

Citrus County Transportation Disadvantaged Service Plan (TDSP)

July 1, 2022 - June 30, 2027



Citrus County Transit
1300 South Lecanto Highway
Lecanto, Florida 34461

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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 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: Robert M. Egnat Date: 9-11-25

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
1. Citrus BOCC	Janet Barek, Chair	N/A	1/1/2025- 12/31/25
2. Person Over 60+	Vacant (Recruiting)		
3. Person with Disability	Stephen C. Brown		1/31/2024 – 1/30/2027
4. Citizen Advocate (1 of 2)	Vacant (Recruiting)		
5. Citizen Advocate/User (2 of 2)	David Douglas (Vice Chairman)		1/31/2024 – 1/30/2027
6. Children at Risk	Deirdre Barrett-LaBelle	Sandra Woodard	N/A
7. Community Action	Vacant		N/A
8. Public Education	Vacant		N/A
9. Dept. of Transportation	Michelle Sikavitsas	Chris Leffert	N/A
10. Dept. of Children and Families	David Knazur	Elizabeth Alacci	N/A
11. Dept. of Elder Affairs	Casey Ladd		N/A
12. Dept. of Vocational Rehabilitation	Vacant	Ashley Harper	N/A
13. Dept. of Health Care Administration	Gisela Ruiz	Emilio Santiago	N/A
14. Regional Workforce	Debbie Letterman	Jerry Flanders	N/A
15. Veteran Services	Vacant (Recruiting)		
16. Private For-Profit Transportation Industry	Vacant (Recruiting)		
17. Local Medical Community	Katie Lucas		N/A
18. FL Agency for Persons with Disabilities	Jeannette Estes	Elizabeth Watson	N/A
19. Mass Transit System Representative (non voting as a representative of the CTC)	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.

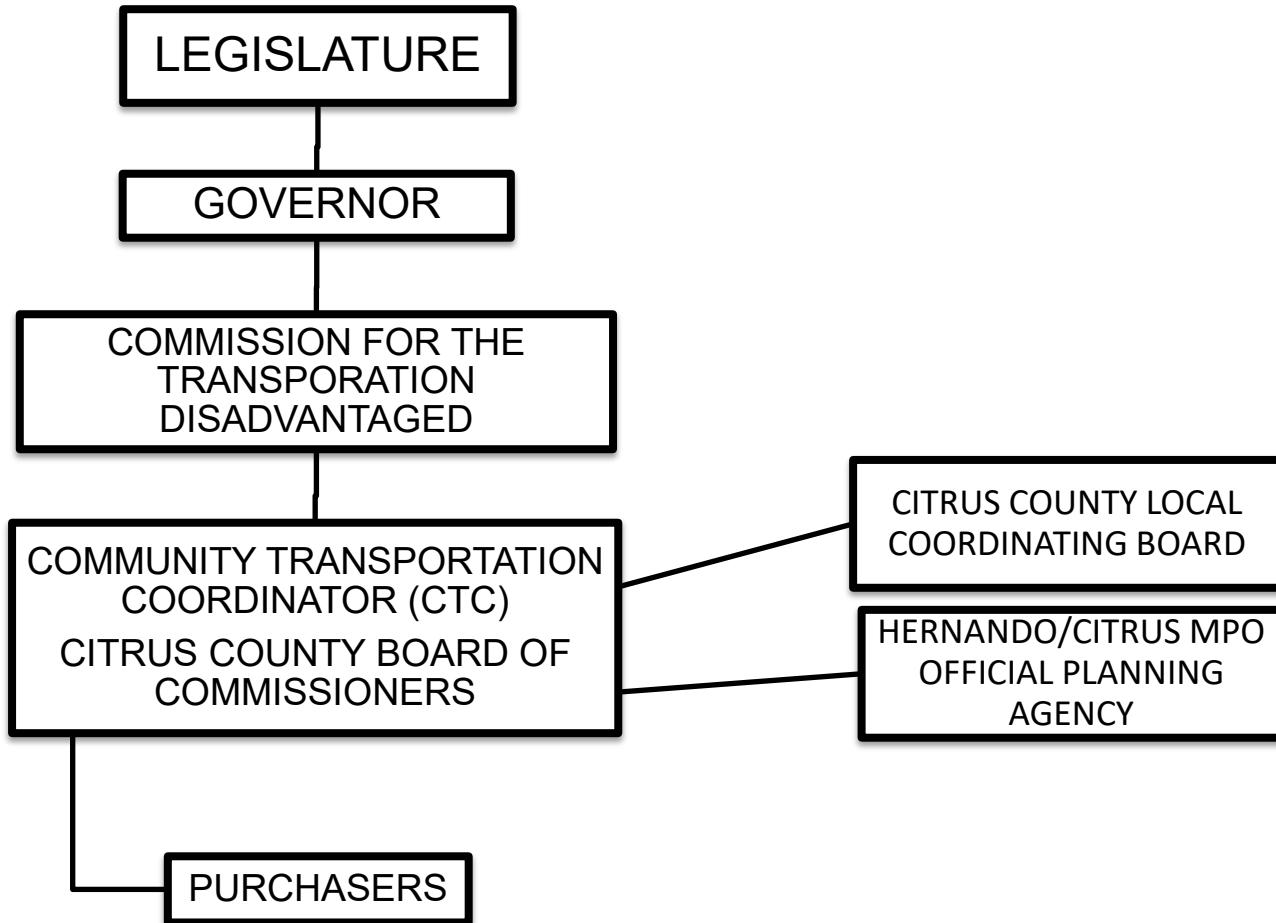
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County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

