs Assessment.....	22
Age Distribution.....	23
Citrus County Transportation 2020-2035 Projected Transit Fleet and Facility Needs	25
Citrus County Additional Needs	25
Transportation Plan Impacts on Public Transit	25
Public Transit Plan	26
Orange Line Deviated Fixed Route Information.....	26

Barriers to Coordination	28
Goals, Objectives and Strategies	28
Service Plan / Operations	31
Acceptable Alternatives.....	31
Accessing Services	31
Education Efforts / Marketing	31
Emergency Preparedness and Response.....	31
Inter-county Services	31
Public Transit Utilization.....	31
School Bus Utilization	32
Service Standards.....	32
Public Transportation Agency Safety Plan	33
Transportation Operators and Coordination Contractors	33
Type, hours, and days of service	34
Vehicle Inventory	34
First Aid Policy CTD Required.....	35
Attachment A	39
Grievance Procedures	39
Community Transportation Coordinator Monitoring Procedures for Operations and Coordination Contractors	41
Coordination Contract Evaluation Criteria.....	43
Service Rates Summary	45
Quality Assurance	47
Service Standards.....	47
Commission Standards.....	48
Community Transportation Coordinator Evaluation Process	49
Evaluation Process	49
CTC Evaluation Process	49
Transportation Disadvantaged Service Plan Update or Amendment Review Checklist	50
Development Plan	50
Introduction of Service Area	50
Service Area Profile / Demographics.....	50
Service Analysis.....	50
Service Plan Operations	50
For Operators and Coordination Contractors	51
Cost / Revenue Allocation and Rate Structure Justification	51

Quality Assurance 51
 Community Transportation Coordinator Evaluation Process 51
 Billing requirements to contracted operators 51

Appendix A: Rate Model Calculations

Appendix B: Applications for Services in English and Spanish

Appendix C: Vehicle Inventory

Appendix D: Grievance Procedures

Appendix E: PTASP Certifications

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

The designated official planning agency is responsible for appointing a local coordinating board in each county. The purpose of the coordinating board is to provide advice and direction to the CTC concerning the coordination of transportation services.

According to Rule 41-2, FAC, there are eighteen (18) members appointed to the local coordinating board. The designated official planning agency appoints an elected official to serve as the official chairperson for all local coordinating board meetings.

- The Florida Department of Transportation.
- A representative of the Florida Department of Children and Family Services.
- A representative of the Public Education Community.
- A representative of the Florida Division of Vocational Rehabilitation.
- A person who is recognized by the Florida Department of Veterans Affairs as representing veterans.
- A person who is recognized by the President of the Florida Association for Community Action as representing the economically disadvantaged.
- A person over sixty representing the elderly.
- A person with a disability representing the disabled.
- Two citizen advocates. One ~~whom~~[whom of the citizen advocates](#) must be a person who uses the transportation service(s) of the system as their primary means of transportation.
- A local representative for children at risk.
- In areas where they exist, the Chairperson or designee of the local mass transit or public transit system's Board.
- A representative of the Department of Elder Affairs.
- An experienced representative of the local private for-profit transportation industry.
- local representative of the Florida Agency for Health Care Administration.
- A representative of the Regional Workforce Development Board.
- A representative of the local medical community.
- Agency for Persons with Disabilities

The following are some of the duties of the local coordinating board:

- Approving the Community Transportation Coordinator's Memorandum of Agreement (MOA) and Service Plan.
- Annually evaluating the Community Transportation Coordinator's performance or reviewing the report from an outside evaluator.
- Reviewing all applications for local, state, and federal transportation disadvantaged funds.

Community Transportation Coordinator (CTC)

The Community Transportation Coordinator is the agency or organization in each county responsible for ensuring that coordinated transportation services are provided to serve the transportation disadvantaged. The Citrus County Board of County Commissioners is the designated CTC for Citrus County.

The CTC may provide all or a portion of transportation services in a designated service area. CTC's may also subcontract or broker services if it is cost effective and efficient.

The following are some responsibilities of the CTC:

- Develop and implement a Memorandum of Agreement (MOA) and Service Plan.
- Execute contracts for services with transportation operators.
- Review all applications for federal, state, and local funding (in conjunction with the local coordinating board).
- Prepare an Annual Operating Report.

Hernando/Citrus Metropolitan Planning Organization

789 Providence Boulevard, Brooksville FL, 34601

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list: and
2. The membership listed below represents, to the maximum extent feasible, a cross section of the local community.

Signature: _____ Date: _____

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Citrus BOCC	Ruthie Davis Schlabach <u>Janet Berek, Chairman</u>	N/A	1/1/2025- <u>12/31/25</u>
2. Person Over 60+	Vacant (Recruiting)		
3. Person with Disability	Stephen C. Brown		1/31/2024- <u>1/30/2027</u>
4. Citizen Advocate (1 of 2)	Vacant (Recruiting)		
5. Citizen Advocate/User (2 of 2)	David Douglas (Vice Chairman)		1/31/2024 - <u>1/30/2027</u>
6. Children at Risk	Sandra Woodard	Deirdre Barrett-LaBelle	LaBelle (1/31/24) Woodard (7/6/25)
7. Community Action	Vacant		NA
8. Public Education	Vacant		NA
9. Dept. of Transportation	Dave Newell	Chris Leffert	NA
10. Dept. of Children and Families	David Knazur	Elizabeth Alacci	NA
11. Dept. of Elder Affairs	Casey Ladd		NA
12. Dept. of Vocational Rehabilitation	Vacant	Ashley Harper	NA
13. Dept. of Health Care Administration	Gisela Ruiz	Emilio Santiago	NA
14. Regional Workforce	Debbie Letterman	Jerry Flanders	Letterman (11/2/25) Flanders (2/1/26)
15. Veteran Services	Walter "Bud" Osborn <u>(Vacant-Recruiting)</u>		3/18/2024
16. Private For-Profit Transportation Industry	Vacant (Recruiting)		
17. Local Medical Community	Katie Lucas		NA
18. FL Agency for Persons with Disabilities	Jeannette Estes	Elizabeth Watson	NA
19. Mass Transit System Representative	Joanne Granger, Director		

DEVELOPMENT PLAN

Introduction to the Service Area

The Citrus County Transit System (CCT) operates a demand-response door-to-door bus service for residents of the County. This para transit service provides a transportation option to the county's transportation disadvantaged population (elderly, disabled, and economically disadvantaged) a potential alternative to single-occupancy driving along with a deviated fixed route linking Beverly Hills, Lecanto, Inverness, Crystal River, Hernando, and Floral City.

CCT operates 25 buses and vans with an average of 4,500 trips a month (post-COVID). The transit system has been in operation since 1978 under the County's Community Services. CCT's current para-transit bus service is considered sufficient to serve the County's generally rural development pattern and density.

CCT's service satisfies the County's Transportation Disadvantaged Services Program which was developed based on Rule 41-2, Florida Administrative Code, and Chapter 427, Florida Statutes. The Hernando/Citrus Metropolitan Planning Organization is the Designated Official Planning Agency for the purpose of implementing the County's Transportation Disadvantaged Services program and the BOCC approves the CCT's annual funding and operating budget. The County's Community Transportation Coordinator (CTC) is currently filled by the CCT's director.

Aside from the BOCC, a local Transportation Disadvantaged Coordinating Board also gives guidance to the planning and operation of CCT. The local coordinating board is comprised of citizen volunteers representing the elderly, disabled, economically disadvantaged, military veterans, and Citrus County citizens at large. The local coordinating board also includes representatives from the County School Board, the Florida Department of Transportation (FDOT), the Department of Children and Families, and the Labor and Employment Services Sector.

CCT is supported by various funding sources from the Federal Transportation Administration, the State of Florida, and the County. The Federal Transportation Administration funding is derived from 5307 Urbanized Area Formula Grants, State funding consists of the FDOT - Section 5311 and State Block grants, and funds from the Florida Commission for the Transportation Disadvantaged. The County provides matching funds for the system's operation from the general fund.

Background of the TD Program

The transportation disadvantaged are defined in Chapter 427, Florida Statutes, as: "Those persons who because of physical or mental disability, income, status, or age are unable to transport themselves or purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes".

Florida's Transportation Disadvantaged Program began in 1979 with the adoption of Chapter 427, Florida Statutes. The Florida Legislature adopted this legislation to provide transportation disadvantaged services in a coordinated fashion.

In 1989, the Florida Legislature reviewed Chapter 427, Florida Statutes according to the State's Regulatory Sunset Act (Chapter 11.61, Florida Statutes). During this legislative review, the Legislature decided to reenact chapter 427, Florida Statutes (FS) with several revisions.

In 1990, Rule 41-2 of the Florida Administrative Code (FAC) was adopted to implement the provision of Chapter 427. In addition, Rule 41-2 of the FAC assigns the Commission for the Transportation Disadvantaged with the responsibility to accomplish the coordination of transportation services provided to the transportation disadvantaged.

The following sections discuss each of the major components of the Transportation Disadvantaged program.

Commission for the Transportation Disadvantaged

The Commission for the Transportation Disadvantaged is independent and reports to the Governor and the Legislature. Chapter 427, FS states that:

“The purpose of the Commission is to accomplish the coordination of transportation services to the transportation disadvantaged”.

The Commission currently consists of the following 11 voting members appointed by the Governor. Each member must be a resident of Florida:

- The Secretary of - Transportation or -his or her designee.
- The Secretary of - Elderly Affairs or -his or her designee.
- The director of the Division of Blind Services.
- The director of the Agency for Persons with Disabilities or his or her designee.
- Two county managers or administrators, one from a rural county and one from a county with a population of more than 150,000, according to the last state census. Term appointment shall be a 4-year term and may be re-appointed for one additional 4-year term. A member appointed whose term has expired shall continue to serve on the commission until such time as a replacement is appointed.
- Five members who have experience in transportation, workforce development, transit services, management, insurance, or service of persons with disabilities or who have a disability and use transportation for the transportation disadvantaged. Term appointment shall be a 4-year term and may be re-appointed for one additional 4-year term. A member appointed whose term has expired shall continue to serve on the commission until such time as a replacement is appointed.

The chair of the commission shall be appointed by the Governor, and the vice chair of the commission shall be elected annually from the membership of the commission.

COMMUNITY TRANSPORTATION COORDINATOR DESIGNATION/ HISTORY

Designated Official Planning Agency

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

- County or city governments.
- Regional planning councils.

- Metropolitan planning organizations
- Local planning organizations who are currently performing planning activities in the service area.

Designation Date / History

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

In August of 1990, the Citrus County BOCC accepted the position of Designated Official Planning Agency for the purposes of implementing the County's Transportation Disadvantaged Services Program, pursuant to Rule 41-2, FAC, and Chapter 427, FS. The Florida Transportation Disadvantaged Program is administered by the Florida Commission for the Transportation Disadvantaged. Effective July 1, 2018, the Hernando/Citrus Metropolitan Organization became the Designated Official Planning Agency for Citrus County

A local Transportation Disadvantaged Coordinating Board was organized and chaired by a County Commissioner. The local Coordinating Board consists of citizen volunteers representing the elderly, disabled users of the transportation-disadvantaged program in the county, the economically disadvantaged, the military, the veterans, and the citizens at large.

A staff representative of the County School Board, the Florida Department of Transportation, the Department of Children and Families, and the Labor and Employment Services represent appropriate governmental agencies.

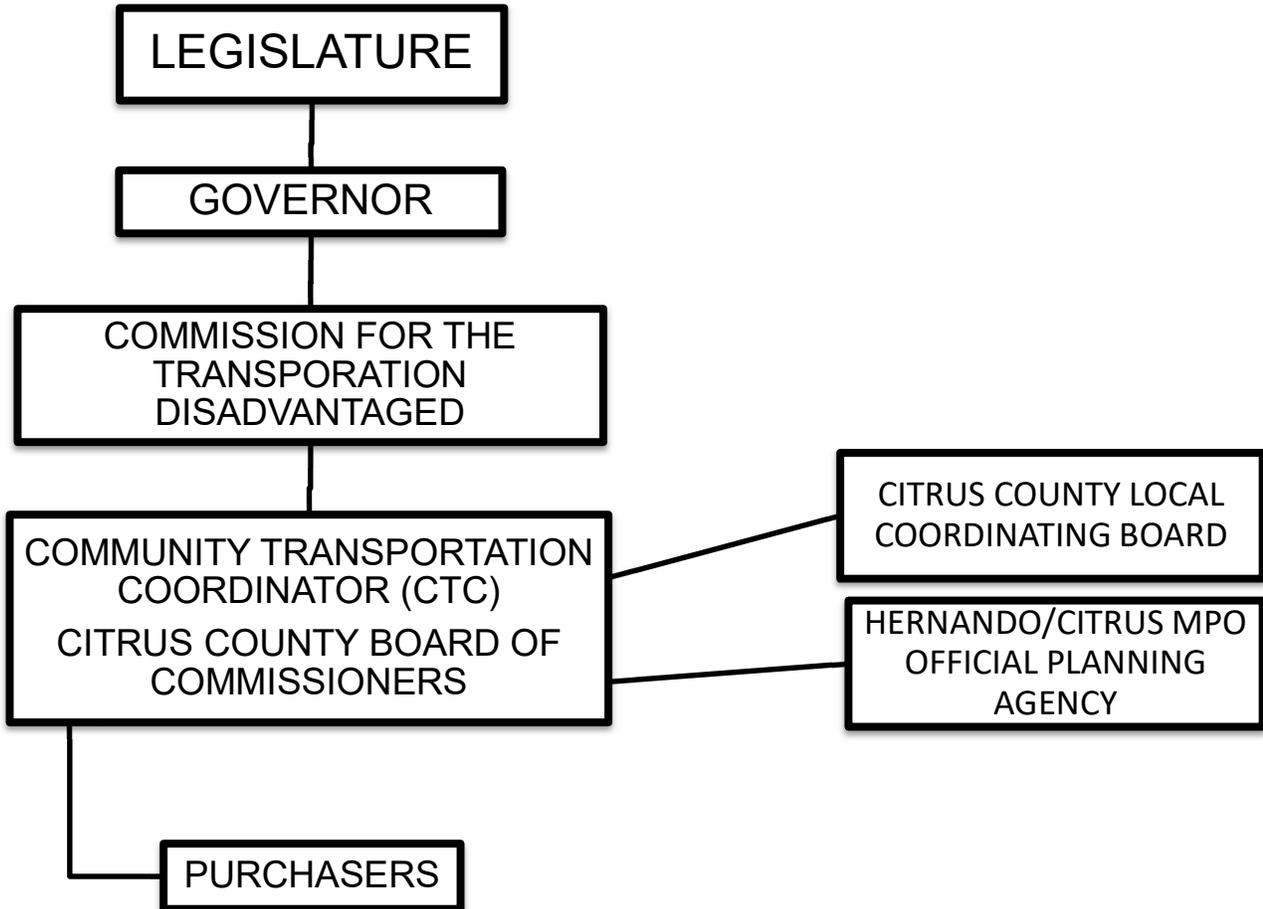
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County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

The Florida Commission for the Transportation Disadvantaged has also made grant funds available to implement the services to the transportation disadvantaged citizens of the County and these grant funds support capital equipment purchases and the operations of the program. The Citrus County Community Services Department, Transit Services is the recipient of these funds which are called "Transportation Disadvantaged Trip/Equipment Funds."

Organization Chart

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

Figure 1: Organization Chart



CONSISTENCY REVIEW OF OTHER PLANS

Local Government Comprehensive Plan(s)

The local comprehensive planning process involves essentially four basic steps:

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

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

Regional Policy Plan(s)

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

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

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

PUBLIC PARTICIPATION

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

Service Area Profile / Demographics

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

Land Use

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

POPULATION / COMPOSITION

Transportation Disadvantaged Population

The projected number of "transportation disadvantaged" persons (including low income, physically and mentally disabled, and elderly) living in Citrus County is shown in Table 7-4 2. More than 50% of the county's population is considered potentially transportation disadvantaged. This population group has been consistently growing in the last few years, again, indicating a potential need for an increased level of transit services in the future.

