



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

REGULAR MEETING

Thursday, February 13, 2025, at 9:45 a.m.

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

AGENDA

- A. CALL TO ORDER**
 - 1. Moment of Silence
 - 2. Pledge of Allegiance
 - 3. Introduction of Board Members and Staff
 - 4. Declaration of Quorum
 - 5. Enter Proof of Publication into the Record
- B. APPROVAL/MODIFICATION OF AGENDA (Limited to Board and Staff comment only)**
- C. ELECTION OF VICE CHAIR FOR 2025**
- D. ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2025**
- E. REVIEW/APPROVAL OF MINUTES – NOVEMBER 14, 2024, LCB REGULAR PUBLIC MEETING**
- F. ACTION ITEMS**
 - 1. Annual Review and Approval of the LCB Grievance Procedures
 - 2. Review and Approval of the Updated Application for Transportation Disadvantaged
- G. REPORTS**
 - 1. Quarterly Report for October 1 through December 31, 2024, by the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director
 - 2. Key Training Center Quarterly Report for October 1 through December 31, 2024 – Theresa Flick, Programs and Services Director
- H. FEATURE PRESENTATION**
 - Jeannette Estes, Regional Operations Manager at Florida Agency for Persons with Disabilities
- I. CITIZEN COMMENTS**
- J. BOARD MEMBER COMMENTS**
- K. MPO STAFF COMMENTS**
- L. ADJOURNMENT AND NEXT MEETING –** The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, May 8, 2025, beginning at 9:30 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida.

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

ELECTION OF VICE CHAIR FOR 2025

Pursuant to the Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws, the Board shall hold an organizational meeting each year and elect a Vice Chair by a majority vote from the quorum present. The Chair is appointed by the Designated Official Planning Agency (the MPO Board). The Citrus County Board of County Commissioners appointed Janet Barek as the LCB Chair for 2025. In the event of the Chair's absence, or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct the meetings.

The 2024 Vice Chair was David Douglas.

Staff Recommendation: It is recommended the LCB elect a Vice Chair of the Citrus County LCB for 2025.

Attachment: Current LCB Roster

**CITRUS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)
(Updated 12/11/24)**

Member	Representing
Janet Barek, Chair	Citrus County Board of County Commissioners
Dave Newell Chris Leffert, Alternate	FL Dept. of Transportation
Elizabeth Alacci David Knazur, Alternate	FL Dept of Children and Family Services
Vacant	Representative from the Public Educational Community
Vacant	FL Division of Vocational Rehabilitation or Blind Services
Walter "Bud" Osborn	Veteran Services Representative
Vacant	FL Association for Community Action for Economically Disadvantaged
Vacant	Person over 60+
Stephen C Brown	Person with a Disability
David Douglas, Vice Chair	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Deirdre Barrett LaBelle Sandra Woodard, Alternate	Local Representative for Children at Risk
Joanne Granger, Director	Mass Transit System Representative
Casey Ladd	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation
Gisela Ruiz Emilio Santiago, Alternate	FL Dept. of Health Care Administration
Debbie Letterman Jerry Flanders, Alternate	Regional Workforce Development Board
Katie Lucas	Local Medical Community Representative
Jeannette Estes Elizabeth Watson, Alternate	FL Agency for Persons with Disabilities

ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2025

Pursuant to the Transportation Disadvantaged Service Plan (TDSP), the LCB is required to appoint a Grievance Committee composed of LCB regular voting members. On February 8, 2024, the LCB appointed the following members to the Grievance Committee:

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

The LCB will need to appoint Grievance Committee members for 2025 to include a Chair and Vice Chair.

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

Attachment: Current LCB Roster

AGENDA ITEM E

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

Attached for approval are the Regular Public Meeting Minutes of the Thursday, November 14, 2024, meeting of the Citrus County Transportation Disadvantaged Local Coordinator Board (LCB).

Staff Recommendation: It is recommended the LCB review and approve the Minutes of the November 14, 2024, meeting.

Attachment: Meeting Minutes from Thursday, November 14, 2024, Regular Public Meeting



CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

Thursday, November 14, 2024

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting on November 14, 2024, 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 and the Hernando/Citrus MPO website and Citrus County website. The agenda was available on the Hernando/Citrus MPO website.