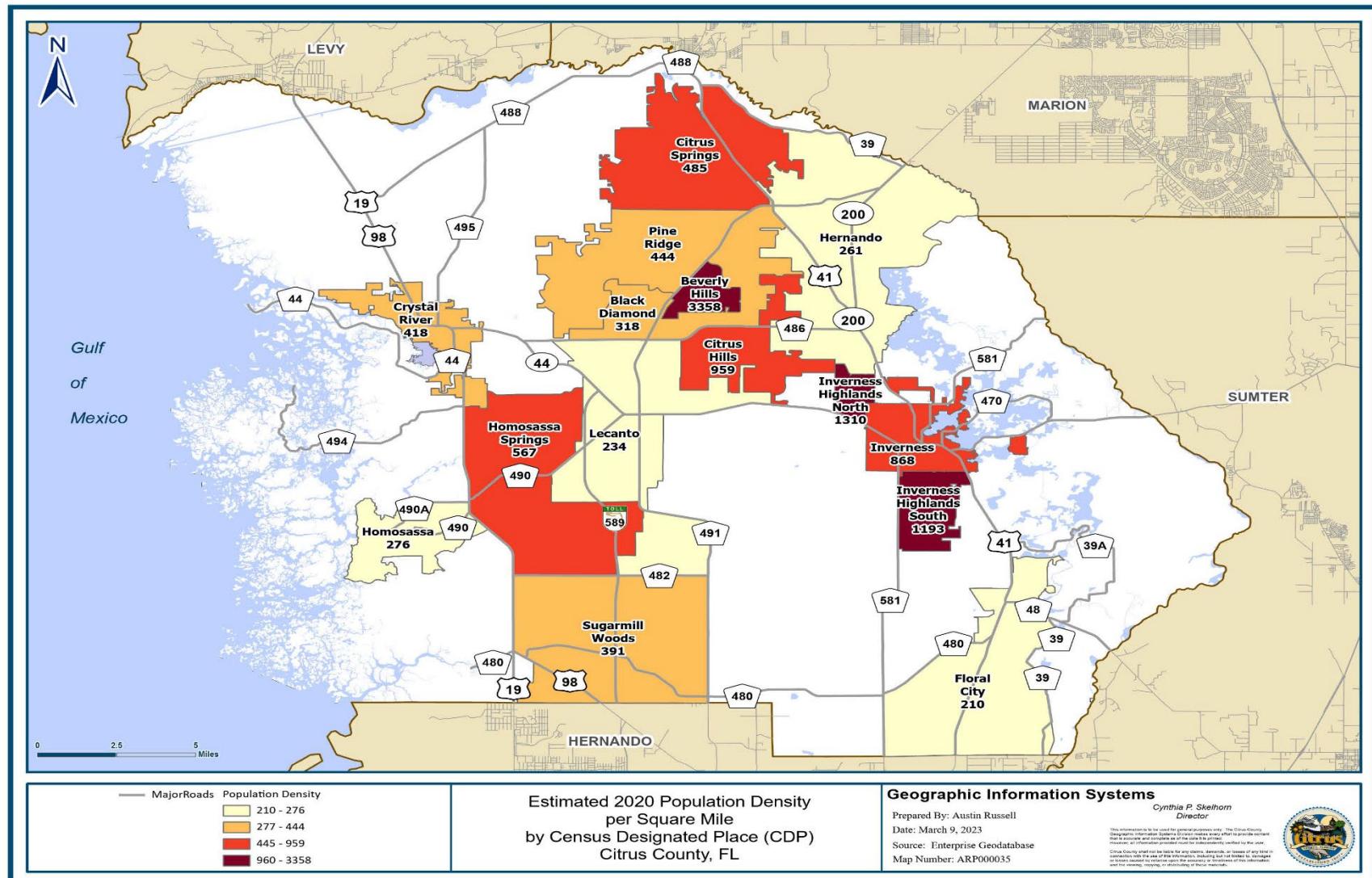
The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