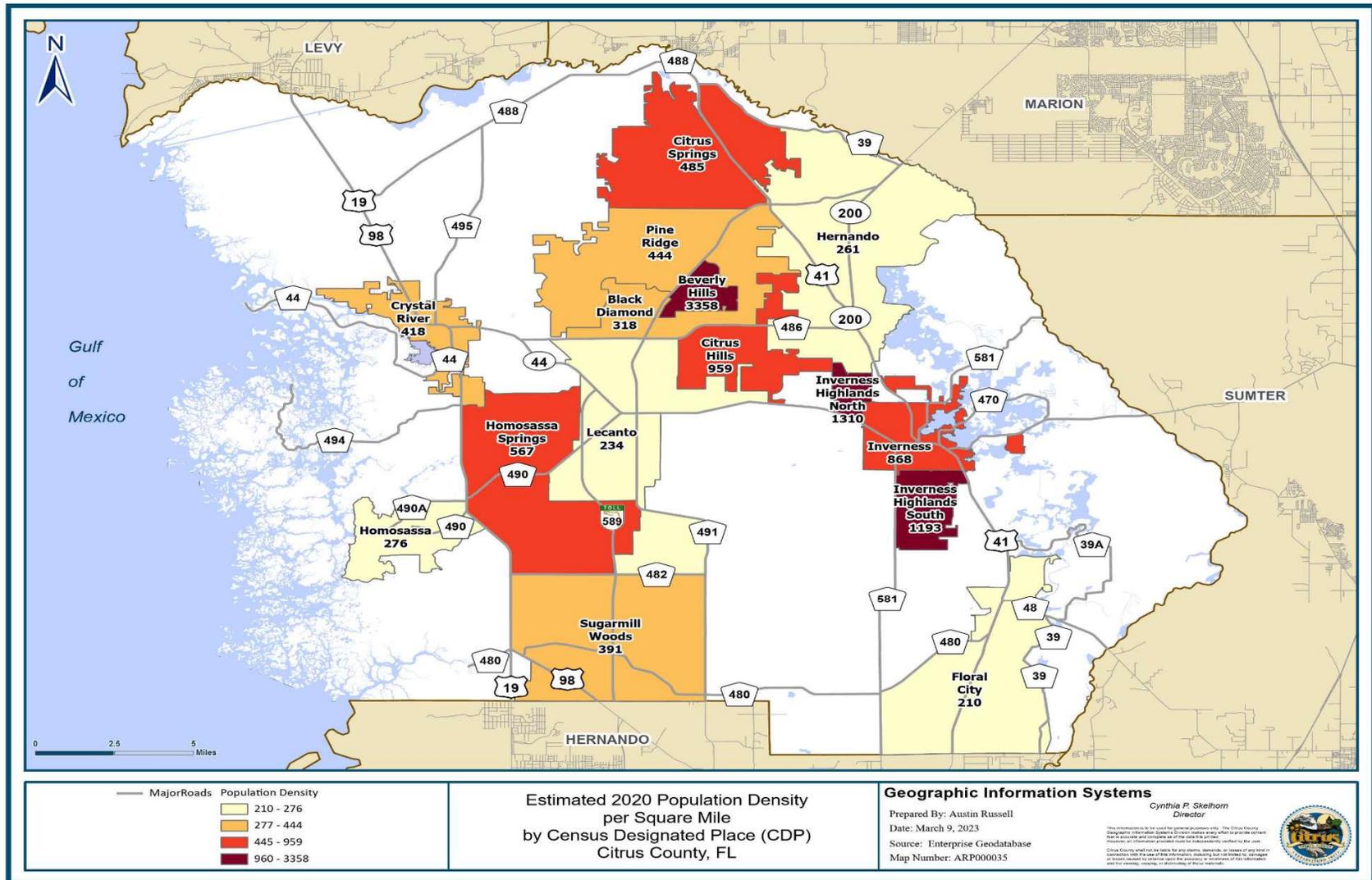
The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

Table 2: Potential Transportation Disadvantaged Population in Citrus County by Year, ~~2021-2025~~ 2022 -2026

YEAR	POPULATION
2021	74,649
2022	78,381
2023	79,459
2024	82,163
2025	83,371
2026	85,239

*Includes Category I and II Transportation Disadvantaged Population (~~FL Dept of Elderly Affairs~~) ~~DeFA~~ county profiles – ~~2023~~ 2024; Social Security's Old-Age, Survivors, and Disability Insurance (OASDI) beneficiaries by county -~~2022~~ 2023)

Figure 2: Map of Citrus County Florida



Employment

Table 3 outlines the employment in Citrus County by Major Industry based on the ~~2022~~ 2023 County Business Patterns from the US Census Fact Finder.

Table 3: Major Industries of Employment in Citrus County by Industry Type

2017 NAICS code	Industry	Paid employees for pay period including March 12 (number)	First-quarter payroll (\$1,000)	Annual payroll (\$1,000)
62	Health care and social assistance	10,081 10,081	\$113,475 \$122,250	\$483,116 \$513,047
44-45	Retail trade	6,468 6,453	\$55,559 \$58,775	\$225,105 \$232,984
72	Accommodation and food services	3,925 3,725	\$18,413 \$19,943	\$79,367 \$76,702
56	Administrative and support and waste management and remediation services	1,348 1,364	\$14,264 \$16,816	\$61,669 \$62,202
23	Construction	2,351 2,467	\$24,191 \$28,366	\$112,258 \$117,396
81	Other services (except public administration)	1,604 1,713	\$10,371 \$11,728	\$44,385 \$48,224
53	Real estate and rental and leasing	957 973	\$6,404 \$6,860	\$27,696 \$37,595
54	Professional, scientific, and technical services	838 814	\$9,936 \$10,287	\$47,139 \$47,216
22	Utilities	530 607	\$16,033 \$17,659	\$50,712 \$57,298
52	Finance and insurance	642 663	\$10,083 \$10,520	\$42,576 \$43,000
42	Wholesale trade	745 759	\$8,914 \$11,321	\$33,677 \$39,320
71	Arts, entertainment, and recreation	527 465	\$2,244 \$2,174	\$8,586 \$8,312
51	Information	433 329	\$5,047 \$4,571	\$19,864 \$18,636
31-33	Manufacturing	381 386	4,081 \$4,744	\$18,931 \$20,128
21	Mining, Quarrying and Oil/Gas Extraction	44 44	\$588 \$654	\$2,883 \$2,917
48-49	Transportation and warehousing	204 214	\$2,161 \$2,236	\$9,218 \$10,077
61	Educational services	65 67	\$404 \$664	\$2,099 \$2,697
55	Management of companies and enterprises	42	\$125	\$539
11	Agriculture, forestry, fishing, and hunting	34 26	\$142 \$181	\$692 \$935
99	Industries not classified	N	\$0	\$0

Major Trip Generators/Attractors

The major transit attractors and generators within the county are comprised of retail and shopping areas and institutional and civic uses. Of the existing generators, 32 are located along US-19, US-41, and SR-44. The majority of passengers come from the Hernando – Inverness area and use the system extensively. The majority of all trips are to shopping centers or medical facilities. The most frequented destinations are the Walmart Stores, Winn Dixie Stores, and Publix Stores across the county.

Increased transit needs to and from new housing and retail developments; and medical facilities as the County expands.

Table 4: Door-to-Door Stop Locations in Citrus County Florida (Data Source: RouteMatch, CCT)

STOP LOCATION	LOCALITY	STOP LOCATION	LOCALITY
21st Century Oncology	Beverly Hills	Chronicle, Meadowcrest	Crystal River
Abadier, Dr.	Inverness	Church of God	Crystal River
Access Healthcare - Dr Jose Rodriguez	Inverness	Citrus Cardiology	Inverness
Agbo, Dr. Felix, Ped IM Healthcare	Lecanto	Citrus Cardiology - Allenrid	Lecanto
Apache Shores	Hernando	Citrus County Transit Office	Lecanto
Applebee's	Inverness	Citrus Diagnostic Center	Crystal River
Arbor Lakes	Hernando	Citrus Gastro	Inverness
Arby's	Crystal River	Citrus Medical Building	Inverness
Aspen Dental	Inverness	Citrus Memorial Hospital	Inverness
Avante	Inverness	Citrus Memorial Rehab	Crystal River
Back Yard Pools	Inverness	Citrus Memorial Wound Care	Inverness
Badcock	Crystal River	Citrus Pain Clinic	Beverly Hills
Baker Dental, Dr.	Crystal River	Citrus Podiatry	Lecanto
Batteries Plus Bulbs	Inverness	Citrus Primary Care	Beverly Hills
BB&T Bank	Crystal River	Citrus Regional Surgery	Lecanto
Bealls Outlet Store	Inverness	Citrus Springs	Dunnellon
Bealls, Citrus Center	Inverness	Clam Haven RV Park	Crystal River
Belle Villa MHP	Homosassa	CMH Lab	Homosassa
Bennett, Dr.	Lecanto	Coast Dental	Inverness
Beverly Hills Cleaners	Lecanto	Colonnade Park Apartments	Inverness
Big Oaks MHP	Inglis	Comprehensive Retina Consultants	Inverness
Blind America	Hernando	Connections Bldg / Old Family Resource	Hernando
Brannen Bank, Highland Square	Inverness	Countryside Animal Clinic	Beverly Hills
Brannen Bank, West Inverness	Inverness	Courthouse (new)	Inverness
Brashears	Inverness	Courtyard Apartments	Crystal River
Brentwood	Lecanto	Crump's Landing	Homosassa
Brentwood ALF, Meet at Commons Bldg	Lecanto	Crystal Gem Manor ALF	Crystal River
Bright Now Dental	Crystal River	Crystal Oaks	Lecanto
Burger King	Crystal River	Crystal Palms Apartments	Crystal River
Burger King, Citrus Hills	Hernando	Crystal River Dialysis	Crystal River
Calvary Chapel	Inverness	CUB (Citrus United Basket)	Inverness
Camp Idlewild	Hernando	CVS, Hernando / Citrus Hills	Hernando
CFCC, College of Central FL	Lecanto	CVS, Inverness	Inverness
Checkers	Inverness	Daystar	Crystal River
Choung, Dr. Walter	Beverly Hills	DeGraw, Dr.	Crystal River
		Delacruz, Dr., FL Cancer Specialists	Inverness

STOP LOCATION	LOCALITY
Denny's	Crystal River
Dialysis, Inverness/Publix P	Inverness
Diamond Nails & Spa	Beverly Hills
Dickert, Dr., Meadowcrest Family Practice	Crystal River
Dollar General by Mr. B's Car Wash	Crystal River
Dollar General, Beverly Hills	Beverly Hills
Dollar General, Homosassa	Homosassa
Dollar Tree, Beverly Hills	Beverly Hills
Dollar Tree, Citrus Center	Inverness
Driver's License Office	Crystal River
Driver's License Office	Inverness
Elyaman, Dr. Mostafa	Crystal River
Elyaman, Dr. Mostafa / Family Practice Associates	Inverness
Envision Eye Spec	Crystal River
Family Dollar, Crystal River	Crystal River
Family Life Care Inc	Inverness
Family Resource Center / New Location	Hernando
Farmers Home Furniture	Homosassa
First Baptist Church	Crystal River
Florida Cancer Specialists	Lecanto
Florida Cancer Specialists	Inverness
Florida Family Health Medical Center	Homosassa
Florida Orthopedic Institute	Tampa
Forest Lake North	Hernando
Forest Ridge Sr Residences	Hernando
Forest Ridge Village	Hernando
Forestview MHP	Homosassa
Friends of Citrus Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Lecanto
Friends of Citrus, Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Homosassa
Gandhi, Dr.	Lecanto
Gastro Assoc.	Crystal River
Gelinas, William	Crystal River
Genesis Women's Center	Inverness
Gonzalez-Ortiz, Dr. E. / Access Healthcare	Crystal River
Goodwill Store	Crystal River
Grace Clinic of Homosassa	Homosassa
Green Acres	Homosassa
Gurnani, Dr., Psychiatry, Nature Coast Aquatic Rehab	Inverness
Habitat for Humanity	Inverness
Hasan, Dr., Citrus Primary Care	Beverly Hills
Helping Hand Thrift /Lady of	Inverness
Hernando Senior Center/ Old CCFRC	Hernando
Hickory Hollow	Inverness

STOP LOCATION	LOCALITY
Hidden River VA Clinic	Tampa
Hitchcock's Markets	Homosassa
Hobby Lobby	Lecanto
Home Depot	Crystal River
Humanitarians of Florida	Lecanto
Humanitarians Thrift Store	Crystal River
Hunter's Spring MHP	Crystal River
IMPACT Counseling	Beverly Hills
Inverness Club	Inverness
Inverness Medical Imaging	Inverness
JM Plumbing Services	Inverness
Johnny Cakes & Steaks Homestyle Restaurant	Inverness
Key Center - Orvis Building	Crystal River
Key Facility	Lecanto
Key Thrift Store, Inverness	Inverness
Key Thrift US Hwy 19	Lecanto
Knights of Columbus	Lecanto
Krishnan, Dr.	Beverly Hills
Lakeside Village	Beverly Hills
Langley Dental	Inverness
Launderland	Inverness
LEC Senior Center CD 1st Left 1st door CD	Lecanto
Lecanto Hills MHP	Lecanto
Lewis, Dr., Bev Hills Dental	Beverly Hills
Library, Beverly Hills	Beverly Hills
Library, Crystal River	Crystal River
Library, Inverness	Inverness
LifeStream Behavioral Center	Crystal River
Liu, Dr. Blessilda	Hernando
Lowes	Inverness
Marina Del Rey	Beverly Hills
Masonic Business Center	Inverness
Matysik, Dr.	Inverness
Meadowcrest Family Practice	Crystal River
Meena, Dr. Nathan	Inverness
Montgomery, Dr.	Inverness
Moss Oak MHP Lot 33	Inverness
Nature Coast Dentistry	Beverly Hills
Oak Park of SMW	Homosassa
Ollies Bargain Outlet	Homosassa
Oncology Institute	Lecanto
Optimart, Citrus Center	Inverness
P.E.T. Services of FL	Beverly Hills
Panera Bread / Publix Plaza, Inv	Inverness
Parikh, Dr. B., Neurology	Crystal River
Parikh, Dr. S., Psychiatry	Crystal River
Pasupaletti, Dr., Citrus Cardiology	Inverness
Patel, Dr. B.	Beverly Hills
Patel, Dr. B.	Inverness

STOP LOCATION	LOCALITY
Patel, Dr. Toralben, Cardiology	Lecanto
Ped IM Healthcare	Lecanto
Peterson, Dr.	Homosassa
Pine Ridge	Beverly Hills
Planet Fitness	Inverness
Post Office, Floral City	Floral City
Post Office, Inverness	Inverness
Potu, Dr. Ranganatha	Crystal River
Pritchyk, Dr.	Crystal River
Publix, Citrus Hills	Hernando
Publix, Homosassa	Homosassa
Publix, Hwy 44	Crystal River
Publix, Inverness	Inverness
Publix, Sugarmill Woods	Homosassa
Quest Diagnostics, Park Plaza	Beverly Hills
Quick Kash	Inverness
RaceTrac, US 19	Crystal River
Rehab Partners Therapy	Inverness
Rena's Hair Design HSQ	Inverness
Ridgeview Apartments	Crystal River
River Reach Apartments	Crystal River
Ryan Markland Sign & Lighting	Inverness
Salon Suites	Inverness
Salvation Army Probation	Lecanto
Savage, Dr. Ken, Nature Coast Health	Crystal River
Savage, Olga, Dr. Florida Family Health Medical Center	Homosassa
Save A Lot, Inverness	Inverness
Save A Lot, Kings Bay Plaza	Crystal River
Sharma Institute of Pain	Inverness
Smiles on Citrus, Dr. Jennifer Lee, Dentist	Crystal River
SMW	Homosassa
St. Margarets Church	Inverness
St. Martin, Dr. Dacelin	Lecanto
Starbucks	Lecanto
Stanley, Dr. Beena	Inverness
State Probation, Regional Plaza	Inverness
Sugar Mill Diagnostic Imaging	Homosassa
Sumter Electric	Inverness
Suncoast Primary Care Specialists	Lecanto
Suncoast Primary Care Specialists	Inverness
Suncoast Primary Care Specialists	Citrus Springs
Suncoast Dermatology	Lecanto
Suncoast Schools Credit Union	Inverness
SunTrust Bank, Beverly Hills	Beverly Hills
SunTrust Bank, Citrus Hills	Hernando
SunTrust Bank, Inverness	Inverness
Tambrini, Dr., Access Healthcare	Homosassa

STOP LOCATION	LOCALITY
Tara Food Mart	Homosassa
Target	Lecanto
The Commons	Homosassa
The Crab Plant	Crystal River
The Mission - Women's Location	Crystal River
The Sanctuary	Homosassa
Thunderbird MHP	Crystal River
Tim's Barber Room	Inverness
TJ Maxx Citrus Center	Inverness
TLC Rehab	Inverness
VA Tampa Hospital	Tampa
Value Dental Care	Crystal River
Veteran's / Mission Men's Shelter	Inverness
Veteran's Clinic	Lecanto
Veterans Dermatology Clinic, GVL	Dunnellon
Veteran's Hospital, Gainesville	Dunnellon
Veterans OP Clinic	Villages
Veteran's Optometry Clinic, GVL	Dunnellon
VFW, Citrus Springs	Dunnellon
VFW, Hernando	Hernando
Villacastin, Dr. Alex T.	Lecanto
Villacastin, Dr. Alex T.	Inverness
Villacastin, Dr. Alex T.	Citrus Springs
Walgreens, Crystal River	Crystal River
Walgreens, Homosassa	Homosassa
Walgreens, Inverness	Inverness
Walgreens SMW	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Lecanto	Lecanto
Walmart Supercenter	Inverness
Ward, Dr. Chris (eye)	Homosassa
Washington Square Apts	Inverness
Wells Fargo Bank, Inverness	Inverness
Wendy's, Homosassa	Homosassa
Wendy's, Lecanto	Lecanto
West Citrus Government Center	Crystal River
West Citrus Senior Center, CD	Homosassa
West Coast Eye Institute	Lecanto
Will Construction	Homosassa
Wilson, Dr. Carlene	Crystal River
Winn Dixie, Homosassa	Homosassa
Winn Dixie, Sweetbay	Inverness
Winn Dixie, Highland Square	Inverness
Winn Dixie, Park Plaza	Beverly Hills
Winn Dixie, Shopping Center	Crystal River
Withlacoochee Technical College	Inverness
World Fusion	Lecanto
YMCA	Lecanto

INVENTORY OF AVAILABLE TRANSPORTATION SERVICES

Existing Transit Service

The existing CCT system provides transit service throughout Citrus County as a demand-response para transit bus system. The system picks up riders anywhere within the county's 773 square-mile area and transports them to their planned destinations, in Citrus County.