MEMBERS PRESENT

David Douglas, Vice Chairman, Citizen Advocate – Transit User as Primary Means
Chris Leffert, Florida Department of Transportation, District 7
Walter “Bud” Osborn, Veteran Services Representative
Stephen Brown, Person with a Disability
Joanne Granger, Transit Services Director, Mass Transit Coordinator
Deirdre Barrett LaBelle, Local Representative for Children at Risk
Gisela Ruiz, Florida Department of Health Care Administration
Debbie Letterman, Regional Workforce Development Board, Alternate
Katie Lucas, Local Medical Community Representative
Jeannette Estes, State of Florida Agency for Persons with Disabilities

MEMBERS ABSENT

Ruthie Schlabach, Chairman, Citrus County Commission
Elizabeth Alacci, Florida Department of Children and Family Services
Casey Ladd, Florida Department of Elder Affairs

OTHERS PRESENT

Bob Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Theresa Flick, Programs and Services Director, Key Training Center
Michelle Sikavitsas, Florida Department of Transportation, District 7

MEETING CALLED TO ORDER

- Vice Chairman Douglas called the meeting to order at 9:33 a.m. and led the moment of silence.
- The Pledge of Allegiance and the introductions of Board and staff followed the moment of silence.
- A quorum was declared, and the affidavit of publication was read into the record.

APPROVAL/MODIFICATION OF AGENDA

The agenda was approved by Board consensus.

REVIEW/APPROVAL OF MINUTES – AUGUST 8, 2024, REGULAR PUBLIC MEETING

Motion: A motion was made by Ms. Lucas to approve the August 8, 2024, Minutes of the LCB’s Regular Public meeting. The motion was seconded by Mr. Osborn and the motion passed 7-0.

REPORTS

Quarterly Report for July 1 through September 30, 2024, by the Community Transportation Coordinator (CTC)- Joanne Granger, Transit Director

Ms. Granger, representing the CTC, reported that July was a good month with over 5,049 trips which included 2,549 trips on the deviated fixed route and 2,500 trips for the door-to-door service. There was a slight reduction in the August trips due to excessive heat and many people did not want to go out of their homes. In September, trips were reduced by 600 due to the closure for the Labor Day holiday and three days due to hurricane Helene. The quarterly report does not include trips for evacuations or transport to shelters during hurricane Helene. The majority of trips were for nutritional, medical, and employment needs. Employment trips continue to increase especially for the Key Training Program clients.

Key Training Center Quarterly Report for July 1 through September 30, 2024, – Theresa Flick, Programs and Services Director

Ms. Flick, representing The Key Training Center, reported that 17,409 trips were provided July through September 2024, and 2,300 trips were for non-ambulatory passengers. The majority of trips were for medical and educational needs. The Key Training Center also provides trips for recreational and leisure purposes to parks and events in the community, as well as shopping trips. There was a need to shift to on-line grocery shopping to maximize managers' time who are now supervising two homes as opposed to one.

The Key Training Center continues to struggle with extended downtime due to repairing vehicles because of the age of the vehicles and the difficulty in getting repair parts. Ms. Flick relayed that transportation for the center has been a struggle for the past two years due to the lack of FTA 5310 program awards for capital spending. Chris Leffert, Florida Department of Transportation, District 7, explained that vendors could not meet the demands or prices of the prior State contract due to the 30% inflation rate on vehicles. The State had to rebid the contract which delayed awarding vehicle contracts, but the new contract is in place and recipients should see improvements in the award cycle.

[It is noted for the record that LCB members, Gisela Ruiz, representing the Florida Department of Health Care Administration, and Stephen Brown, representing a Person with a Disability, arrived at the meeting.]

ACTION ITEMS

1. Review and Approval of the Annual Operating Report (AOR) for State Fiscal Year 2024 of the Community Transportation Coordinator (CTC) Agency

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

Joanne Granger, Transit Director representing the CTC, emphasized that the Annual Operating Report is strictly for the door-to-door service and does not include trips or funding for the fixed route. It was noted in the packet that the report was submitted to the Commission for Transportation Disadvantaged by the September 15, 2024, deadline. She reported there were 28,309 door-to-door trips in State Fiscal Year 2024 versus 26,697 for the prior year. Wheelchair users accounted for 24,077 trips. The majority (23,115) of the trips were transportation disadvantaged trips and 5,074 were funded by the Florida Department of Transportation (FDOT). *Nutritional* purposes ranked highest (9,318) and most of those trips were going to senior dining centers for meals. *Medical* (6,515) and *Employment* (6,198) purposes ranked next after Nutritional. Ms. Granger noted many of the *Life-Sustaining/Other* trips were for individuals going to the YMCA for activity, programs, exercise, or physical therapy; and there was an unduplicated client count of 735 people on the door-to-door service. Complaints reduced by half and 23 commendations were received. Ms. Granger reported that *No Shows* have gone up significantly due to individuals double booking with the CTC and Medicaid and using the service that arrives first. The Florida Public Transportation Association (FPTA) is working on this issue as the community is negatively impacted since those trips could have been utilized by others. The Board discussed the challenges to track and/or penalize double bookings but acknowledged that tracking and communicating between multiple organizations (i.e., Medicaid, medical health insurance plans that work with third-party transporters, and