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

YEAR	POPULATION
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) county profiles – 2024; Social Security's Old-Age, Survivors, and Disability Insurance (OASDI) beneficiaries by county 2023)*

Figure 2: Map of Citrus County Florida



Employment

Table 3 outlines the employment in Citrus County by Major Industry based on the 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	\$122,250	\$513,047
44-45	Retail trade	6,453	\$58,775	\$232,984
72	Accommodation and food services	3,725	\$19,943	\$76,702
56	Administrative and support and waste management and remediation services	1,364	\$16,816	\$62,202
23	Construction	2,467	\$28,366	\$117,396
81	Other services (except public administration)	1,713	\$11,728	\$48,224
53	Real estate and rental and leasing	973	\$6,860	\$37,595
54	Professional, scientific, and technical services	814	\$10,287	\$47,216
22	Utilities	607	\$17,659	\$57,298
52	Finance and insurance	663	\$10,520	\$43,000
42	Wholesale trade	759	\$11,321	\$39,320
71	Arts, entertainment, and recreation	465	\$2,174	\$8,312
51	Information	329	\$4,571	\$18,636
31-33	Manufacturing	386	\$4,744	\$20,128
21	Mining, Quarrying and Oil/Gas Extraction	44	\$654	\$2,917
48-49	Transportation and warehousing	214	\$2,236	\$10,077
61	Educational services	67	\$644	\$2,697
11	Agriculture, forestry, fishing, and hunting	26	\$181	\$935