Additionally, transportation services are provided to the Veteran's Administration Offices/Hospitals in Gainesville, Tampa, and The Villages. Validation of appointments is required to ensure on-time service for all riders.

Additionally, service is provided to the Social Security Administration Office in Ocala. ~~in some cases for Veterans Services as far as Gainesville, Tampa and the Villages VA, and Social Security Office in Ocala.~~

Due to COVID, current deviated fixed route service hours are from 6:00 a.m. to 6:00 p.m.

While most service areas for door-to-door service have transit service from Monday to Friday (except holidays), certain service areas such as Dunnellon and Ozello/Red Level/Citronelle are available only on select weekdays. Riders may call and make a reservation up to 14 days in advance, with a minimum of two days by noon advance notice. Same day service may be accommodated if scheduling is available to allow scheduling of routes and drivers. The following are the schedules of CCT's current transit service within each service area:

~~Paratransit~~
~~Demand~~
~~Response~~
~~Daily~~
~~Schedule~~



Citrus County Transit
352-527-7630
www.citruscountyttransit.com
 Revised 3/2/2022

Citrus County Transit is a public transportation program available to everyone.
 We provide door-to-door service. Reservations may be made up to 14 days in advance, no later than two (2) business days prior. Cost \$5.00 each way. \$1 transfer fee with only one (1) transfer allowed. Customers who meet certain criteria may be eligible for a reduced rate of \$3.00 each way with a \$1 transfer fee.

**7:30 AM trips are limited to work and medical, based on availability and service areas

Beverly Hills *outlying areas may apply				
TO THE FOLLOWING				
	Days	Pick Up options	Return Options	
Beverly Hills Inner City	Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM	
Crystal River	Tues & Thurs	8:30 AM 12:30 PM	11:00 AM 3:00 PM	
Inverness	Mon/ Wed/ Fri	8:30 AM 12:30 PM	11:00 AM 3:00 PM	
Lecanto or Across County **	Mon – Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM	

Crystal River *outlying areas may apply				
TO THE FOLLOWING				
	Days	Pick Up options	Return Options	
Crystal River Inner City	Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM	
Homosassa and Across County	Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM 3:00 PM	
Lecanto**	Mon – Fri	7:30 AM 9:00 AM	11:30 AM 1:00 PM	

Citrus Springs / Dunnellon *outlying areas may apply				
TO THE FOLLOWING				
	Days	Pick Up options	Return Options	
Across County**	Mon/ Wed/ Fri	7:30 AM 9:00 AM	11:00 AM 1:00 PM	
Beverly Hills / Lecanto **	Mon/ Wed/ Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM	

Floral City *outlying areas may apply				
TO THE FOLLOWING				
	Days	Pick Up options	Return Options	
Floral City Inner City	Mon – Fri	7:30 AM 8:45am	11:45 AM 2:30 PM	
Inverness**	Mon – Fri	*07:30 AM 09:00 AM	11:30 AM 2:15 PM	
Lecanto or Across County **	Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 pm	
Floral City Area (E Gobbler Dr. area) ** pickup to Inverness only	Tues & Thurs	9:00 AM	11:00 AM 1:00 PM	
Floral City Area (S. Istachatta Rd to US 41 S to County Line)*** pickup to Inverness only	Mon & Wed	9:00 AM	11:00 AM 1:00 PM	

Remove

Hernando <i>*outlying areas may apply</i>				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Hernando Inner City		Mon/ Wed/ Fri	8:30 AM 11:00 AM	11:45 AM 3:15 PM
Inverness		Mon/ Wed/ Fri	8:30 AM 8:00 PM	11:00 AM 3:00 PM
Lecanto South or Across County **		Mon/ Wed/ Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM
Beverly Hills / Lecanto North		Mon – Fri	*07:30 AM 09:00 AM	11:45 AM 2:15 PM
Citrus Hills Area (HWY 486 to Croft) pickup to Inverness		Mon/ Wed/ Fri	8:45 AM 12:45 PM	11:00 AM 3:00 PM
Citrus Hills Area (HWY 486 N, Page Ave) pickup to Beverly Hills / Lecanto		Mon – Fri	9:00 AM	11:45 AM 2:15 PM

Homosassa <i>*outlying areas may apply</i>				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Homosassa Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Sugar Mill Woods (Hwy 19 & Hwy 98 area) ** pickup to Homosassa Inner City		Mon & Wed	7:30 AM 09:00 AM	11:00 AM 1:00 PM
Crystal River and Across County		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM
Lecanto**		Mon – Fri	*07:30 AM 09:00 AM	11:30 AM 1:00 PM

Inverness <i>*outlying areas may apply</i>				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Inverness Inner City		Mon – Fri	8:30 AM 10:00 AM 12:30 PM	11:00 AM 1:30 PM 3:00 PM
Croft Ave (Walmart /Lowes/Beall's)		Mon – Fri	9:00 AM 11:00 AM	11:45 AM 2:15 PM
Across County		Mon – Fri	*07:30 AM 09:00 AM	11:00 AM 1:00 PM
Inverness Area (Turner Camp Rd past Woodcrest Ave) ** pickup to Inverness		Tues & Thurs	9:00 AM	11:00 AM 1:00 PM
Inverness Area (E. Gulf to Lake Hwy past S Shad Terrace) ** pickup to Inverness		Mon & Wed	9:00 AM	11:00 AM 1:00 PM
Inverness Area (County 581 from E. Amy Ln to County Line) ** pickup to Inverness		Mon & Wed	9:00 AM	11:00 AM 1:00 PM

Lecanto <i>** outlying areas may apply</i>				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Beverly Hills		Mon – Fri	*07:30 AM 8:45 AM	11:45 AM 2:15 PM
Crystal River / Homosassa		Mon – Fri	*07:30 AM 8:45 AM	11:00 AM 1:00 PM
Inverness		Mon – Fri	8:15 AM 10:15 AM	11:00 AM 1:00 PM

Red Level/Citronelle / Ozello areas				
TO THE FOLLOWING		Days	Pick Up options	Return Options
Red Level / Citronelle area to Crystal River		Tues & Thurs	9:00 AM	11:00 AM 1:00 PM
Ozello area to Crystal River		Mon & Wed	9:00 AM	11:00 AM 1:00 PM

Remove

Currently, CCT has ten (10) administrative staff personnel and ~~twenty-nine (-29)~~ **thirty one (31)** bus drivers (including casuals **on call**). Under the existing fee structure, adults pay full price and children 12 and under ride free. The existing fee structure is \$5.00 public and \$3.00 Eligible Transportation Disadvantaged per one-way trip.

The operation revenues and operating expenses for ~~2019-2023~~ **2020-2024**, including the Coordinating Contractor data are depicted in Table 5: Revenues and Operating Expenses by Measure and Year Citrus County, Florida ~~2019-2023~~ **2020-2024**.

**Table 5: Revenues and Operating Expenses by Measure and Year
 Citrus County, Florida ~~2019-2023~~ **2020-2024****

Measure	2019	2020	2021	2022	2023	2024
Riders	407,314	87,779	84,157	91,403	88,544	98,791
Expenses	\$1,952,589	\$1,831,851	\$2,556,007	\$2,368,845	\$2,569,994	\$3,032,405
Revenues	\$1,778,473	\$1,665,025	\$2,456,427	\$2,272,851	\$2,160,759	\$2,781,144
Vehicle Miles	459,198	490.345	523,650	526,307	614,471	649,150

**Source: Citrus County Transit, Annual Operating Report, Prepared by Citrus County Transit (includes Coordinating Contractor)*

CCT’s operation is supported by various state and county funding mechanisms. In ~~2023~~ **2024**, local funding accounted for approximately ~~43%~~ **7.5%** of the operating expense of CCT, primarily due to the use of CARES Act funding. The remaining operation costs are funded by the Commission for the Transportation Disadvantaged and other state and federal funding programs, including:

- **Section 5307** –The Federal Transit Administration provides monies for operations and purchase of equipment. Received 5307 CARES ACT funding that reduced the local funding.
- **Section 5311** – FDOT provides monies for operations and the purchase of equipment.
- **State Block Grant** – FDOT provides monies for 5307 and 5311 match.
- **Section 5339** – FTA provides funds for the purchase of equipment and facilities.
- **Developmental Services** - This program is sponsored by the Key Training Center for the mentally disabled. Under this program, the individuals are transported to and from the Key Training Center to their homes.
- **Florida Commission for the Transportation Disadvantaged** - Operating costs are provided for transportation disadvantaged customers.

Because of the high percentage of transportation disadvantaged, fare box revenues do not account for a large percentage of the CCT’s funding. In ~~2023~~ **2024**, rider fares accounted for 2% of the total operational funding.

Transportation Alternatives

The following are Non-Emergency Transportation services currently available to the public in Citrus County.

Terry’s Taxi

Local Taxi service serving Citrus County, Nursing Homes Prescription deliveries, Local Hospital patient transportation, Med-Waiver providers. Airport Transportation. Not ADA accessible, wheelchair in trunk. Operates 24/7. Contact 352-726-3723, Toll Free 877-569-8294.

AAA Transportation and Taxi

Serving Citrus County Cities: Floral City, Inverness and Hernando. Local Transportation, and airport transport. Not ADA accessible, wheelchair in trunk. Operates 24/7. Contact 352-860-0800

Nature Coast Cruisers

Serving Citrus County to anywhere: Wheelchair and stretcher, Operates 24/7, pickup fee and per mile fee, (in process of accepting Medicare and Medicaid). Special rates One Way from Hospitals. Contact 352-809-6049.

Mercy Transport

Serving Citrus County: Wheelchair and stretcher, Operates 8am-8pm, fee based. Does not accept insurance. Contact 352-586-7593

Scheduled Health Transport LLC

Serving Citrus County to anywhere: Wheelchair. Fees based on time or mileage. Medicare / Medicaid. Contact 352-201-1717

Able Airport Taxi & Transportation

Private pay consumers for door-to-door transportation via limousine/luxury car, SUV, Taxi. Contact 352-631-9222.

American Cancer Society Road to Recovery Program

Serving cancer patients. Flexible-Route via car and taxi. Contact 1-800-227-2345.

G.C.O Non-Emergency Medical Transport

Serving the public via door-to-door service. Uses Ambulatory Van, Non-Emergency Stretcher Van, Wheelchair Van. Address: 1411 E Main Street #2, Leesburg, FL 34748, Contact: 352-240-1124.

Homosassa Taxi

Serving the public; private pay riders for door-to-door service via wheelchair van. Contact 352-628-2278.

Mobility Works – Van Rentals

Serving persons with Disabilities; door-to-door service via wheelchair van. Contact 813-246-9116 (Tampa).

SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Projected Transit Demand

According to the Census Bureau, Citrus County had a population of 153,849 in 2020. The population increased at a rate of 8% between 2010 and 2020 and is estimated at ~~166,696~~ **170,174** in ~~2023~~ **2024**, an approximate ~~9%~~ **9.6%** increase. Historical and projected population information for the County is shown in Table 6: Historical and Projected Population by Year Citrus County, Florida 2020-2050.

**Table 6: Historical and Projected Population by Year
 Citrus County, Florida 2020-2050**

Year	Population	Percentage Change
2020	153,843	
2025	166,400	8.16
2030	175,400	5.40
2035	182,400	3.99
2040	187,800	2.96
2045	192,300	2.40
2050	196,500	2.18

*Source: US Census Bureau and the University of Florida, Bureau of Economic and Business Research 2024 projections medium level.

Table 7: Historical Para Transit Ridership and Percent Change by Year Citrus County, Florida ~~2019-2023~~ **2020-2024 (Federal Fiscal Year)**

Year	Total Paratransit	Average Monthly Ridership	Percent Change from previous year*
2019	21,142	1,762	-18.10%
2020	22,611	1,884	6.48%
2021	25,537	2,128	11.47%
2022	23,933	1,994	-7.8%
2023	27,591	2,299	1.53%
2024	28,731	2,394	4%

*Citrus County Transit ~~2023~~ **2024** (note: increase in 2020 and 2021 due to paratransit only option during COVID-19--back to normal range in 2022 post COVID operating both demand response/paratransit and deviated fixed route systems.