county provided transport services) would be difficult. The lack of congruency on cancellation policies between multiple organizations, further compounds the issue.

Motion: A motion was made by Mr. Brown to approve the Annual Operating Report (AOR) for State Fiscal Year 2024, authorize the Chair's signature thereon, and for submittal of the executed AOR to the Florida Commission for Transportation Disadvantaged (CTD). The motion was seconded by Ms. Lucas and the motion passed 10-0.

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

Motion: A motion was made by Ms. Lucas to approve the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws and authorize the Chairman's signature thereon. The motion was seconded by Mr. Osborn and the motion passed 10-0.

FEATURE PRESENTATION

Dierdre LaBelle, Director of Education at the Early Learning Coalition (ELC) of the Nature Coast, and LCB member representing Children at Risk, gave a feature presentation on the School Readiness Program for children that have or are at-risk for developmental delays. The ELC serves five counties (Citrus, Dixie, Gilchrist, Levy and Sumter) and has funding to assist 908 children in Citrus County prepare for school readiness (infant, toddler, and preschool). She also reported that funding is provided to 803 Voluntary Prekindergarten (VPK) students in Citrus County which is approximately one-half of the total students served by the ELC in five counties.

Ms. LaBelle explained how school readiness programs are assessed for quality, the training and certification process, and how children with disabilities can be identified and receive assistance to ensure educational milestones are met before entering kindergarten. She noted there is a lot of funding that is directed to K-12 students who need intervention, but the Florida State Assessment data indicates that the percentage of students not ready for kindergarten is the same percentage as students that are not ready in third grade. Fifty percent of students in the area, she emphasized, do not meet educational standards and out of the 50 percent, only 18 percent will meet high school standards for graduation. Ms. LaBelle expressed the importance that early intervention is to the success that a student will have in the third grade, high school, and life. Ms. Estes asked whether the ELC referred children to the State of Florida Agency for Persons with Disabilities. Ms. LaBelle explained the initial referral is to Early Steps or the Florida Diagnostic & Learning Resources System (FDLRS), but she will follow-up with Ms. Estes to confirm whether those organizations refer to the State of Florida Agency for Persons with Disabilities.

Jeannette Estes, Central Region Operations Manager for the State of Florida Agency for Persons with Disabilities, volunteered to be a presenter at the February 13, 2025, LCB meeting.

CITIZEN COMMENTS

There were no citizen comments.

BOARD MEMBER COMMENTS

- As requested during the August 8, 2024, LCB meeting, Ms. Granger provided an update to the Board that the number of trips for the reinstated Homosassa line was 2,989 (January through October 2024). It is still too early to report on the Beverly Hills to Target route as only October data is available.
- Ms. Granger conveyed that a major update to the Citrus County Transportation Development Plan (TDP) is required every five years and provided Board members with a handout inviting the public to participate in an online survey as well as attend a public workshop at Central Ridge Library on November 20, 2024, from 11:00 a.m. to 1:00 p.m. She expressed the importance of the TDP update and asked the Board to share this information with others.

MPO STAFF COMMENTS

Mr. Esposito provided the following updates:

- Similar to last year, Joy will be sending Outlook meeting notices for the 2025 meetings.