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	STOP LOCATION	LOCALITY
Denny's	Crystal River	Hidden River VA Clinic	Tampa
Dialysis, Inverness/Publix P	Inverness	Hitchcock's Markets	Homosassa
Diamond Nails & Spa	Beverly Hills	Hobby Lobby	Lecanto
Dickert, Dr., Meadowcrest Family Practice	Crystal River	Home Depot	Crystal River
Dollar General by Mr. B's Car Wash	Crystal River	Humanitarians of Florida	Lecanto
Dollar General, Beverly Hills	Beverly Hills	Humanitarians Thrift Store	Crystal River
Dollar General, Homosassa	Homosassa	Hunter's Spring MHP	Crystal River
Dollar Tree, Beverly Hills	Beverly Hills	IMPACT Counseling	Beverly Hills
Dollar Tree, Citrus Center	Inverness	Inverness Club	Inverness
Driver's License Office	Crystal River	Inverness Medical Imaging	Inverness
Driver's License Office	Inverness	JM Plumbing Services	Inverness
Elyaman, Dr. Mostafa	Crystal River	Johnny Cakes & Steaks Homestyle Restaurant	Inverness
Elyaman, Dr. Mostafa / Family Practice Associates	Inverness	Key Center - Orvis Building	Crystal River
Envision Eye Spec	Crystal River	Key Facility	Lecanto
Family Dollar, Crystal River	Crystal River	Key Thrift Store, Inverness	Inverness
Family Life Care Inc	Inverness	Key Thrift US Hwy 19	Lecanto
Family Resource Center / New Location	Hernando	Knights of Columbus	Lecanto
Farmers Home Furniture	Homosassa	Krishnan, Dr.	Beverly Hills
First Baptist Church	Crystal River	Lakeside Village	Beverly Hills
Florida Cancer Specialists	Lecanto	Langley Dental	Inverness
Florida Cancer Specialists	Inverness	Launderland	Inverness
Florida Family Health Medical Center	Homosassa	LEC Senior Center CD 1st Left 1st door CD	Lecanto
Florida Orthopedic Institute	Tampa	Lecanto Hills MHP	Lecanto
Forest Lake North	Hernando	Lewis, Dr., Bev Hills Dental	Beverly Hills
Forest Ridge Sr Residences	Hernando	Library, Beverly Hills	Beverly Hills
Forest Ridge Village	Hernando	Library, Crystal River	Crystal River
Forestview MHP	Homosassa	Library, Inverness	Inverness
Friends of Citrus Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Lecanto	LifeStream Behavioral Center	Crystal River
Friends of Citrus, Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Homosassa	Liu, Dr. Blessilda	Hernando
Gandhi, Dr.	Lecanto	Lowes	Inverness
Gastro Assoc.	Crystal River	Marina Del Rey	Beverly Hills
Gelinas, William	Crystal River	Masonic Business Center	Inverness
Genesis Women's Center	Inverness	Matysik, Dr.	Inverness
Gonzalez-Ortiz, Dr. E. / Access Healthcare	Crystal River	Meadowcrest Family Practice	Crystal River
Goodwill Store	Crystal River	Meena, Dr. Nathan	Inverness
Grace Clinic of Homosassa	Homosassa	Montgomery, Dr.	Inverness
Green Acres	Homosassa	Moss Oak MHP Lot 33	Inverness
Gurnani, Dr., Psychiatry, Nature Coast Aquatic Rehab	Inverness	Nature Coast Dentistry	Beverly Hills
Habitat for Humanity	Inverness	Oak Park of SMW	Homosassa
Hasan, Dr., Citrus Primary Care	Beverly Hills	Ollies Bargain Outlet	Homosassa
Helping Hand Thrift /Lady of	Inverness	Oncology Institute	Lecanto
Hernando Senior Center/ Old CCFRC	Hernando	Optimart, Citrus Center	Inverness
Hickory Hollow	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	STOP LOCATION	LOCALITY