EXISTING AND PROJECTED POPULATION CHARACTERISTICS NEEDS ASSESSMENT

Table 8: Population Statistics by Race, Age and Gender, Citrus County, Florida Updated 2021

Population	2018 Counts	Percentages	2020 Counts	Percentages	2018-2020 Changes	Percentage Change
Total Population	147,929	100%	153,843	100%	5,914	
Population by Race						
White alone	130,325	88.10%	142,920	92.90%	12,595	8.81%
Black or African American alone	4,586	3.10%	4,923	3.20%	337	6.84%
American Indian and Alaska native alone	59	0.04%	615	0.40%	556	90.41%
Asian alone	2,367	1.60%	2,615	1.70%	248	9.50%
Native Hawaiian, and other Pacific native alone	0	0.00%	0	0.00%	0	0.00%
Two or more races	2,515	1.70%	2,615	1.70%	100	3.84%
Population by Hispanic or Latino Origin (of any race)						
Persons of Hispanic or Latino Origin	8,431	5.70%	9,384	6.10%	953	10.16%
Persons Not of Hispanic Origin	139,497	94.30%	144,459	93.90%	4,962	3.43%
Population by Gender						
Male	71,598	48.40%	74,614	48.50%	3,016	4.04%
Female	76,331	51.60%	79,229	51.50%	2,898	3.66%
Population by Age						
Persons 0 to 4 years	5,621	3.80%	5,692	3.70%	71	1.25%
Persons 5 to 17 years	21,189	11.20%	22,615	14.70%	1,426	6.31%
Persons 18 to 64 years	73,669	49.80%	69,076	44.90%	-4,593	-6.65%
Persons 65 years and over	53,106	35.20%	56,460	36.70%	3,354	5.94%

*Source: US Census 2021 and 2021 TDSP (2018 Counts)

Age Distribution

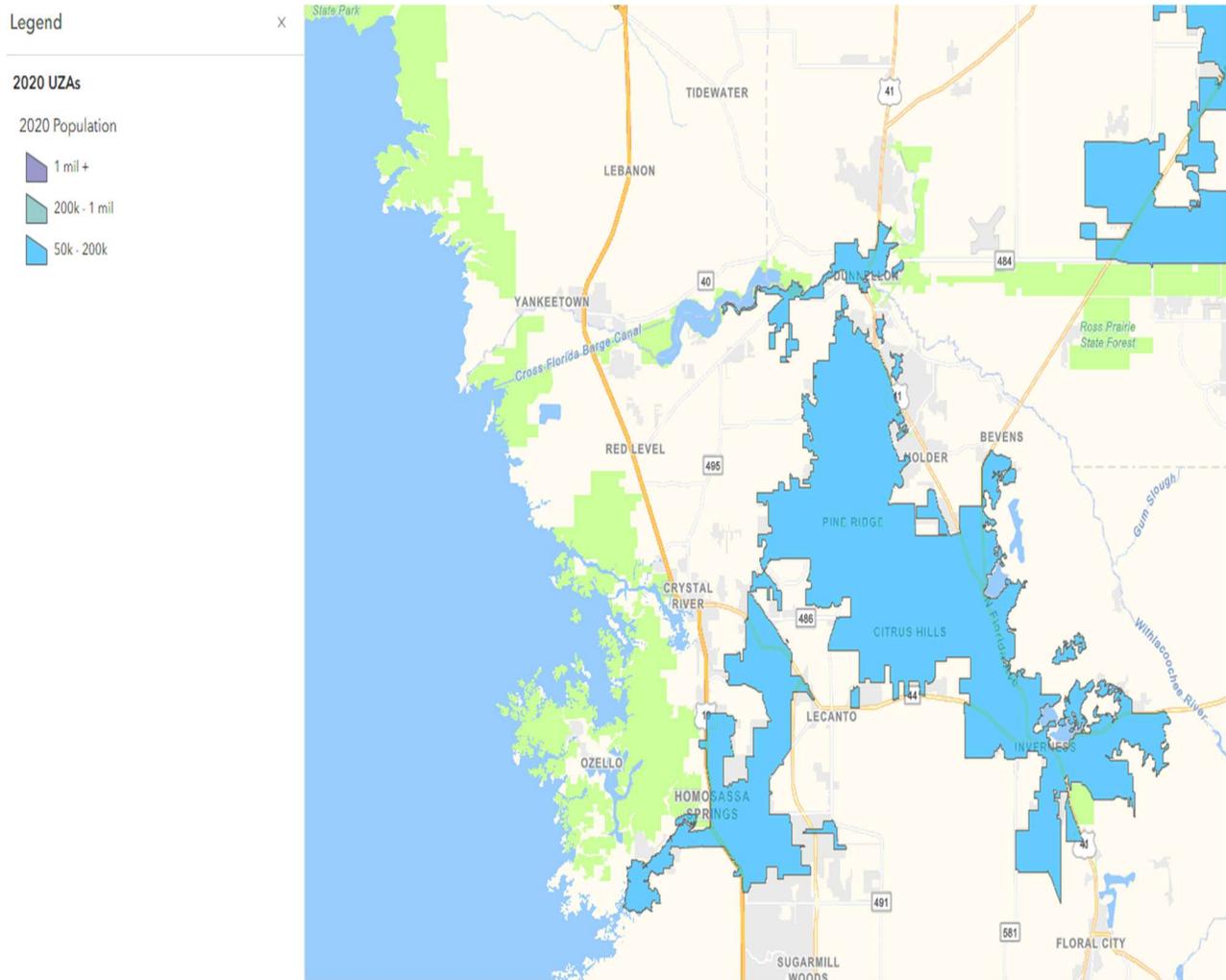
Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. Approximately 54% of the county’s population is currently 55 years and older and the percentage of elderly population is expected to remain 54% through 2030 to 53% into 2045. Citrus County’s aging population indicates a critical need to not only maintain but expand transit services in the future. The projected distribution of age groups in Citrus County is shown in the table below 2020-2045.

Table 9: Existing and Projected Age Distribution by Age and Year Citrus County 2020-2045

Age	2020	2025	2030	2035	2040	2045
0-17	22,067	23,156	24,029	24,874	25,299	25,477
18-24	7,639	7,674	8,205	8,276	8,638	9,087
25-54	40,439	41,317	42,507	45,073	46,588	47,688
55-64	27,041	26,437	23,955	22,268	22,775	25,497
65-79	37,807	41,115	44,524	45,574	43,732	40,091
80 and over	14,390	16,870	19,161	20,815	23,730	26,489
Percent of Population 55 and over	53%	54%	54%	53%	53%	53%

**Source: Bureau of Economic & Business Research Population Projections by Age, Sex, Race and Hispanic Origin for Florida and its Counties 2025-2045 with Estimates for 2020 (Released June 2021)*

Figure 3: Citrus County Urbanized Areas and Urban Clusters, 2023



*2020 Federal Transit Administration UZA Maps (Beverly Hills-Homosassa Springs-Pine Ridge UZA).

Sugarmill Woods Urban Cluster.

Citrus County is 62.88% Urban 37.12% Rural.

CITRUS COUNTY TRANSPORTATION 2020-2035 PROJECTED TRANSIT FLEET AND FACILITY NEEDS

Future transit needs were estimated using the constant ratio current growth rate method, with the assumption that the current relationship between the transit fleet and average monthly ridership will remain constant over time. The historic and projected number of buses needed through the year 2035 can be seen in Table 10: Citrus County Fleet Needs, Historic and Projected, 2020-2035.

All future transit plans depend on the availability of funding and the necessary population density to support the deviated fixed route system. More opportunities for state transit funding are available to support the deviated fixed route system when counties reach a population of more than 200,000 people.

Table 10: Citrus County Fleet Needs, Historic and Projected, 2020-2035

Year Historical	Average Monthly Ridership	Number of Vehicles Needed
2020	4,422	25
2021	2,128	25
2022	3,207	25
2023	4,284	25
2025 Projected	6,000	27
2030 Projected	8,200	29
2035 Projected	9,500	30

*Source: Citrus County Transit (Note: 2021 Para only trips due to COVID-19)

Citrus County Additional Needs

1. Expand fuel reserves
2. Bus stop shelters

Transportation Plan Impacts on Public Transit

Highway and roadway improvements scheduled over the next 10-years will have 2 types of impacts for CCT. The major improvements will result in short-term impacts and long-term impacts. All roadway improvements are identified in the County's 5 Year Capital Improvement Plan and Florida Department of Transportation's (FDOT) 5 Year Work Program.

The short-term "construction" impacts could result in minor delays and alternate routes during the construction of the new facilities. It is anticipated that these impacts could result in additional time being required to transport passengers. The length of delay will likely vary due to the demand response nature of the existing transit service. Coordination between the CCT and agencies involved in the roadway improvements is necessary to continue providing as efficient a program as possible. This effort should include, at a minimum, a 10-day notification of highway construction projects in the County.

The long-term impacts will be characterized by reduced traffic congestion levels and improved vehicle and transit operations. In addition, because of improvements in the roadway network, more routing options could potentially be made available where CCT service is currently not available. For instance, the potential extension of the Suncoast Parkway may create the opportunity to provide longer-distance bus service and inter-county regional bus service.

Public Transit Plan

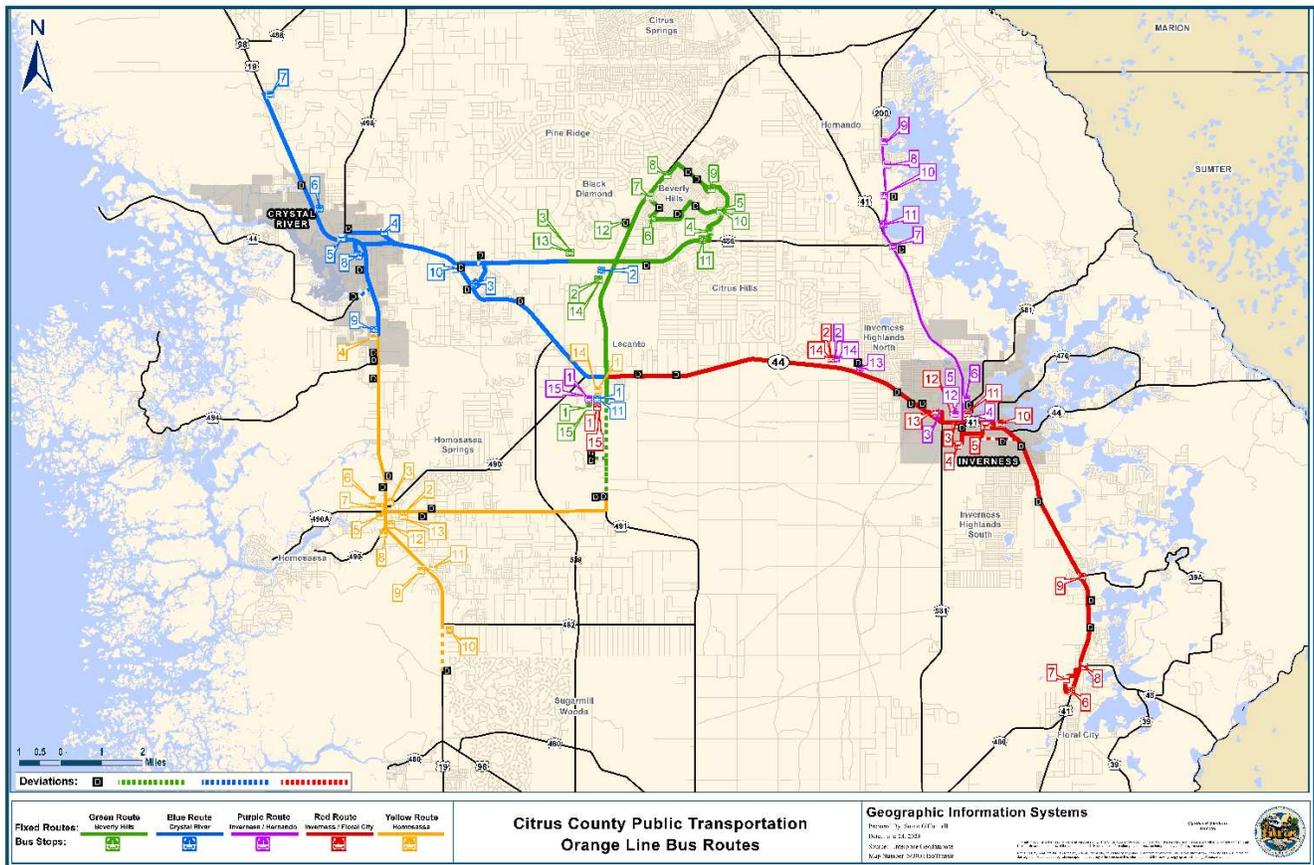
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service hours, and increasing trip frequency to serve a larger percentage of the County’s population.

In the long-term, as the County’s population continues to increase and as more transit funding opportunities are made available, the County should plan to increase the frequency of the deviated fixed route service.

Orange Line Deviated Fixed Route Information

The County’s land use element calls for encouraging mixed-uses and higher density development around nodes and major corridors. Following is the map of the Orange Line Deviated Fixed Route Service routes. The four different routes return to the Citrus County Transit Center six times per day in order to accommodate cross-county trips.

Figure 4 Orange Line Deviated Fixed Route Service Routes



Where to Catch the Bus:

The locations of each stop are shown on the map and described on the schedule.

Use the Map and Schedules to Plan Your Bus Trip:

Look at the map to decide which route and direction you wish to travel. Go to the schedule and find your stop number and times of pick up. The Transfer station is at The Citrus County Transit Office or Lowes-Inverness.

Deviations:

Several stops are shown on the schedule as a deviation, you must call Citrus County Transit at **352-527-7630** at least one (1) hour prior to pick-up time to schedule a deviation. Please let the driver know where your destination will be when you board the bus.

Customer Service:

Orange Line hours: 6am – 6pm

Call us at **352-527-7630** if you need additional information or would like to comment on our service. We value your feedback.

What else do I need to know?

You must pay the fare or show a ticket each time you board the bus. Please have exact change drivers cannot make change.

Let driver know where you want to get off at least 2 stops ahead of time.

Service for Persons with Disabilities:

Citrus County Transit buses are wheelchair –accessible. If you live within three-fourths (3/4) mile of a bus stop, and are unable to get to a stop, contact our office and you may request a deviation within 1 hour or be picked up at your home with 24 hours of advance notice with door-to-door service. **Additionally, if you live within 3/4-mile of the fixed-route and cannot ride due to disability, you cannot be charged more than 2 times the fare you would be charged on the fixed route.** Call us at (352) 527-7630.

Bus Fares:

Cash Fares \$1.00 per trip

Free **Orange Line** Pass if qualified TD, Veteran, Medicare or Disabled.

Children 12 and under Free

Monthly Ticket \$35.00

Website: www.citruscountytransit.com

BARRIERS TO COORDINATION

The following barriers to coordination have been identified:

- Agencies that develop new or expand existing programs without regard to transportation in the planning and/or budget phases. This places reliance on already scarce TD Trust Funds.
- Geographic Location – The rural service area creates a challenge as essential services; i.e. medical, and employment trips result in longer trips. The traffic congestion is increasing as the growth rate continues to climb.
- Technology – The need for updated intelligent transportation system software would assist in enhancing service for riders.
- Capital Purchases – The length of time to order and receive service vehicles to replace aging fleet impacts the current fleet’s ability to maintain consistency. Additionally, there is a great need for bus stop shelters which are costly in labor and materials. Florida’s rainy season (June-November) impacts riders’ ability to board buses where no shelters are currently provided.

GOALS, OBJECTIVES AND STRATEGIES

1. Goal: The CTC shall provide transportation services that are cost effective and efficient.

Objective: The CTC shall strive to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without excessive inconvenience to passengers.

Strategies:

- The CTC shall review driver manifests daily to prevent duplication of effort whenever possible.
- The CTC shall schedule passengers geographically, multi-loading agencies, in order to streamline the use of resources (buses and drivers).
- The CTC shall measure the total passenger trips per vehicle.

2. Goal: The CTC shall eliminate physical barriers to the use of transportation services by persons who are elderly and/or disabled.

Objective: The CTC shall comply with the requirements of the Americans with Disabilities Act (ADA) regarding access to and provision of transportation services.

Strategies:

- The CTC shall provide alternative media types for accessing services, such as, large print publications, when requested.
- The CTC shall develop a formal training program for the utilization of special equipment for the disabled as well as for passenger sensitivity issues as they pertain to the disabled.
- The CTC shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent services to individuals with disabilities.

3. Goal: The CTC shall comply with all reporting requirements of the Commission for the Transportation Disadvantaged and the Coordinating Board.

Objective: The CTC shall complete all reports as required or as requested by the Coordinating Board or the commission.

4. Goal: Respond to grievances as specified in the Coordinating Board's Grievance Procedures.

Objective: All grievances will be addressed in a timely manner.

5. Goal: The CTC shall ensure the provision of safe transportation services.

Objective: The CTC shall ensure the safety and well-being of passengers through inspection and maintenance of all vehicles.

Strategies:

- The Public Transportation Agency Safety Plan (PTASP) shall meet all established requirements and adhere to legislative rule.
- Vehicles shall be inspected on a daily basis by drivers and on an annual basis by certified mechanics.
- Vehicles shall receive regularly scheduled preventive maintenance.

6. Goal: The CTC shall comply with federal requirements for drug and alcohol testing.

Objective: The CTC shall ensure the safety and well-being of passengers through compliance with testing requirements vehicles.

Strategy:

- The CTC shall ensure that all required testing is completed as required.