- The MPO team met with Curlene Thomas and Jean Parlow from FHWA for an on-site visit on August 28th. They were pleased with what the Hernando/Citrus MPO is doing, its regional participation with the Sun Coast Transportation Planning Alliance (SCTPA), along with conducting quarterly meetings with bordering Lake-Sumter MPO and Ocala Marion Transportation Planning Organization (TPO).
- The 2050 LRTP was adopted October 3, 2024.
- Mr. Esposito and Citrus County Commissioner Bays met with Ananth Prasad, President of the Florida's Transportation Builders' Association, on September 30th and State Senator Ed Hooper on October 30th.
- Mr. Esposito is trying to set up meetings with Senate President, Ben Albritton, Senator Nick DiCeglie, and Senator Danny Burgess to discuss funding opportunities for rural arterial roads.
- Mr. Esposito attended the Hernando County Town Hall meeting on Tuesday, October 22nd.
- Mr. Esposito was interviewed by WWJB radio on November 6th to discuss how roads are funded.
- MPO staff members, Mary Elwin, and Joy Turner, attended the 2024 Commission for the Transportation Disadvantage (CTD) Annual Conference and Expo in West Palm Beach on September 22-24, 2024. The annual training fulfills Task 10 of the CTD grants for Hernando and Citrus County: Planning agency staff shall attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings or annual training workshop.
- The Gulf Streets Safe Summit was rescheduled to February 13, 2025, due to hurricane Milton.
- Mr. Esposito wished the Board a Happy Thanksgiving, Merry Christmas, Happy New Year, and thanked the Board members for their service.

ADJOURNMENT AND NEXT MEETING

The annual public workshop of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, February 13, 2025, beginning at 9:30 a.m., followed by the LCB regular meeting which will begin no earlier than 10:00 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting agenda and back-up materials are available online at: www.hernandocounty.us/hernandocitrusmpo.

Vice Chairman Douglas adjourned the meeting at 10:37 a.m.

ANNUAL REVIEW AND APPROVAL OF THE LCB GRIEVANCE PROCEDURES

As part of the grant agreement with the Commission for Transportation Disadvantaged (CTD), the MPO is required to annually review and approve the LCB Grievance Procedures. As part of the annual update this year, the MPO received direction from the CTD requiring the incorporation of a process involving reporting adverse incidents involving Persons with Disabilities. While the CTD did not provide a definition of “adverse incidents,” the updated grievance procedures serve to identify the process and incorporate the term. The Grievance Procedures are approved separately and then incorporated in the Transportation Disadvantaged Service Plan (TDSP) when it is updated.

Staff Recommendation: It is recommended the LCB review and approve the LCB Grievance Procedures and authorize the Chair’s signature thereon.

Attachment: Updated LCB Grievance Procedures, Updated LCB Grievance Procedures with edit tracking, email from the CTD



Draft-Annual Update

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, Chair
Citrus County Local Coordinating Board

Dated: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY _____

MPO Attorney

COMPLAINT AND GRIEVANCE PROCEDURES PROCESS

- A. Establishment - It is the intent of the Transportation Disadvantaged Local Coordinating Board (LCB) (Local Coordinating Board) 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(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- 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, F.S-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 are routine adverse incidents that may occur during service on a daily basis 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 on adverse incidents are to be resolved 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. in a reasonable period of time and followed up by the (CTC) (Community Transportation Coordinator).

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 ~~and or late drop-off~~ outside the hour pickup window)
2. No-show by transit operator
- ~~3. No show by client (subsequent renumbering of sequence)~~
4. Client behavior
5. Driver behavior
6. Service denial to client
7. 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, 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.

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 ~~any concerns~~ ~~or~~ an unresolved service complaint or an investigated and documented adverse incident ~~regarding~~ 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. These following grievance 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 formal grievances must contain the following:

- ~~1. Name and Address of the complainant,~~
 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 \(TDSP\) for additional information.](#)

Contacting the Ombudsman or Other Processes

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

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



Citrus County Transit Passenger/Motorist/Employee

Compliment, Hazard Complaint and ADA Complaint Report

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

ID # _____



Citrus County Transit
Pasajero/Automovilista/Empleado

Cumplidos, Quejas, Informe de Quejas de la ADA

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

ID # _____

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

REPORT STATUS:

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

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

DESCRIPTION OF ADVERSE INCIDENT:

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

--

FOLLOWUP ACTIONS:

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

--

Mary Elwin

From: Mary Elwin
Sent: Monday, January 6, 2025 3:08 PM
To: JOANNE.GRANGER@citrusbocc.com
Cc: Bob Esposito; Joy Turner
Subject: FW: New Reporting Requirements - Receiving and Investigating Reports of Adverse Incidents in Paratransit Services
Attachments: CTD Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services Model Procedures.pdf; CTD Adverse Incident Report Form Related to Paratransit Services.docx

Tracking:	Recipient	Read
	JOANNE.GRANGER@citrusbocc.com	
	Bob Esposito	Read: 1/6/2025 3:26 PM
	Joy Turner	Read: 1/6/2025 3:10 PM

Good afternoon Joanne,

Please confirm that you received the email below from the Commission for Transportation Disadvantaged on reporting requirements as contained therein. Please let us know if you have any issues or items you would like to discuss.