Patel, Dr. Toralben, Cardiology	Lecanto	Tara Food Mart	Homosassa
Ped IM Healthcare	Lecanto	Target	Lecanto
Peterson, Dr.	Homosassa	The Commons	Homosassa
Pine Ridge	Beverly Hills	The Crab Plant	Crystal River
Planet Fitness	Inverness	The Mission - Women's Location	Crystal River
Post Office, Floral City	Floral City	The Sanctuary	Homosassa
Post Office, Inverness	Inverness	Thunderbird MHP	Crystal River
Potu, Dr. Ranganatha	Crystal River	Tim's Barber Room	Inverness
Pritchyk, Dr.	Crystal River	TJ Maxx Citrus Center	Inverness
Publix, Citrus Hills	Hernando	TLC Rehab	Inverness
Publix, Homosassa	Homosassa	VA Tampa Hospital	Tampa
Publix, Hwy 44	Crystal River	Value Dental Care	Crystal River
Publix, Inverness	Inverness	Veteran's / Mission Men's Shelter	Inverness
Publix, Sugarmill Woods	Homosassa	Veteran's Clinic	Lecanto
Quest Diagnostics, Park Plaza	Beverly Hills	Veterans Dermatology Clinic, GVL	Dunnellon
Quick Kash	Inverness	Veteran's Hospital, Gainesville	Dunnellon
RaceTrac, US 19	Crystal River	Veterans OP Clinic	Villages
Rehab Partners Therapy	Inverness	Veteran's Optometry Clinic, GVL	Dunnellon
Rena's Hair Design HSQ	Inverness	VFW, Citrus Springs	Dunnellon
Ridgeview Apartments	Crystal River	VFW, Hernando	Hernando
River Reach Apartments	Crystal River	Villacastin, Dr. Alex T.	Lecanto
Ryan Markland Sign & Lighting	Inverness	Villacastin, Dr. Alex T.	Inverness
Salon Suites	Inverness	Villacastin, Dr. Alex T.	Citrus Springs
Salvation Army Probation	Lecanto	Walgreens, Crystal River	Crystal River
Savage, Dr. Ken, Nature Coast Health	Crystal River	Walgreens, Homosassa	Homosassa
Savage, Olga, Dr. Florida Family Health Medical Center	Homosassa	Walgreens, Inverness	Inverness
Save A Lot, Inverness	Inverness	Walgreens SMW	Homosassa
Save A Lot, Kings Bay Plaza	Crystal River	Walmart, Homosassa	Homosassa
Sharma Institute of Pain	Inverness	Walmart, Homosassa	Homosassa
Smiles on Citrus, Dr. Jennifer Lee, Dentist	Crystal River	Walmart, Lecanto	Lecanto
SMW	Homosassa	Walmart Supercenter	Inverness
St. Margarets Church	Inverness	Ward, Dr. Chris (eye)	Homosassa
St. Martin, Dr. Dacelin	Lecanto	Washington Square Apts	Inverness
Starbucks	Lecanto	Wells Fargo Bank, Inverness	Inverness
Stanley, Dr. Beena	Inverness	Wendy's, Homosassa	Homosassa
State Probation, Regional Plaza	Inverness	Wendy's, Lecanto	Lecanto
Sugar Mill Diagnostic Imaging	Homosassa	West Citrus Government Center	Crystal River
Sumter Electric	Inverness	West Citrus Senior Center, CD	Homosassa
Suncoast Primary Care Specialists	Lecanto	West Coast Eye Institute	Lecanto
Suncoast Primary Care Specialists	Inverness	Will Construction	Homosassa
Suncoast Primary Care Specialists	Citrus Springs	Wilson, Dr. Carlene	Crystal River
Suncoast Dermatology	Lecanto	Winn Dixie, Homosassa	Homosassa
Suncoast Schools Credit Union	Inverness	Winn Dixie, Sweetbay	Inverness
SunTrust Bank, Beverly Hills	Beverly Hills	Winn Dixie, Highland Square	Inverness
SunTrust Bank, Citrus Hills	Hernando	Winn Dixie, Park Plaza	Beverly Hills
SunTrust Bank, Inverness	Inverness	Winn Dixie, Shopping Center	Crystal River
Tambrini, Dr., Access Healthcare	Homosassa	Withlacoochee Technical College	Inverness
		World Fusion	Lecanto
		YMCA	Lecanto