Table 11: Goals, Objectives, and Strategies Citrus County, Florida

Goals	Objectives	Strategies	Implementation Date
The CTC shall provide transportation services that are cost effective and efficient.	The CTC shall strive to provide transportation services that maximize the use of all vehicles to eliminate duplication of service without excessive inconvenience to passengers.	<ol style="list-style-type: none"> 1. The CTC shall review driver manifests daily to prevent duplication of effort whenever possible. 2. The CTC shall schedule passengers geographically, multi-loading agencies, in order to streamline the use of resources. 3. The CTC shall measure the total passenger trips per vehicle. 	Ongoing / Daily
The CTC shall eliminate physical barriers to the use of transportation services by persons who are elderly and / or disabled.	The CTC shall comply with the requirements of the ADA regarding access to and provision of transportation.	<ol style="list-style-type: none"> 1. The CTC shall provide alternative methods for accessing services. 2. The CTC shall maintain an adequate number of vehicles with operational wheelchair lifts to ensure equivalent services to individuals with disabilities. 	Ongoing
The CTC shall comply with all reporting requirements of the CTD and the Coordinating Board.	The CTC shall complete all reports as required or as requested by the CTD or the Coordinating Board.		Ongoing
Respond to grievances as specified in the Coordinating Board's Grievance Procedures.	All grievances will be addressed in a timely manner.		Ongoing
The CTC shall ensure the provision of safe transportation services.	The CTC shall ensure the safety and well-being of passengers through inspection and maintenance of vehicles.	The PTASP shall meet all requirements and adhere to legislative rule. Vehicles shall be inspected on a daily basis by drivers and on annual basis by certified mechanics. Vehicles shall receive regularly preventative maintenance	Ongoing

Goals	Objectives	Strategies	Implementation Date
The CTC shall comply with federal requirements for drug and alcohol testing.	The CTC shall ensure the safety and well-being of passengers through compliance with required testing	The CTC shall ensure that all required testing is completed as required.	Ongoing

SERVICE PLAN / OPERATIONS

Acceptable Alternatives

Not applicable

Accessing Services

CCT operates a Public Transportation system, and anyone is eligible to access services simply by making a reservation. Reservations must be made no later than noon 2 business days in advance. Reservations are taken Monday through Friday (excluding County designated holidays) from 8:00 A.M. until 5:00 P.M. by calling (352) 527-7630. Passengers are required to pay a fare box fee of \$5.00 each way with \$1.00 transfer fees. Children, 12 and under, will be permitted to travel at no cost. Passengers must complete an application process to determine eligibility for TD. Applications are available on buses, in person, and by mail. When necessary, due to either capacity or time constraints, priority is given to trips in the following order: medical, nutrition, employment, education, shopping, and recreation. To date, CCT has not found it necessary to implement prioritization. Passengers are required to cancel any trip reservation that is no longer needed at least sixty (60) minutes prior to the scheduled pick-up time.

Education Efforts / Marketing

Citrus County Transit’s marketing efforts include Transit Website, FaceBook, brochures, business cards, Internet, and flyers. CCT uses public advertising in newspapers, social media, on radio and television stations and whenever possible presents information (verbally) at area organizations. In addition, advertisements of TD Meetings published in the local newspaper allow a minimum of 10 days’ notice to the public to prepare if they choose to attend.

Emergency Preparedness and Response

CCT participates in county evacuation efforts, focusing on assisting special needs residents as coordinated by the Emergency Operations Center. Procedures for disaster preparedness are outlined in CCT’s System Safety Program Plan/Standard Operating Procedures Manual.

Inter-county Services

CCT is not involved in any inter-county services at this time.

Public Transit Utilization

CCT operates a public transportation system. CCT’s public transportation system is the only available coordinated transportation within Citrus County.

School Bus Utilization

CCT does not utilize school bus transportation at this time, as it is not cost effective to do so.

Service Standards

The following 17 service standards are adopted and currently in place:

Adequate Seating:

Vehicle seating on CCT vehicles will not exceed the manufacturers recommended capacity for adults. Standing is not permitted on Para Transit vehicles. Standing is permitted for the Orange Line Deviated Fixed Route.

Air Conditioning/Heating:

All Citrus County Transit vehicles will be equipped with air conditioning and heating. Those vehicles with non-functioning air conditioning and/or heating shall be repaired as quickly as possible.

Billing Requirements:

CCT shall reimburse all contracted operators within twenty-five (25) business days of receiving a final, correct invoice.

Communications:

All Citrus County Transit vehicles will be equipped with 2-way radios for communications and county issued cell phones.

Driver Identification:

All Citrus County Transit drivers will have nametags displayed on their shirts and/or jackets and will be required to announce and identify themselves as required in rule 41-2.006(l) of the Florida Administrative Code.

Drug and Alcohol Policy:

Citrus County Transit will comply with all FTA requirements.

Out of service area Trips:

Services will be provided out of the service area by CCT for Veterans traveling to the VA Medical Center in Gainesville, Tampa, and The Villages. ~~Appointments to these destinations will be validated to ensure time Tampa and the Villages on a weekly basis. Validation of appointments is required to ensure on-time service for all riders.~~

Services to Social Security Administration Offices in Ocala will be provided monthly.

Passenger Assistance:

Limited passenger assistance will be provided to all passengers on and off Citrus County Transit vehicles. Drivers will only be able to provide passengers with stabling assistance. They cannot provide weighted support.

Passenger Property and Packages:

Passengers traveling with CCT will be allowed to transport any personal property that can be placed in their lap or stowed under the seat. Passengers must be able to independently carry any personal property.

Passengers traveling with CCT from shopping facilities will be allowed a manageable number of small bags or parcels. Small is defined as small enough to fit on a passenger's lap or under the seat without blocking

the aisle of the bus. Passengers must be able to independently carry any bags or may have an attendant to help them.

Passenger/Trip Database:

CCT will collect the name, address, phone number, funding source eligibility information, and any other information pertinent to providing transportation services from each client.

Smoking, Eating, and Drinking:

Smoking is not permitted on Citrus County vehicles. Eating or drinking is not permitted on Citrus County Transit vehicles, with the exception of driver break or lunch period while the bus is parked. Water bottles are permitted during the summer months.

Transport of Escorts and Dependent Children Policy:

Children 12 and under traveling with CCT must be accompanied by an adult escort. Children 12 and under ride free.

A registered attendant at no additional cost may accompany individuals requiring special assistance. The attendant must be able to provide the necessary assistance to the passenger.

Use, Responsibility, and Cost of Child Restraint Devices:

Child restraint devices are not required on CCT's Public bus service. However, if used, it is the responsibility of the parent to secure such devices.

Vehicle transfer points (CTD required):

Local Toll-Free Telephone Number: 1-800-983-2435

CCT maintains a local toll-free phone number to the Commission for the Transportation Disadvantaged. This number is included in complaint procedures/policies and CCT publications. Citrus County Transit located at 1300 South Lecanto Highway, Lecanto, Florida, 34461 is the only vehicle transfer point used by CCT.

Vehicle Cleanliness:

All CCT vehicles shall be cleaned daily and shall be free of dirt, trash, and sand at the start of each day. Buses need to be washed outside and mopped inside once a week.

Public Transportation Agency Safety Plan

CCT operates under a Public Transportation Agency Safety Plan (PTASP) as required by the Federal Transit Administration (FTA), adopted in September of 2020 by the Board of County Commissioners, updated **annually**, and approved by the BOCC **annually**. ~~FTA reviews through Triennial Reviews.~~

Transportation Operators and Coordination Contractors

CCT currently has one (1) Coordination Contract with the Citrus County Association for Retarded Citizens (CCARC). CCARC is a non-profit organization serving the needs of the mentally disabled population within Citrus County. Due to capacity and time constraints, CCT is not able to accommodate the majority of the needs for CCARC program participants. CCARC provides some 65,000-78,000 one way trips each year to its participants, some of which reside at CCARC facilities. CCARC can be reached as follows:

Theresa Rutterman Flick
1315 N. VanNortwick Road
Lecanto, FL 34461-9710 (352) 795-5541

Type, hours, and days of service

Citrus County Transit (CCT) operates a non-emergency demand response/para transit, door-to-door service Monday through Friday, excluding County designated holidays. Operating hours range from 6:00 A.M. until 6:00 P.M. CCT operates on pre-set schedules and reservations. **Reservations** are taken by telephone, **(352) 527-7630**, up to fourteen (14) calendar days in advance but no later than two (2) business days by noon Monday through Friday from 8:00 A.M. until 5:00 P.M., excluding County designated holidays. Reservations are also taken in person by office staff only. Reservation requests are placed as capacity allows. Standing Orders, trips that occur at the same time on the same day every week, are also available. Passengers only need to call in a reservation twice to begin the Standing Orders. Services are available to ambulatory and wheelchair passengers. Service schedules are established geographically with all areas of Citrus County receiving services a minimum of two (2) days each week, with most areas receiving services 5 days each week. Same day services may be provided if available. Passengers are required to cancel any trip reservation that is no longer needed at least sixty (60) minutes prior to the scheduled pick-up time. Additionally, services to the Social Security Administration Office in Ocala will be provided monthly.

CCT also provides transportation services for county veterans traveling to the VA Hospital in Gainesville, Tampa, and the Villages weekly. ~~Services to Social Security in Ocala will be provided monthly. This service is provided from several locations throughout the county.~~

Vehicle Inventory

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

TABLE 12 WILL BE MOVED TO AN APPENDIX IN THE FINAL FORMAT – OOPA in the table means: Owned Outright by a Public Agency

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

As per TAM plan 9/30/2023 2024 (to standardize vehicle inventory reporting)

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
51478-85	2013	Ford	Turtle Top	161,711 171,126	EMSID	OOPA
51586-86	2014	Chevrolet	Turtle Top	181,712	EMSID	Citrus County
51587-87	2014	Chevrolet	Turtle Top	175,750 177,317	OF	OOPA
51588-88	2014	Chevrolet	Turtle Top	171,901 177,972	OF	OOPA
51710-10	2015	Ford	Turtle Top	164,183 179,217	EMSID	OOPA
51711-11	2015	Ford	Turtle Top	181,424 200,357	EMSID	OOPA
51712-12	2015	Ford	Turtle Top	153,043 172,841	EMSID	OOPA
51713-13	2015	Ford	Turtle Top	145,168 151,621	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	137,598 149,978	EMSID	OOPA
51715-15	2015	Ford	Turtle Top	177,888 181,981	EMSID	OOPA
52522-16	2016	Ford	Turtle Top	156,722 182,163	EMSID	OOPA
52523-17	2016	Ford	Turtle Top	119,360 141,683	EMSID	OOPA
52521-19	2016	Ford	Turtle Top	140,514 176,354	EMSID	OOPA
52532-18	2016	Ford	Turtle Top	142,011 171,047	EMSID	OOPA

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
52533-20	2016	Ford	Turtle Top	121,335 150,696	EMSID	OOPA
53429-21	2019	Ford	Turtle Top	108,303 140,032	EMSID	OOPA
53444-22	2019	Ford	Turtle Top	90,534 117,288	EMSID	OOPA
53490-23	2019	Ford	Turtle Top	102,997 135,409	EMSID	OOPA
53491-24	2019	Ford	Turtle Top	68,014 97,618	EMSID	OOPA
53492-25	2019	Ford	Turtle Top	95,765 135,373	EMSID	OOPA
53489-26	2019	Ford	Turtle Top	54,750 70,363	EMSID	OOPA
54898-27	2019	Ford	Turtle Top	58,160 72,815	EMSID	OOPA
55219-28	2020	Ford	Turtle Top	84,344 113,792	OF	OOPA
55465-29	2020	Ford	Turtle Top	60,899 92,836	EMSID	OOPA
55466-30	2020	Ford	Turtle Top	32,522 55,969	EMSID	OOPA
55561-31	2020	Ford	Turtle Top	73,809 98,702	EMSID	OOPA
55739-32	2021	Ford	Turtle Top	36,292 66,866	EMSID F	OOPA
55802-33	2021	Ford	Turtle Top	32,374 62,326	EMSID F	OOPA
55803-34	2021	Ford	Turtle Top	34,877 64,524	EMSID F	OOPA
56243-35	2023	Chrysler	Voyager	8,667	F	OOPA
56244-36	2023	Chrysler	Voyager	8,582	F	OOPA

First Aid Policy CTD Required

The following 10 Commission standards are adopted and are currently in place:

Accidents

It is the goal of the CTC to keep accidents to a minimum. CCT provides FTA approved training to all new drivers as well as in service training. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard. Based on the reporting requirements of the AOR (chargeable accidents involving claims greater than or equal to \$1,000.00), and past records of accidents, the CTC will set a goal of no more than six (6) chargeable accidents per year. Incident / Accidents shall be reported to the Commission for Transportation Disadvantaged within seventy-two (72) hours (if over \$1,000.00 in property damage), and within 24 hours if there is a fatality involved pursuant to section 14.80 of the Transportation Disadvantaged Trip and Equipment Grant Agreement.

Advance Reservation Requirement

Reservations can be made up to 14 days in advance and are due to CCT no later than noon two (2) business days prior to the date transportation is needed. Reservations for Social Security Administration Offices in Ocala must be made by noon on Friday of the week preceding the scheduled trip.

Call Hold Time

All calls placed to CCT shall be placed in a queue and should not be on hold for longer than four (4) minutes. There is no monitoring tool in place for this standard.

Contract Monitoring

CCT will perform a biennial evaluation of contracted operators using the FDOT evaluation tool.

Driver Criminal Background Screening

Employment Level II Background Screening is completed on all applicants before becoming an employee

of CCT. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard.

First Aid/CPR

Citrus County Drivers are not required to be First Aid or CPR trained. CCT's policy is to use 911 in all situations per Citrus County Risk Management.

On Time Performance

CCT will strive to achieve an 85% on-time performance rate for all completed trips.

Pick Up Window

Passengers traveling with CCT will be picked up within one hour from the scheduled pick up and return times.

Public Transit Ridership

Most ambulatory and wheelchair trips within the service area are accommodated by public transit schedules. Anticipate ridership to increase by at least 2% annually.

Road Calls

There should be no less than 10,000 miles between road calls in a one (1) year period for CCT.

Service Effectiveness

Determined by Performance Measures as monitored by the Local Coordinating Board's evaluation of the independent report on the CTC.

Transit Cancellation/No Show Policy:

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

Definitions:

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

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

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

Sanctions and Appeals:

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

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

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

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

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

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

ATTACHMENT A

ADOPTED GREIVANCE POLICY ATTACHED (INCLUDES ADVERSE INCIDENTS)

~~GRIEVANCE PROCEDURES (OLD VERSION. ALSO MARY LOOKING AT UPDATING FOR ADVERSE INCIDENTS)~~

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

~~A grievance committee is established under Article VII of the Citrus County Transportation Disadvantaged Coordinating Board by laws and shall be applied as it becomes necessary under conditions described in Section D below.~~

~~B. Hearing vs. Hearing and Determining – There is a distinct difference between “hearing” a grievance and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may investigate a grievance as long as it does not impose requirements on third parties that are not supported by statute or contractual agreement. However, when an entity makes a determination of the rights, duties, privileges, benefits or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. It should be noted that Chapter 427, F.S grants no “adjudicative” powers to any party or entity “hearing” a grievance.~~

~~C. This section will delineate the difference between a formal grievance pursuant to Chapter 427 F.S. and Rule 41-2 F.A.C., and a service complaint.~~

~~1. Service Complaint – service complaints are routine incidents that occur on a daily basis, and are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints are to be resolved within a reasonable period of time and followed up by the CTC (Community Transportation Coordinator).~~

~~Service complaints may include but not limited to:~~

- ~~I. Late trips (late pick up and or late drop off)~~
- ~~II. No show by transit operator~~
- ~~III. No show by client~~
- ~~IV. Client behavior~~
- ~~V. Driver behavior~~
- ~~VI. Service denial to client~~
- ~~VII. Passenger discomfort~~

~~2. Formal Grievance – a formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD, (Transportation Disadvantaged), services by the CTC, DOPA (Designated Official Planning Agency), or LCB.~~

~~Formal Grievances may include but are not limited to:~~

- ~~I. Chronic or reoccurring or unresolved service complaints~~
- ~~II. Violations of specific laws governing the provision of TD services i.e., Charter 427 F.S., Rule 41-2 FAC and accompanying documents,~~

- ~~III. — Sunshine Law and ADA~~
- ~~IV. — Contract disputes (agencies/operators)~~
- ~~V. — Bidding disputes~~
- ~~VI. — Agency compliance~~
- ~~VII. — Conflicts of interest~~
- ~~VIII. — Billing and or accounting procedures~~

~~D. These procedures will apply to all service complaints and formal grievances brought to the attention of the CTC or the DOPA staff.~~

- ~~1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.~~
- ~~2. If a service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be treated as a formal grievance if it is submitted in writing to the CTC. All grievances must contain the following:
 - ~~I. — Name and Address of the complainant,~~
 - ~~II. — A statement of the grounds for the grievance with supporting documentation, made in a clear and concise manner.~~
 - ~~III. — An explanation of the relief desired by the complainant.~~~~

~~The CTC will issue a decision in writing, delivered via regular mail, no later than 20 working days after the formal grievance is filed with the CTC. The decision will give the complainant an explanation of the facts that led to the CTC's decision and will provide a method by which a resolution might be reached. Copies of all correspondence must be submitted to the LCB.~~

- ~~3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of the grievance committee cannot satisfy the complainant or deems the complaint to be of a nature requiring the LCB's attention the matter will next be referred to the LCB.~~
- ~~4. The written grievance and written reports will be submitted to the LCB. The LCB shall meet with the aggrieved party and hear the grievance. The LCB shall have a maximum of 60 days to respond in writing, by certified mail, to the complainant.~~
- ~~5. If a resolution cannot be reached by the LCB, the written grievance and written reports will be submitted to the TDC, (Transportation Disadvantaged Commission). The TDC will review the written grievance and the written reports and will issue a written determination no later than sixty (60) days after its receipt of the case file. This written determination will be sent via Certified Mail to the complainant. Upon the TDC entering its determination, the TDC's direction will be followed, or the grievance matter will be closed with no further proceedings on the grievance at the County level.~~
- ~~6. At any time, an aggrieved party with proper standing may elect to seek recourse in other proceedings outside of this grievance process, through the Chapter 120, F.S., administrative hearing process or through the judicial system.~~

COMMUNITY TRANSPORTATION COORDINATOR MONITORING PROCEDURES FOR OPERATIONS AND COORDINATION CONTRACTORS

DOT guidelines are followed to evaluate/monitor operators on a biennial basis. The procedure is called a “Bus Transit System Safety Review”. The following guidelines are followed:

A safety review is an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning that meet safety standards provided and incorporated by reference in Rule Chapter 14-90, F.A.C.