Thank you,



Mary Elwin

MPO Coordinator
Phone: 352-754-4082, Ext. 28015
Email: marye@co.hernando.fl.us
789 Providence Boulevard
Brooksville, FL 34601
<http://herandocitrusmpo.us>

From: Somerset, Karen <Karen.Somerset@dot.state.fl.us>
Sent: Friday, December 27, 2024 2:43 PM
To: Somerset, Karen <Karen.Somerset@dot.state.fl.us>
Subject: New Reporting Requirements - Receiving and Investigating Reports of Adverse Incidents in Paratransit Services

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Pursuant to Section 427.021, Florida Statutes, transportation service providers contracting with local governments to provide paratransit services for persons with disabilities are required to establish procedures for receiving, investigating, and reporting adverse incidents to the Commission for the Transportation Disadvantaged (Commission) on a quarterly basis. In addition, the statute requires the Commission to

establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities.

At its business meeting on December 11, 2024, the Commission approved the attached *Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities*, along with the *Adverse Incident Report Form*.

While most systems already have procedures in place for investigating incidents and accidents, the Commission requests that you review and incorporate the attached guidance and report form into your existing processes. We recognize that the statute does not define certain terms; accordingly, you may wish to clarify these terms within your procedures as needed.

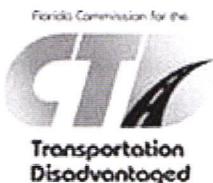
Adverse incidents must be reported to the Commission on a quarterly basis. The first reporting period will cover January 1 to March 31, 2025, with the report due no later than April 30, 2025. *The Adverse Incident Report Form* must be used throughout the reporting process, including for preliminary reports, ongoing investigations, and when investigations are closed.

If an incident is resolved early in the quarter and the investigation is closed before the report deadline, it is recommended that a single report form be submitted with the investigation marked as closed. Multiple reports should only be submitted if an incident occurs late in the quarter and remains under investigation by the report deadline, or if the investigation has not been concluded by the time the report is due.

If you have any questions or require further clarification, please contact us. We appreciate your cooperation in implementing these procedures and look forward to receiving your reports.

Thank you for your attention to this matter.

Karen Somerset



Karen Somerset, F.C.C.M.
Interim Executive Director
Phone: (850) 410-5701
Email: Karen.Somerset@dot.state.fl.us
Website: <https://ctd.fdot.gov>

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.



DRAFT

**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, Chair
Citrus County Local Coordinating Board

Dated: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY _____

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 are adverse incidents that 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 on 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.

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, 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.

- c) For adverse incidents that involve Persons with Disabilities, the Commission for Transportation Disadvantaged's form "Adverse Incident Report Form Related to a Paratransit Service Provided to a Person with Disabilities" as attached must be completed by the Transit Director and reported on the last day of the month following the end of a quarter. Reports should be emailed to:
FLCTDAdverseIncidentReport@dot.state.fl.us.
 - d) If an adverse service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be submitted as a formal grievance to the CTC.
2. **Formal Grievance** - a formal grievance is a written complaint to document an unresolved service complaint or an investigated and documented adverse incident in the operation or administration of TD, (Transportation Disadvantaged), services by the CTC, Designated Official Planning Agency (DOPA), or LCB.

Formal Grievances may include but are not limited to:

- 1. Chronic or reoccurring or unresolved service complaints
 - 2. Violations of specific laws governing the provision of TD services i.e., Charter 427 F.S., Rule 41-2 F.A.C and accompanying documents,
 - 3. Sunshine Law and Americans with Disabilities Act (ADA)
 - 4. Contract disputes (agencies/operators)
 - 5. Bidding disputes
 - 6. Agency compliance
 - 7. Conflicts of interest
 - 8. Billing and or accounting procedures
- D. The following grievance procedures apply to formal grievances brought to the attention of the CTC or the DOPA staff.
- 1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
 - 2. All formal grievances must contain the following:
 - 1. A copy of the completed Compliment, Hazard Complaint and ADA Complaint Report including any support documents.
 - 2. A statement of the grounds for the formal grievance with supporting documentation made in a clear and concise manner.
 - 3. An explanation of the relief desired by the complainant.