TRANSPORTATION SERVICE CHARACTERISTICS

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.

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.

Currently, CCT has ten (10) administrative staff personnel and 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 2020-2024, including the Coordinating Contractor data are depicted in Table 5: Revenues and Operating Expenses by Measure and Year
Citrus County, Florida 2020-2024.

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

Measure	2020	2021	2022	2023	2024
Riders	87,779	84,157	91,403	88,544	98,791
Expenses	\$1,831,851	\$2,556,007	\$2,368,845	\$2,569,994	\$3,032,405
Revenues	\$1,665,025	\$2,456,427	\$2,272,851	\$2,160,759	\$2,781,144
Vehicle Miles	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 2024, local funding accounted for approximately 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 persons with developmental disabilities. 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 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 170,174 in 2024, an approximate 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 2020-2024
(Federal Fiscal Year)**

Year	Total Paratransit	Average Monthly Ridership	Percent Change from previous year*
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 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

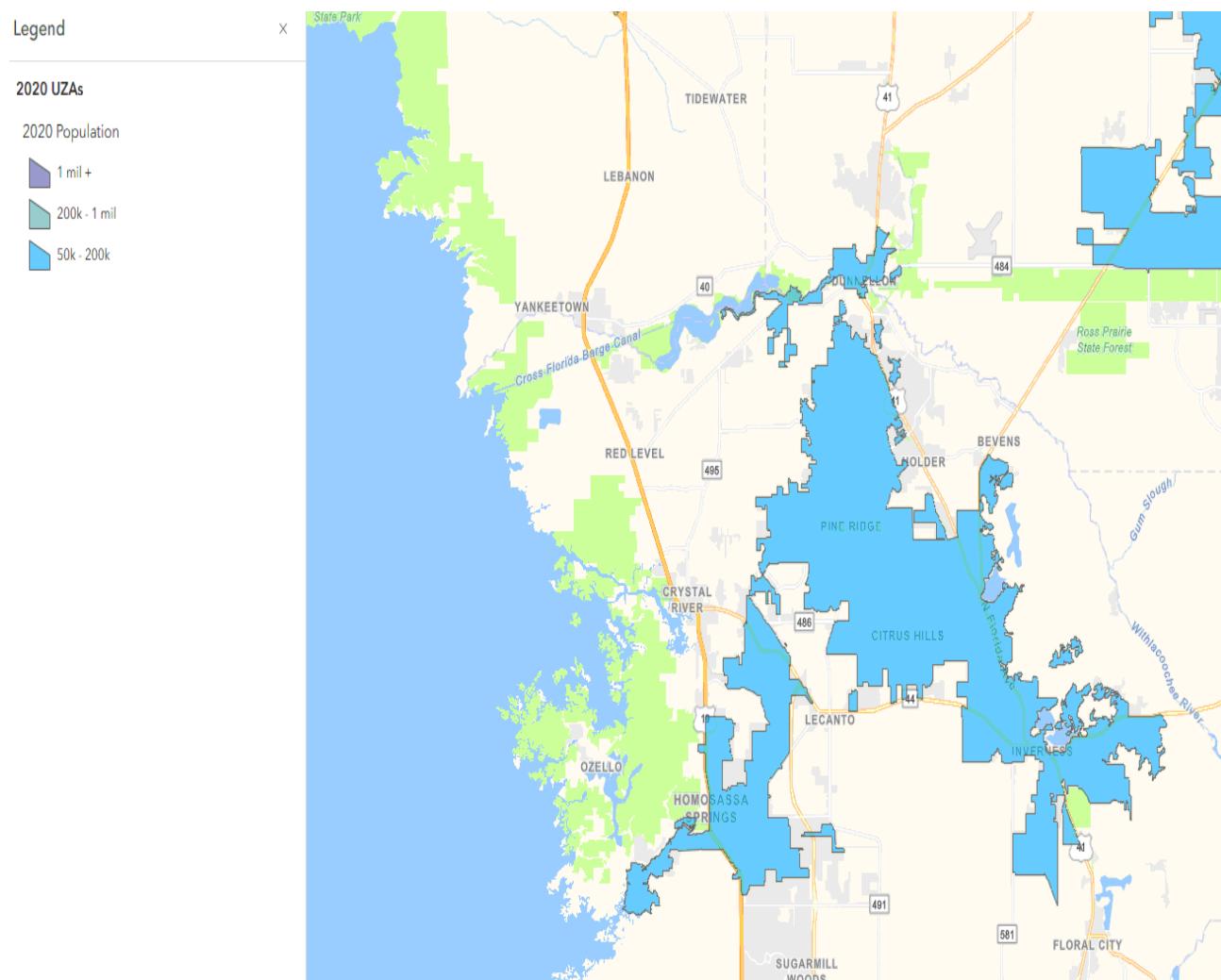
Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. Approximately 54% of the county's population is currently 55 years and older and the percentage of elderly population is expected to remain 54% through 2030 to 53% into 2045. 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