1. Safety reviews shall be conducted at least once every two (2) years at those bus transit systems defined in Rule 14-90.002(5) (10) and (13), F.A.C.
2. Each bus transit system shall be notified in writing, not less than three (3) weeks prior to a safety review. The District Public Transportation manager should coordinate scheduling and areas of review with the bus transit system prior to written notification. At the discretion of the District Public Transportation manager, additional reviews may be scheduled for selected bus transit systems, primarily for follow-up.
3. A safety review report shall be prepared within three (3) weeks subsequent to the completion of a review. The report shall state items reviewed, a description of the findings, and any corrective actions required. Also, indicate recognition in areas where exemplary compliance is demonstrated. A copy of the report shall be provided to the effected bus transit system and the central office safety program manager. Note: if the safety review finding indicates the continued operation, or a portion thereof, is posing a potential danger to passengers or public safety, the transit system shall be required to initiate and achieve corrective action to unsafe conditions before continuation of effected operations. If the effected transit system refuses to initiate and achieve corrective action pursuant to the requirements of the safety review, the Department shall suspend any or all of its obligations under any existing Joint Participation Agreements.

A safety review shall consist of the following activities:

- A. Ascertain the development of a formal PTASP (incorporating aspects of the SSPP) that addresses, at a minimum, established safety standards set forth in Rule Chapter 14-90, F.A.C. The PTASP, at a minimum, shall consist of safety considerations for the following:
 - Management
 - Vehicles and equipment
 - Operational functions
 - Maintenance
 - Equipment for transporting wheelchairs.
 - Training
 - Federal, State, and Local regulations, ordinances, or laws and
 - Private contract bus transit systems as defined in Rule 14-90.002 (14) and 14-90.004 (1) (a) 9, F.A.C.

- B. Check records for minimum annual safety inspection of all operational buses. A bus system's safety inspection checklist should include, at a minimum, the following (reference Rule 14-90.009, F.A.C.)
- Horn
 - Windshield wipers
 - Mirrors
 - Wiring and battery(ies)
 - Service and parking brakes
 - Warning devices
 - Directional signals
 - Hazard warning signals
 - Lighting systems and signaling devices
 - Handrails and stanchions
 - Standee line and warning devices
 - Doors and interlock devices
 - Stepwells and flooring
 - Emergency exits
 - Tires and wheel
 - Suspension system
 - Steering system
 - Exhaust system
 - Seat belt
 - Safety equipment and equipment for transporting wheelchairs
- C. Check for proof of valid driver license documentation copy should be on file (reference Rule 14-90.004(3) (b), F.A.C.) Check for documentation of driver training performed, either by certificate on file or record of training provided (reference Rule 14-90.004(3) (d), F.A.C.).
- D. Check for record of driver receipt of written operational and safety procedures i.e., driver's handbook/SOP (reference Rules 14-90.004(3) (e) and 14-90.006(1-18), F.A.C.).
- E. Check for records of driver's work periods, which should include the following (reference Rules 14-90 .004(3) (g), .006(3) (a) (b), and .006(4) (5), F.A.C.):
- Total days worked
 - On duty hours
 - Driving hours and
 - Time reporting on and off duty each day
- F. Check for records of pre-employment medical examinations for employees hired as drivers after March 7, 1988 (reference Rule 14-90.0041, F.A.C., Form #775-030-01).
- G. Check for records of bus maintenance including a method for determining types and intervals of maintenance or inspections and the person or persons who performed maintenance or inspections (reference Rule 14-90.004(4) (a-d), F.A.C.).
- H. Check for establishment of an accident reporting, evaluation, and record maintenance system and review reporting requirements for accidents involving a fatality (reference Rules 14-90.005(1) and 14-90.005(2) (a-c), F.A.C.).
- I. Check for records of driver's daily inspection of vehicles. Inspection checklist, at a minimum, shall include the following (reference Rule 14-90.006(8) (a) (b), F.A.C.):
- Brakes
 - Parking brakes
 - Tires and wheels
 - Steering
 - Horn
 - Lighting
 - Wipers
 - Mirrors
 - Passenger doors
 - Exhaust system
 - Equipment for transporting wheelchairs and
 - Safety and emergency equipment

Equipment checks on vehicles shall include the following items:

- Standee line and warning (reference Rule 14-90.007(14), F.A.C.)
- Emergency exits (reference Rule 14-90.007(18), F.A.C.)

- Driver’s seat belt (reference Rule 14-90.007(23), F.A.C.)
 - Fire extinguisher (reference Rule 14-90.007(24) (a) (b), F.A.C.)
 - Portable red reflectors (reference Rule 14-90.007(24) (c.), F.A.C.)
 - Manufacturer’s/installer’s certification label on wheelchair lift equipment and ramps (reference Rule 14-90.008(1)(e), F.A.C.)
4. Bus transit system establishment, adoption, and monitoring of safety standards for private contract bus transit systems (reference Rule 14-90.004(2), F.A.C.).
 5. Documentation that the bus transit system has performed or required the performance of annual safety inspections for all vehicles operated under contract to the bus transit system (reference Rule 14-90.009(1), F.A.C.).
 6. Documentation that indicates monitoring of private contract bus transit systems to assure adoption and implementation of a SSPP by private contract bus transit systems (reference Rule 14-90.004(2) (a) (b), F.A.C.).
 7. Check for compliance with the “Drug-Free Workplace Act,” 49 Code of Federal Regulations, part 29 (reference Rule 14-90.004(3) (h), F.A.C.).
 8. Following completion of a safety review, conduct an exit interview with the bus transit system to give a preliminary report of the review and findings.

Coordination Contract Evaluation Criteria

The evaluation criteria for operators and coordination contractors are reviewed by the Transportation Disadvantaged Coordinating Board quarterly and annually in the form of a Transportation Report to review any substandard reports or incidents.

Certification

Bus Transit System Annual Safety and Security Certification

Agency Name: Citrus County Transit
Agency Address: 1300 S. Lecanto Highway, Lecanto, Florida 34461
Certification Date: February 15, 2023

In accordance with Rule 14-90, Citrus County Transit hereby certifies to the following:

1. The Agency has adopted a Public Transportation Agency Safety Plan (PTASP) and the Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administration Code.
 2. The Agency is in compliance with its adopted PTASP and SPP.
 3. The Agency has performed annual safety inspections on all operational transit vehicles in accordance with rule chapter 14-90, Florida Administrative Code.
-
4. The Agency has conducted reviews of the PTASP and SPP to ensure they are up to date.

Signature: _____

Name: Joanne Granger

Title: Transit Director

Name and Address of entity, which has performed safety inspections:

Citrus County Fleet Management

Name: Bryan Cope, Fleet Management Director

Address: 1300 S. Lecanto Highway, Bldg. #9706, Lecanto, Florida 34461

Cost / Revenue Allocation and Rate Structure Justification

Service Rates Summary

Citrus County Transit operates a door-to-door public transportation system, operating by pre-set schedules and reservations. Services are available Monday through Friday for ambulatory and non-ambulatory passengers. Scheduled pick up and return times range from 6:30 A.M. through 5:25 P.M. These services are available for travel within Citrus County. Fare box rates are determined by the CTC. Trips are subsidized through operating assistance grants from the Department of Transportation (DOT), CTD grants, and local funding from the Citrus County Board of County Commissioners.

The following Rate Structure provides a more detailed breakdown of the rate structure and operating structure and operating effectiveness and efficiency of the coordinated system within Citrus County.

CTD – Trip Related Grant / Non-Sponsored Tips, One Way (Trip and Equipment)

The Commission for the Transportation Disadvantaged (CTD) reimburses the CTC for the ~~FY 2023/2024~~ **FY 2024/2025** as detailed in the CTC Rate Calc.

- Ambulatory: ~~\$24.68~~ **\$22.93**
- Wheelchair: ~~\$42.31~~ **\$39.31**

See Attached Fare Structure

~~Passenger Fares (Pre-Covid):~~

~~Transit Door to Door:~~

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

~~Deviated Fixed Route:~~

- ~~Public: \$1.00 each way / \$2.00 all day~~
- ~~TD eligible: Free with Orange Card~~
- ~~Children 12 & under: Free~~
- ~~Seniors 60 & above: Free~~
- ~~Medicare: Free~~
- ~~Disabled: Free~~
- ~~Hon. Discharged Veterans: Free~~

~~Passenger Fares (Covid): No charge.~~

~~Fares reinstated on the Door to Door on 10/01/2021.~~

~~Fares reinstated on the Deviated Fixed Route on 01/01/2022.~~

RATE MODEL FY 2024/2025

See Appendix A for Rate Model Calculations approved by the Commission for Transportation Disadvantaged.

QUALITY ASSURANCE

Service Standards

The following 17 service standards are adopted and are currently in place:

Adequate Seating

Vehicle seating on CCT vehicles will not exceed the manufacturers recommended capacity for adults. Standing is not permitted on CCT para transit vehicles. Standees will be permitted to stand on the Deviated Fixed Route.

Air Conditioning/Heating

All Citrus County Transit vehicles will be equipped with air conditioning and heating. Those vehicles with non-functioning air conditioning and/or heating shall be repaired as quickly as possible.

Billing Requirements

CCT shall reimburse all contracted operators within 25 business days of receiving a final, correct invoice.

Driver Identification

All Citrus County Transit drivers will have names displayed on their shirts and/or jackets and will be required to announce and identify themselves as required in rule 41-2.006(l) of the Florida Administrative Code.

Drug and Alcohol Policy

Citrus County Transit will comply with all FTA requirements.

Local Toll-Free Telephone Number 1 800-983-2435

CCT maintains a local toll-free phone number to the Commission for the Transportation Disadvantaged. This number is included in complaint procedures/policies and is included in CCT publications.

Out of service area trips

Services will be provided out of the service area by CCT for Veterans traveling to the VA Medical Center Gainesville, Tampa, and the Villages on a weekly basis. Services to Social Security Administration Offices in Ocala are provided monthly.

Passenger Assistance

Limited passenger assistance will be provided to all passengers getting on and off Citrus County Transit vehicles. Drivers will only be able to provide passengers with stabling assistance. They cannot provide weighted support.

Passenger Property and Packages

Clients traveling with CCT will be allowed to transport any personal property that can be placed in their lap or stowed under the seat. Passengers must be able to independently carry any personal property.

Clients traveling with CCT from shopping facilities will be allowed three (3) small bags or parcels. Small is defined as small enough to fit on a passenger's lap or under the seat without blocking the aisle of the bus. Passengers must be able to independently carry any bags or may have an attendant to help them.

Passenger/Trip Database

CCT will collect the name, address, phone number, funding source eligibility information, and any other information pertinent to providing transportation services from each client.

Service Animals

CCT follows the Americans with Disabilities Act and Florida Statutes 413.08 as it relates to Service Animals.

Smoking, Eating, and Drinking

Smoking, eating or drinking is not permitted on Citrus County Transit vehicles with the exception of driver break or lunch period, while the bus is parked.

Transport of Escorts and Dependent Children Policy

Children 12 and under traveling with CCT must be accompanied by an adult escort. The adult escort will not be required to pay full fare as applicable. Children 12 and under will be permitted to travel at no cost.

A registered attendant at no additional cost may accompany individuals requiring special assistance. The attendant must be able to provide the necessary assistance to the passenger.

Two-way communications

All Citrus County Transit vehicles will be equipped with two-way radios for communications and county issued cell phones.

Use, Responsibility, and Cost of Child Restraint Devices

Child restraint devices are not required on CCT's Public bus service. However, if used it is the responsibility of the parent to secure such devices.

Vehicle Cleanliness

All CCT vehicles shall be cleaned daily and shall be free of dirt, trash, and sand at the start of each day.

Commission Standards

The following 10 Commission standards are adopted and are currently in place:

Accidents

It is the goal of the CTC to keep accidents to a minimum. CCT provides training to all new drivers as well as in service training. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard. Based on the reporting requirements of the AOR (chargeable accidents involving claims greater than or equal to \$1,000.00), and past records of accidents, the CTC will set a goal of no more than 6 chargeable accidents per year. The County's Risk Manager will implement a plan to set up a County Accident Review Board to be comprised of various department members to review accidents and determine if the accident was preventable. Incident/Accidents shall be reported to the Commission for Transportation Disadvantaged within 72 hours (if over \$1,000.00 in property damage), and within 24 hours if there is a fatality involved pursuant to section 14.80 of the Transportation Disadvantaged Trip and Equipment Grant Agreement.

Advance Reservation Requirement

Reservations can be made up to 14 days in advance and no later than noon two (2) business days prior to the date transportation is needed. Reservations for Social Security Administration Offices in Ocala must be made by noon on Friday of the week preceding the scheduled trip.

Call Hold Time

All calls placed to CCT shall be placed into a queue and should not be placed on hold for longer than 4 minutes. There is no monitoring tool in place for this standard.

Contract Monitoring

CCT will perform a biennial evaluation of contracted operators using the FDOT evaluation tool.

Driver Criminal Level II Background Screening

Employment Background Screening is completed on all applicants before becoming an employee of CCT. Transportation Operators and Coordination Contractors of the CTC will be monitored to meet the same standard.

On Time Performance

CCT will strive to achieve an 85% on-time performance rate for all completed trips.

Pick Up Window

Passengers traveling with CCT will be picked up within 60 minutes from the scheduled pick up and return times.

Public Transit Ridership

All ambulatory and most wheelchair trips within the service area must be accommodated by public transit schedules.

Road Calls

There should be no less than 10,000 miles between road calls in a 1-year period for CCT.

Service Effectiveness

Service effectiveness is determined by Performance Measures as monitored by the Local Coordinating Board's evaluation of CTC.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

Evaluation Process

The Citrus County Transportation Disadvantaged Board evaluates the performance of the CTC annually. The evaluation incorporates Rule 41-2 requirements and Florida Commission for the Transportation Disadvantaged standards.

CTC Evaluation Process

The evaluation process includes components to measure the level of efficiency of the CTC on an annual basis and refine service goals and objectives. The process yields a report, which includes the following components of the evaluation process:

- Evaluation Matrix
- Cost Allocation
- Operations
- Coordination
- Utilization
- Service Plan Goals and Objectives
- Recommendations

TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT REVIEW CHECKLIST

CTC: _____

Date of plan: _____

Date reviewed and approved: _____

Reviewed by: _____

_____ AMENDMENT

_____ UPDATE (required annually)

Place a “” by each area indicating approval; place an “X” by each area not approved and attach an explanation as to what is mission or needed to be approved.