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

- 3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of

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

Contacting the Ombudsman or Other Processes

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

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



Citrus County Transit Passenger/Motorist/Employee

Compliment, Hazard Complaint and ADA Complaint Report

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

ID # _____



Citrus County Transit
Pasajero/Automovilista/Empleado

Cumplidos, Quejas, Informe de Quejas de la ADA

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

ID # _____

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.

--

REVIEW AND APPROVAL OF THE UPDATED APPLICATION FOR TRANSPORTATION DISADVANTAGED

The Community Transportation Coordinator (CTC) has provided updated forms for applications for Transportation Disadvantaged (TD) service. The updates remove specific amounts of thresholds of poverty and fares to eliminate the need to update them as these amounts change. The CTC provides the eligible guidelines to applicants during eligibility processing.

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

Attachment: Application for Transportation Disadvantaged in English and Spanish highlighted with area to be updated, Updated Application for Transportation Disadvantaged in English and 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 transportation services thru the State Transportation Disadvantaged Fund. If multiple people in household, there should be one application for each person.

Please complete the following application to receive a reduced rate based on an income level of 150% of Poverty (\$1,882.50) or less per month, age 60 and above, Medicare or Disabled. The fare is \$3.00 each way for Paratransit Services or free on the Orange Line (Transfers \$1.00). Children twelve (12) and under ride for FREE.

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 or proof of income for age 18 or older: State of Florida issued ID card, Passport, etc. 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.

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:

Rev. 04/26/23



Junta de Comisionados del Condado
 Departamento de Servicios Comunitarios
 Servicios de tránsito
 1300 S. Lecanto Autopista TEL 352-527-7630
 Lecanto, FL 34461 FAX 352-527-7635

Solicitud para transporte desfavorecido

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

Complete la siguiente solicitud para recibir una tarifa reducida basada en un nivel de ingresos de 150% de la pobreza (\$ 1,882.50) o menos por mes, a partir de los 60 años, Medicare o Discapacitado. La tarifa es de \$3.00 por trayecto para los Servicios de Paratransito o gratis en la Línea Naranja (Transferencias \$1.00). Los niños de doce (12) años o menos viajan GRATIS.

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

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

Una forma aceptable de edad o prueba de ingresos para mayores de 18 años: tarjeta de identificación emitida por el Estado de Florida, pasaporte, etc. Mínimo de (2) recibos de pago más recientes, carta de Ingresos del Seguro Social (SSA / SSI / SSD), Declaración de Jubilación / Pensión, Carta de Beneficio en Efectivo / Manutención de Menores de DCF. Medicare / Medicaid card.

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

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

 Firma del solicitante Fecha :

APROBACIÓN DENEGACIÓN MOTIVO DE DENEGACIÓN

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

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.

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:

**QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2024, BY THE COMMUNITY
TRANSPORTATION COORDINATOR (CTC) – Joanne Granger, Transit Director**

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of October 1, 2024, through December 31, 2024.

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			
Trips By Type of Service	Oct	Nov	Dec	Average
Deviated Fixed Route*	2,307	2,248	2,804	2,453
Ambulatory	2,144	2,086	2,264	2,165
Wheelchair	237	241	304	261
Total Trips By Type of Service	4,688	4,575	5,372	4,878
Passenger Trips By Purpose				
Education/Training/Daycare	254	196	159	203
Employment	650	624	685	653
Medical	533	529	587	550
Nutritional	582	621	710	638
Life-Sustaining/Other	362	357	427	382
Total Trips by Purpose	2,381	2,327	2,568	
Passenger Trips by Funding Source				
CTD-Commission for the Transportation Disadvantaged	1,811	1,778	2,005	1,865
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	20	16	24	20
APD-Agency for Persons with Disabilities	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0
Other-Public	550	533	539	541
Total Trips By Funding Source	2,381	2,327	2,568	2,425

Note:

Oct - Closed for Hurricane Milton evacuations.

**KEY TRAINING CENTER QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2024 –
Theresa Flick, Programs and Service Director**

As an informational item, attached is the Key Training Center Quarterly Report for the period of October 1, 2024, through December 31, 2024.

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



Chester V. Cole

Forever in our hearts

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To: Joanne Granger, CCT
From: Theresa Flick, KTC *TF*
Re: Quarterly data (Oct/Nov/Dec 2024)

Trips by type of service:

Demand response	15,270
Ambulatory	13,028
Wheelchair	2,242

Passenger types by purpose:

Medical	7,787
Employment	0
Educational	6,718
Shopping	155
Other (Recreational)	610