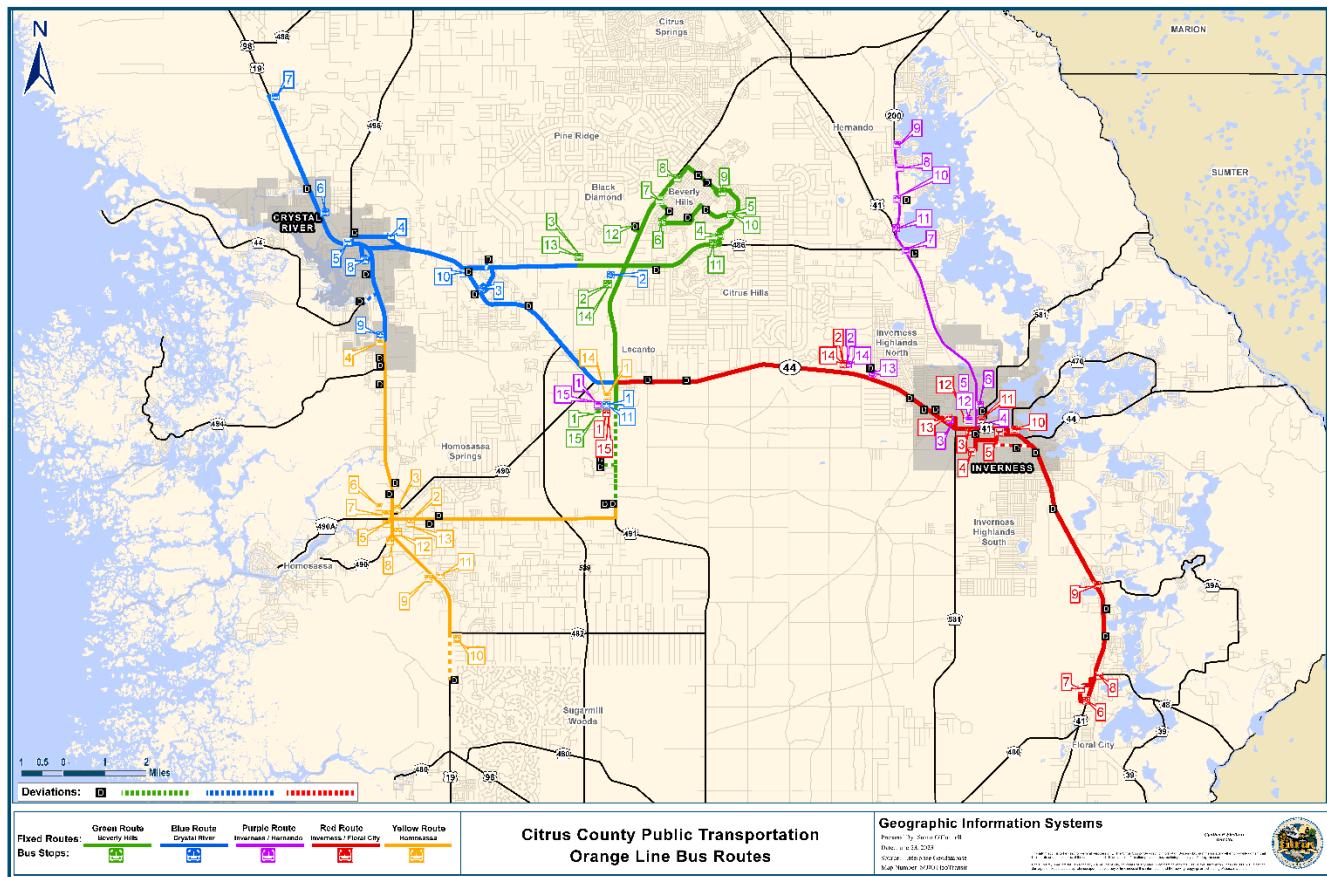
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service 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 $\frac{3}{4}$ -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

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. 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 stabilizing 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.

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.

Vehicle Inventory

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

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.

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
- 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.

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 2024/2025 as detailed in the CTC Rate Calc.

- Ambulatory: \$22.93
- Wheelchair: \$39.31

See Attached Fare Structure in Appendix F.