Local coordinating board membership certification: _____

Roll call voting sheet: _____

DEVELOPMENT PLAN

Introduction of Service Area

Background of TD Program: _____

Community Transportation Coordinator Designation Date / History: _____

Organizational Chart: _____

Consistency Review of Other Plans: _____

Public Participation: _____

Service Area Profile / Demographics

Land Use: _____

Population / Composition: _____

Employment: _____

Major Trip Generators/ Attractors: _____

Inventory of Available Transportation Services: _____

Service Analysis

Forecasts of Transportation Disadvantaged Population: _____

Forecasts of Transportation Disadvantaged Population: _____

Barriers to Coordinator: _____

Goals, Objectives and Strategies: _____

Implementation Schedule: _____

Service Plan Operations

Types, Hours and Days of Service: _____

Accessing Services: _____

Transportation Operators and Coordination

Contractors: _____

Public Transit Utilization: _____

School Bus Utilization: _____

Vehicle Inventory: _____

System Safety Program Plan Certification: _____

Inter-county Services: _____

Emergency Preparedness and Response: _____

Education Efforts / Marketing: _____

Acceptable Alternatives: _____

Service Standards: _____

Local Complaint and Grievance Procedure /
Process: _____

Community Transportation Coordinator

Monitoring Procedures: _____

For Operators and Coordination Contractors

Coordination Contract Evaluation Criteria: _____

Cost / Revenue Allocation and Rate Structure Justification

Service Rates Summary: _____

Rate Model Worksheets: _____

QUALITY ASSURANCE

Community Transportation Coordinator Evaluation Process

Service Standards _____

Drug and alcohol policy _____

Escorts and children _____

Child restraints _____

Rider property _____

Vehicle transfer points _____

Local toll-free phone number for consumer comment _____

Out of service area trips _____

Vehicle cleanliness _____

Billing requirements to contracted operators

Rider / trip data _____

Adequate seating _____

Driver identification _____

Passenger assistance _____

Smoking and eating on vehicles	
Communication equipment	
Vehicle air conditioning and heating equipment	
First aid policy	
Cardiopulmonary resuscitation	
Pick-up windows	
On-time performance	
Advance reservation requirements	
Public transit ridership (if applicable)	
Complaints	
Accidents	
Road calls	
Call-hold time	

APPENDIX A RATE MODEL CALCULATION SHEET

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

	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
	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			
1	2	3	4	5	6	7

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						Other cash: Hurricane Idalia reimbursement and interest earned in 2023-2024. May adjust in current or proposed if receive Hurricane Helene reimbursement.
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						

CTD

Non-Spons. Trip Program	\$ 563,905	\$ 564,000	\$ 574,000	0.0%	1.8%	Did not use full allocation in 2023-2024. Anticipate not using full allocation again this year.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 664,103	\$ 695,000	\$ 720,000	4.7%	3.6%	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.
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						

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	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	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

5307-Capital	\$ 139,310	\$ 288,282	\$ 646,752	106.9%	124.3%	2 para buses delivered in 2024. Ordered 5 para buses for 2025, but all may not be delivered in 2025.
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$2,157,885	\$2,367,209	\$2,787,567	9.7%	17.8%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 1,006,049	\$ 1,068,917	\$ 1,100,984	6.2%	3.0%	Utilities - This is all communications (including driver tablets). We were able to reduce the costs for these tablets. 2 para buses delivered in 2024. Ordered 5 para buses for 2025, but all may not be delivered in 2025.
Fringe Benefits	\$ 427,270	\$ 434,885	\$ 447,932	1.8%	3.0%	
Services	\$ 130,944	\$ 136,344	\$ 140,434	4.1%	3.0%	
Materials and Supplies	\$ 395,137	\$ 401,433	\$ 413,476	1.6%	3.0%	
Utilities	\$ 37,110	\$ 14,742	\$ 15,184	-60.3%	3.0%	
Casualty and Liability	\$ 15,583	\$ 16,000	\$ 16,000	2.7%	0.0%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	\$ 6,484	\$ 6,606	\$ 6,804	1.9%	3.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 139,310	\$ 288,282	\$ 646,752	106.9%	124.3%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	\$2,157,886	\$2,367,209	\$2,787,567	9.7%	17.8%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

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	2	3	4	5	6	7
	Prior Year's ACTUALS from Oct 1st of 2023 to Sept 30th of 2024	Current Year's APPROVED Budget, as amended from Oct 1st of 2024 to Sept 30th of 2025	Upcoming Year's PROPOSED Budget from Oct 1st of 2025 to Sept 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

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

Worksheet for Program-wide Rates

CTC: Citrus County Transportation Version 1.4
 County: Citrus County

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

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

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	212,532
Rate Per Passenger Mile = \$	2.70
Total Projected 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

Effective Rate for Contracted Services:

per Passenger Mile =
 per Passenger Trip =

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

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

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

Worksheet for Multiple Service Rates

CTC: Citrus County T1 Version 1.4
 County: Citrus County

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
 per passenger 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	+ Leave Blank	0
Rate per Passenger Mile =		\$2.55	\$4.37	\$0.00	\$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	\$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				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$0.00
Rate per Passenger Mile for Balance =		\$2.55	\$4.37	\$0.00	\$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	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$99.39	\$170.38	\$0.00	\$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

CTC: Citrus County T1 Version 1.4

County: Citrus County

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

APPENDIX B APPLICATIONS FOR SERVICES IN ENGLISH & SPANISH



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

Application for Transportation Disadvantaged

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

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

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

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

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

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

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

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

 Applicant Signature

 Date:

APPROVAL DENIAL

REASON FOR DENIAL

 Employee Signature

 Date:

 Supervisor Signature

 Date:

APPENDIX C: VEHICLE INVENTORY

Appendix A: Asset Register

Asset Category	Asset Class	Asset Name	Make	Model	Count	ID/Serial No.	Asset Owner	Acquisition Year	Vehicle Mileage	Replacement Cost/Value
Equipment	Custom 1	Emergency Generator	Generac		1		Citrus County	2013		\$40,000.00
Equipment										
Equipment										
Facilities	Administration	Transit Center Offices	N/A	N/A	1		Citrus County	2013		\$3,120,000.00
RevenueVehicles	CU - Cutaway Bus	51478	Ford	Turtle Top	1	1FDWE3FL3DDB16253	Citrus/FDOT	2013	171,126	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	51587	Chevrolet	Turtle Top	1	1GB6G5BGXE1175519	Citrus/FDOT	2014	177,317	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	51588	Chevrolet	Turtle Top	1	1GB6G5BG7E1166096	Citrus/FDOT	2014	177,972	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	51710	Ford	Turtle Top	1	1FDXE4FS1EDB00751	Citrus/FDOT	2015	179,217	\$104,000.00
RevenueVehicles	CU - Cutaway Bus	51711	Ford	Turtle Top	1	1FDXE4FSXEDB00750	Citrus/FDOT	2015	200,357	\$104,000.00
RevenueVehicles	CU - Cutaway Bus	51712	Ford	Turtle Top	1	1FDXE4FSXEDB00005	Citrus/FDOT	2015	172,841	\$104,000.00
RevenueVehicles	CU - Cutaway Bus	51713	Ford	Turtle Top	1	1FDXE4FS0EDB00756	Citrus/FDOT	2015	151,621	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	51714	Ford	Turtle Top	1	1FDXE4FS9EDB00755	Citrus/FDOT	2015	149,978	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	51715	Ford	Turtle Top	1	1FDXE4FS2EDB00757	Citrus/FDOT	2015	181,981	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	52521	Ford	Cutaway	1	1FDFE4FS8GDC53707	Citrus/FDOT	2016	176,354	\$104,000.00
RevenueVehicles	CU - Cutaway Bus	52522	Ford	Cutaway	1	1FDFE4FS8GDC53710	Citrus/FDOT	2016	182,163	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	52523	Ford	Cutaway	1	1FDFE4FSXGDC53708	Citrus/FDOT	2016	141,683	\$104,000.00
RevenueVehicles	CU - Cutaway Bus	52532	Ford	Cutaway	1	1FDFE4FSXGDC51554	Citrus/FDOT	2016	171,047	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	52533	Ford	Cutaway	1	1FDFE4FS1GDC53709	Citrus/FDOT	2016	150,696	\$91,860.00
RevenueVehicles	CU - Cutaway Bus	53429	Ford	Turtle Top	1	1FDFE4FS6KDC26322	Citrus/FDOT	2019	140,032	\$88,294.00
RevenueVehicles	CU - Cutaway Bus	53444	Ford	Turtle Top	1	1FDFE4FS9KDC19252	Citrus/FDOT	2019	117,288	\$88,294.00
RevenueVehicles	CU - Cutaway Bus	53489	Ford	Turtle Top	1	1FDWE3F65KDC37518	Citrus/FDOT	2019	70,363	\$79,944.00
RevenueVehicles	CU - Cutaway Bus	53490	Ford	Turtle Top	1	1FDFE4FS4KDC36704	Citrus/FDOT	2019	135,409	\$92,164.00
RevenueVehicles	CU - Cutaway Bus	53491	Ford	Turtle Top	1	1FDWE3F68KDC36699	Citrus/FDOT	2019	97,618	\$79,944.00
RevenueVehicles	CU - Cutaway Bus	53492	Ford	Turtle Top	1	1FDFE4FS2KDC36703	Citrus/FDOT	2019	135,373	\$92,164.00
RevenueVehicles	CU - Cutaway Bus	54898	Ford	Turtle Top	1	1FDWE3F67KDC37519	Citrus/FDOT	2019	72,815	\$79,944.00
RevenueVehicles	CU - Cutaway Bus	55219	Ford	Turtle Top	1	1FDFE4FS7KDC43873	Citrus/FDOT	2020	113,792	\$93,370.00
RevenueVehicles	CU - Cutaway Bus	55465	Ford	Turtle Top	1	1FDFE4FS8KDC72802	Citrus/FDOT	2020	92,836	\$88,076.00
RevenueVehicles	CU - Cutaway Bus	55466	Ford	Turtle Top	1	1FDFE4FS6KDC72801	Citrus/FDOT	2020	55,969	\$88,076.00
RevenueVehicles	CU - Cutaway Bus	55561	Ford	Turtle Top	1	1FDFE4FSXKDC72803	Citrus/FDOT	2021	98,702	\$94,516.00
RevenueVehicles	CU - Cutaway Bus	55739	Ford	Turtle Top	1	1FDFE4FN3MDC40868	Citrus / FTA	2021	66,866	\$92,164.00
RevenueVehicles	CU - Cutaway Bus	55802	Ford	Turtle Top	1	1FDFE4FN1MDC40870	Citrus / FTA	2021	62,326	\$92,164.00
RevenueVehicles	CU - Cutaway Bus	55803	Ford	Turtle Top	1	1FDFE4FN5MDC40872	Citrus / FTA	2021	64,524	\$99,104.00
RevenueVehicles	MV - Mini-van	56243	Chrysler	Voyager	1	2C4RC1CG0PR579469	Citrus / FTA	2023	8,667	\$69,655.00
RevenueVehicles	MV - Mini-van	56244	Chrysler	Voyager	1	2C4RC1CG0PR579472	Citrus / FTA	2023	8,582	\$69,655.00
RevenueVehicles										

APPENDIX D-GREIVANCE PROCEDURES



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR CITRUS COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

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

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

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

CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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

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

Janet Barek
Janet Barek, Chair
Citrus County Local Coordinating Board

Dated: 02/13/25

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

BY Victoria Anderson
MPO Attorney

COMPLAINT AND GRIEVANCE PROCESS

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

A grievance committee is established under Article VII of the Citrus County Transportation Disadvantaged Coordinating Board by-laws and shall be applied as it becomes necessary under conditions described in the process below.

- B. Hearing vs. Hearing and Determining - There is a distinct difference between “hearing” a grievance and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may investigate a grievance as long as it does not impose requirements on third parties that are not supported by statute or contractual agreement. However, when an entity makes a determination of the rights, duties, privileges, benefits or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. It should be noted that Chapter 427, Florida Statutes (F.S.), grants no “adjudicative” powers to any party or entity “hearing” a grievance.
- C. This section will delineate the difference between a formal grievance pursuant to Chapter 427 F.S. and Rule 41-2 Florida Administrative Code (F.A.C.), and a service complaint.
1. Service Complaint- service complaints/adverse incidents may occur during service provided to Transportation Disadvantaged users including those persons with disabilities, and are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints/adverse incidents are to be reported on a “Compliment, Hazard Complaint, and ADA Complaint Report” form available at the Transit Agency office, from a bus operator, or via the website at www.citrusbocc.com within two business days of the incident to the Citrus County Transit office at 1300 S. Lecanto Highway, Lecanto, FL 34461.

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

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

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

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

Formal Grievances may include but are not limited to:

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

D. The following grievance procedures apply to formal grievances brought to the attention of the CTC or the DOPA staff.

- 1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
- 2. All formal grievances must contain the following:
 - 1. A copy of the completed Compliment, Hazard Complaint and ADA Complaint Report including any support documents.
 - 2. A statement of the grounds for the formal grievance with supporting documentation made in a clear and concise manner.
 - 3. An explanation of the relief desired by the complainant.

The CTC will issue a decision in writing, delivered via regular mail, no later than 20 working days after the formal grievance is filed with the CTC. The decision will give the complainant an explanation of the facts that led to the CTC's decision and will provide a method by which a resolution might be reached. Copies of all correspondence must be submitted to the LCB.

3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of the grievance committee cannot satisfy the complainant or deems the complaint to be of a nature requiring the LCB's attention, the matter will next be referred to the LCB.
 4. The written grievance and written reports will be submitted to the LCB. The LCB shall meet with the aggrieved party and hear the grievance. The LCB shall have a maximum of 60 days to respond in writing, by certified mail, to the complainant.
 5. If a resolution cannot be reached by the LCB, the written grievance and written reports will be submitted to the CTD, (Transportation Disadvantaged Commission). The CTD will review the written grievance and the written reports and will issue a written determination no later than sixty (60) days after its receipt of the case file. This written determination will be sent via Certified Mail to the complainant. Upon the CTD entering its determination, the CTD's direction will be followed, or the grievance matter will be closed with no further proceedings on the grievance at the County level.
- E. Additional service information may be found in the Transportation Disadvantaged Service Plan (TDSP).

Contacting the Ombudsman or Other Processes

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

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



Citrus County Transit Passenger/Motorist/Employee

Compliment, Hazard Complaint and ADA Complaint Report

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

ID # _____



Citrus County Transit Pasajero/Automovilista/Empleado

Cumplidos, Quejas, Informe de Quejas de la ADA

Nombre:	Fecha:	Hora:
Ubicación o Ruta:		Teléfono#
Conductor:		Autobús #
Recibido por:	Referido a:	Tiempo de llamada:
Categoría (Marque una o más) <input type="checkbox"/> Pasajero <input type="checkbox"/> Empleado <input type="checkbox"/> Tarde <input type="checkbox"/> Temprano	Cumplido <input type="checkbox"/> Automovilista <input type="checkbox"/> Mecanica <input type="checkbox"/> ADA Accesibilidad <input type="checkbox"/> Otro	Queja <input type="checkbox"/> Solicitud de servicio <input type="checkbox"/> Seguridad <input type="checkbox"/> Pasar parada <input type="checkbox"/> Parada de autobús
Descripción del evento:		
Explicación del evento :		
Firma:	Fecha:	
Medidas adoptadas por la dirección:		
Firma del Supervisor o Director:	Fecha de realización:	
Firma del Director de Seguridad/Enlace:	Fecha de realización:	

ID # _____

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

REPORT STATUS:

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> Investigation Closed
---	--	---

TRANSPORTATION SERVICE PROVIDER INFORMATION:

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

DESCRIPTION OF ADVERSE INCIDENT:

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

--

FOLLOWUP ACTIONS:

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

--

APPENDIX E-PTASP CERTIFICATION

Certification

Bus Transit System Annual Safety and Security Certification

Agency Name: Citrus County Transit

Agency Address: 1300 S. Lecanto Highway, Lecanto, Florida 34461 Certification Date:
February 15, 2025

In accordance with Rule 14-90, Citrus County Transit hereby certifies to the following:

1. The Agency has adopted a Public Transportation Agency Safety Plan (PTASP) and the Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administration Code.
2. The Agency is in compliance with its adopted PTASP and SPP.
3. The Agency has performed annual safety inspections on all operational transit vehicles in accordance with rule chapter 14-90, Florida Administrative Code.
4. The Agency has conducted reviews of the PTASP and SPP to ensure they are up to date.

Signature: _____

Name: Joanne Granger

Title: Transit Director

Name and Address of entity, which has performed safety inspections: Citrus County
Fleet Management

Name: Bryan Cope, Fleet Management Director

Address: 1300 S. Lecanto Highway, Bldg. #9706, Lecanto, Florida 34461

ANNUAL EXPENDITURE REPORT (AER) OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC)

It is required to report actual expenditures of transportation disadvantaged funds to the Commission for the Transportation Disadvantaged (CTD). These funds reflect local and direct federal funds for transportation disadvantaged services. The Annual Expenditure Report must be submitted to the CTD by September 15, 2025.

Staff Recommendation: It is recommended the LCB review and approve the Annual Expenditure Report (AER) for FY 2024-2025 and submittal of the AER to the CTD. No signatures are required.

Attachment: Citrus County CTC Annual Expenditure Report (AER)



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county
Do not report funds from state agency sources)

COUNTY: Citrus

DUE: September 15, 2025

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$485,643	31,257		

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

ANNUAL OPERATING REPORT (AOR) OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC)

Each Community Transportation Coordinator (CTC) is required to prepare and submit an Annual Operating Report (AOR) to the Commission for the Transportation Disadvantaged (CTD) by September 15. This report includes information from the CTC, contractors and Coordinated Contractors regarding trips, mileage, vehicles, employees, revenue, and expenses.

Once these reports are reviewed and approved by the CTD, an Annual Performance Report is prepared. This report is published to meet the statutory requirements outlined in Section 427-.13 (12), Florida Statutes, to provide an overview of the program and a summary of trends statewide.

Staff Recommendation: It is recommended the LCB review and approve the Annual Operating Report (AOR) for State Fiscal Year 2025, authorize the Chair's signature thereon, and submittal of the executed AOR to the CTD.

Attachment: Citrus County CTC Annual Operating Report (AOR)



CTC Organization

County: Citrus
Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Submitted
CTD Status: Under Review

Date Initiated: 7/22/2025

CTC Organization Name: Citrus County Transit
Address: 1300 S Lecanto Highway
City: Lecanto
State: FL
Zip Code: 34461
Organization Type: County
Network Type: Partial Brokerage
Operating Environment: Rural
Transportation Operators: No
Number of Transportation Operators: 0
Coordination Contractors: Yes
Number of Coordination Contractors: 1
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Janet Barek
CTC Contact: Joanne Granger
CTC Contact Title: Director
CTC Contact Email: Joanne.Granger@citrusbocc.com
Phone: (352) 527-7634

CTC Certification

I, Joanne Granger, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Janet Barek, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



Organization – Coordination Contractor

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 7/1/2024 - 6/30/2025

Upload Date: 8/5/2025

Coordination Contractor Name: CCARC, Inc. dba Key Training Center
Address: 5399 W. Gulf to Lake Hwy
City: Lecanto
State: FL
Zip Code: 34461
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Adults with disabilities
Contact Person: Theresa Flick
Contact Title: Director of Program Operations
Contact Email: pdktc@keytrainingcenter.org
Phone: (352) 795-5541

Coordination Contractor Certification

By submission of this form, I, Theresa Flick, as the authorized representative of CCARC, Inc. dba Key Training Center , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	0	N/A	0	0	N/A	0
Paratransit						
Ambulatory	28,180	61,233	89,413	25,832	63,170	89,002
Non-Ambulatory	3,077	8,929	12,006	2,477	7,312	9,789
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	31,257	70,162	101,419	28,309	70,482	98,791
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	61,742	61,742	0	61,672	61,672
Comm for the Transportation Disadvantaged (CTD)	24,100	N/A	24,100	23,115	N/A	23,115
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	7,103	7,718	14,821	5,074	8,246	13,320
Local Government	54	0	54	120	0	120
Local Non-Government	0	702	702	0	564	564
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	31,257	70,162	101,419	28,309	70,482	98,791



CTC Trips (cont'd)

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County
Transit

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	11,075	0	11,075	10,132	0	10,132
Children At Risk	223	0	223	383	0	383
Persons With Disabilities	9,272	70,162	79,434	9,664	70,482	80,146
Low Income	6,154	0	6,154	5,550	0	5,550
Other	4,533	0	4,533	2,580	0	2,580
Total - Passenger Type	31,257	70,162	101,419	28,309	70,482	98,791
Trip Purpose - One Way						
Medical	6,989	35,783	42,772	6,515	35,241	41,756
Employment	8,416	0	8,416	6,198	0	6,198
Education/Training/Daycare	2,728	30,871	33,599	1,303	31,717	33,020
Nutritional	8,089	702	8,791	9,318	1,410	10,728
Life-Sustaining/Other	5,035	2,806	7,841	4,975	2,114	7,089
Total - Trip Purpose	31,257	70,162	101,419	28,309	70,482	98,791
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	657	191	848	735	199	934
Total - UDPHC	657	191	848	735	199	934
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	1,108	N/A	1,108	1,005	N/A	1,005
Customer Feedback						
Complaints	50	N/A	50	24	N/A	24
Commendations	39	N/A	39	23	N/A	23



Coordination Contractor Trips

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/5/2025

Coordination Contractor: CCARC, Inc. dba Key Training Center

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	61,233	63,170
Non-Ambulatory	8,929	7,312
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	70,162	70,482
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	61,742	61,672
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	7,718	8,246
Local Government	0	0
Local Non-Government	702	564
Other Federal & State Programs	0	0
Total - Revenue Source	70,162	70,482



Coordination Contractor Trips (cont'd)

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/5/2025

Coordination Contractor: CCARC, Inc. dba Key Training Center

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	70,162	70,482
Low Income	0	0
Other	0	0
Total - Passenger Type	70,162	70,482
Trip Purpose - One Way		
Medical	35,783	35,241
Employment	0	0
Education/Training/Daycare	30,871	31,717
Nutritional	702	1,410
Life-Sustaining/Other	2,806	2,114
Total - Trip Purpose	70,162	70,482
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	191	199
Total - UDPHC	191	199
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County
Transit

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	0	N/A	0	0	N/A	0
Paratransit Miles	485,438	303,131	788,569	402,855	246,295	649,150
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	485,438	303,131	788,569	402,855	246,295	649,150
Roadcalls & Accidents						
Roadcalls	20	5	25	12	2	14
Chargeable Accidents	0	1	1	0	1	1
Vehicle Inventory						
Total Number of Vehicles	22	40	62	21	36	57
Number of Wheelchair Accessible Vehicles	22	10	32	21	10	31
Drivers						
Number of Full Time & Part Time Drivers	16	32	48	19	36	55
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County
Transit

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/5/2025

Coordination Contractor: CCARC, Inc. dba Key
Training Center

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	303,131	246,295
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	303,131	246,295
Roadcalls & Accidents		
Roadcalls	5	2
Chargeable Accidents	1	1
Vehicle Inventory		
Total Number of Vehicles	40	36
Number of Wheelchair Accessible Vehicles	10	10
Drivers		
Number of Full Time & Part Time Drivers	32	36
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 671,247	\$ 671,247	\$ 0	\$ 583,312	\$ 583,312
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 563,403	N/A	\$ 563,403	\$ 580,385	N/A	\$ 580,385
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 732,397	\$ 0	\$ 732,397	\$ 868,098	\$ 0	\$ 868,098
49 USC 5310	\$ 0	\$ 84,000	\$ 84,000	\$ 0	\$ 78,000	\$ 78,000
49 USC 5311	\$ 192,684	\$ 0	\$ 192,684	\$ 255,309	\$ 0	\$ 255,309
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 318,399	\$ 0	\$ 318,399	\$ 142,164	\$ 0	\$ 142,164
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 381,000	\$ 0	\$ 381,000	\$ 161,962	\$ 0	\$ 161,962
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 44,689	\$ 0	\$ 44,689
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 53,055	\$ 0	\$ 53,055	\$ 18,326	\$ 0	\$ 18,326
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 51,588	\$ 0	\$ 51,588	\$ 44,056	\$ 0	\$ 44,056
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 8,038	\$ 8,038	\$ 0	\$ 4,843	\$ 4,843
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 2,292,526	\$ 763,285	\$ 3,055,811	\$ 2,114,989	\$ 666,155	\$ 2,781,144



Coordination Contractor Revenue Sources

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/5/2025

Coordination Contractor: CCARC, Inc. dba Key Training Center

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 671,247	\$ 583,312
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 84,000	\$ 78,000
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 8,038	\$ 4,843
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 763,285	\$ 666,155



CTC Expense Sources

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,042,656	\$ 208,882	\$ 1,251,538	\$ 964,068	\$ 222,365	\$ 1,186,433
Fringe Benefits	\$ 434,927	\$ 26,423	\$ 461,350	\$ 389,073	\$ 27,574	\$ 416,647
Services	\$ 121,181	\$ 179,337	\$ 300,518	\$ 127,150	\$ 168,872	\$ 296,022
Materials & Supplies Consumed	\$ 389,395	\$ 330,383	\$ 719,778	\$ 369,638	\$ 324,405	\$ 694,043
Utilities	\$ 0	\$ 18,239	\$ 18,239	\$ 30,824	\$ 21,318	\$ 52,142
Casualty & Liability	\$ 4,101	\$ 101,268	\$ 105,369	\$ 19,845	\$ 101,879	\$ 121,724
Taxes	\$ 0	\$ 1,678	\$ 1,678	\$ 0	\$ 1,269	\$ 1,269
Miscellaneous	\$ 11,984	\$ 0	\$ 11,984	\$ 47,171	\$ 0	\$ 47,171
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 288,282	\$ 0	\$ 288,282	\$ 139,310	\$ 0	\$ 139,310
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 88,787	\$ 88,787	\$ 0	\$ 77,644	\$ 77,644
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 2,292,526	\$ 954,997	\$ 3,247,523	\$ 2,087,079	\$ 945,326	\$ 3,032,405



Coordination Contractor Expense Sources

County: Citrus

CTC Status: Submitted

CTC Organization: Citrus County Transit

Fiscal Year: 07/01/2024 - 06/30/2025

Upload Date: 8/5/2025

Coordination Contractor: CCARC, Inc. dba Key Training Center

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 208,882	\$ 222,365
Fringe Benefits	\$ 26,423	\$ 27,574
Services	\$ 179,337	\$ 168,872
Materials & Supplies Consumed	\$ 330,383	\$ 324,405
Utilities	\$ 18,239	\$ 21,318
Casualty & Liability	\$ 101,268	\$ 101,879
Taxes	\$ 1,678	\$ 1,269
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 88,787	\$ 77,644
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 954,997	\$ 945,326

County: Citrus
 CTC: Citrus County Transit
 Contact: Joanne Granger
 1300 S Lecanto Highway
 Lecanto, FL 34461
 352-527-7634

Email: Joanne.Granger@citrusbocc.com

Demographics	Number
Total County Population	0
Unduplicated Head Count	848



Trips By Type of Service	2023	2024	2025
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	88,544	98,791	101,419
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	88,544	98,791	101,419

Vehicle Data	2023	2024	2025
Vehicle Miles	614,471	649,150	788,569
Roadcalls	11	14	25
Accidents	0	1	1
Vehicles	61	57	62
Drivers	46	55	48

Passenger Trips By Trip Purpose	2023	2024	2025
Medical	37,969	41,756	42,772
Employment	18,543	6,198	8,416
Ed/Train/DayCare	16,628	33,020	33,599
Nutritional	10,193	10,728	8,791
Life-Sustaining/Other	5,211	7,089	7,841
TOTAL TRIPS	88,544	98,791	101,419

Financial and General Data	2023	2024	2025
Expenses	\$2,569,994	\$3,032,405	\$3,247,523
Revenues	\$2,160,759	\$2,781,144	\$3,055,811
Commendations	48	23	39
Complaints	81	24	50
Passenger No-Shows	839	1,005	1,108
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2023	2024	2025
CTD	22,256	23,115	24,100
AHCA	0	0	0
APD	56,280	61,672	61,742
DOEA	0	0	0
DOE	0	0	0
Other	10,008	14,004	15,577
TOTAL TRIPS	88,544	98,791	101,419

Performance Measures	2023	2024	2025
Accidents per 100,000 Miles	0	0.15	0.13
Miles between Roadcalls	55,861	46,368	31,543
Avg. Trips per Passenger	86.38	105.77	119.60
Cost per Trip	\$29.03	\$30.70	\$32.02
Cost per Paratransit Trip	\$29.03	\$30.70	\$32.02
Cost per Total Mile	\$4.18	\$4.67	\$4.12
Cost per Paratransit Mile	\$4.18	\$4.67	\$4.12

Trips by Provider Type	2023	2024	2025
CTC	26,697	28,309	31,257
Transportation Operator	0	0	0
Coordination Contractor	61,847	70,482	70,162
TOTAL TRIPS	88,544	98,791	101,419

**QUARTERLY REPORT FOR APRIL 1 THROUGH JUNE 30, 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 April 1, 2025, through June 30, 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																		
	2024				2024				2025				2025				Jul 2024 - Jun 2025		
Trips By Type of Service	Jul	Aug	Sep	Average	Oct	Nov	Dec	Average	Jan	Feb	Mar	Average	Apr	May	Jun	Average	Total YTD	AVG YTD	
Deviated Fixed Route*	2,549	2,392	2,299	2,413	2,307	2,248	2,804	2,453	3,307	2,574	2,540	2,807	2,430	2,474	2,472	2,459	30,396	3377	
Demand Response (Door-to-door)																			
Ambulatory	2,254	2,209	1,947	2,137	2,144	2,086	2,264	2,165	2,455	2,620	2,604	2,560	2,677	2,608	2,312	2,532	28,180	3131	
Wheelchair	246	215	199	220	237	241	304	261	320	274	253	282	258	251	279	263	3,077	342	
	2,500	2,424	2,146	2,357	2,381	2,327	2,568	2,425	2,775	2,894	2,857	2,842	2,935	2,859	2,591	2,795	31,257	3473	
Total Trips	5,049	4,816	4,445	4,770	4,688	4,575	5,372	4,878	6,082	5,468	5,397	5,649	5,365	5,333	5,063	5,254	61,653	6850	
Passenger Trips By Purpose (Demand Response)																			
Education/Training/Daycare	89	182	183	151	254	196	159	203	279	344	307	310	373	297	65	245	2,728	303	
Employment	656	648	583	629	650	624	685	653	775	757	787	773	772	764	715	750	8,416	935	
Medical	629	474	423	509	533	529	587	550	635	643	615	631	640	633	648	640	6,989	777	
Nutritional	707	704	556	656	582	621	710	638	659	700	710	690	697	703	740	713	8,089	899	
Life-Sustaining/Other	419	416	401	412	362	357	427	382	427	450	438	438	453	462	423	446	5,035	559	
Total Trips by Purpose	2,500	2,424	2,146		2,381	2,327	2,568		2,775	2,894	2,857		2,935	2,859	2,591		31,257		
Passenger Trips by Funding Source (Demand Response)																			
CTD-Commission for the Transportation Disadvantaged	1,856	1,832	1,625	1,771	1,811	1,778	2,005	1,865	2,135	2,187	2,215	2,179	2,242	2,197	1,993	2,144	23,876	2653	
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	28	14	22	21	20	16	24	20	12	18	23	18	23	16	8	16	224	25	
APD-Agency for Persons with Disabilities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other-Public	616	578	499	564	550	533	539	541	628	689	619	645	670	646	590	635	7,157	795	
Total Trips By Funding Source	2,500	2,424	2,146	2,357	2,381	2,327	2,568	2,425	2,775	2,894	2,857	2,842	2,935	2,859	2,591	2,795	31,257	3473	

KEY TRAINING CENTER QUARTERLY REPORT FOR APRIL 1 THROUGH JUNE 30, 2025 – Theresa Flick, Programs and Service Director

As an informational item, attached is the Key Training Center Quarterly Report for the period of April 1, 2025, through June 30, 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
www.keytrainingcenter.org

Chester V. Cole
Forever in our hearts

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KEY TRAINING CENTER

Kindness, Love, Dignity and Respect

To: Joane Granger, CCT
From: Theresa Flick, KTC
Re: Quarterly data (April, May, June 2025)

Trips by type of service:

Demand response	19,022
Ambulatory	17,021
Wheelchair	2,001

Passenger types by purpose:

Medical	9,701
Employment	0
Educational	8,370
Shopping	190
Other (Leisure/rec)	761

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