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 stabilizing 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

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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:

- Governmental
- Private Non-Profit
- Private For Profit

NETWORK TYPE:

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

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 44,353	\$ 45,000	\$ 46,000	1.5%	2.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 282,021	\$ 282,873	\$ 290,000	0.3%	2.5%	Other cash: Hurricane Idalia reimbursement and interest earned in 2023-2024. May adjust in current or proposed if receive Hurricane Helene reimbursement.
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

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

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

Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
Capital Expenditures					
Capital Budget - FY 15-16	\$ 100,010	\$ 200,000	\$ 210,750	100.0%	104.0%

Purchases with Rate Genera

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

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		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.
1	2	3	4	5	6	7	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.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Citrus County Transit
County: Citrus County

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

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

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

APD		
Office of Disability Determination	\$	-
Developmental Services	\$	-
Other APD	\$	-
Bus Pass Program Revenue	\$	-
DJJ		
DJJ	\$	-
Bus Pass Program Revenue	\$	-
Other Fed or State		
5307-Capital	\$	646,752
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	\$	-
Total Revenues =	\$	2,787,567

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures

Labor	\$	1,100,984
Fringe Benefits	\$	447,932
Services	\$	140,434
Materials and Supplies	\$	413,476
Utilities	\$	15,184
Casually and Liability	\$	16,000
Taxes	\$	-
 Purchased Transportation:		
Purchased Bus Pass Expenses	\$	-
School Bus Utilization Expenses	\$	-
Contracted Transportation Services	\$	-
Other	\$	-
Miscellaneous	\$	6,804
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	\$	646,752
Equip. Purchases with Local Revenue	\$	-
Equip. Purchases with Rate Generated Rev.	\$	-
Capital Debt Service - Principal & Interest	\$	-
 Total Expenditures =	\$	2,787,567
<i>minus EXCLUDED Subsidy Revenue =</i>	\$	2,213,567
Budgeted Total Expenditures INCLUDED in		
Rate Base =	\$	574,000
Rate Base Adjustment ¹ =		
 Adjusted Expenditures Included in Rate		
	Base =	574,000

\$ 2,213,567

Amount of Budgeted
Operating Rate

1 Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2023 - 2024

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Citrus County Tran Version 1.4
County: Citrus County

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 212,532

Fiscal Year

Rate Per Passenger Mile = \$ 2.70

2025 - 2026

Total Projected Passenger Trips = 26,344

Avg. Passenger Trip Length = 8.1 Miles

Rate Per Passenger Trip = \$ 21.79

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

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

CTC: Citrus County T | Version 1.4
County: Citrus County

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	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<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?....

<input type="radio"/> Yes <input checked="" type="radio"/> No			
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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?

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

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

CTC: Citrus County Ti Version 1.4
County: Citrus County

APPENDIX B: APPLICATIONS FOR SERVICES IN ENGLISH & SPANISH

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Board of County Commissioners
Department of Community Services
Transit Services

1300 S. Lecanto Hwy
Lecanto, FL 34461

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	<u>SSA / SSI</u>	<u>Retirement</u>	<u>Other:</u>	<u>Other:</u>
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:



Solicitud para transporte desfavorecido

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

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

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

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

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

Fuente de ingresos:	Talónario de pago	<u>SSA / SSI</u>	<u>Jubilación</u>	<u>Otro:</u>	<u>Otro:</u>
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

APPENDIX C: VEHICLE INVENTORY

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Appendix C: Vehicle Inventory by Vehicle Name, Citrus County Florida Transit

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

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
51478-85	2013	Ford	Turtle Top	171,126	EMSID	OOPA
51587-87	2014	Chevrolet	Turtle Top	177,317	OF	OOPA
51588-88	2014	Chevrolet	Turtle Top	177,972	OF	OOPA
51710-10	2015	Ford	Turtle Top	179,217	EMSID	OOPA
51711-11	2015	Ford	Turtle Top	200,357	EMSID	OOPA
51712-12	2015	Ford	Turtle Top	172,841	EMSID	OOPA
51713-13	2015	Ford	Turtle Top	151,621	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	149,978	EMSID	OOPA
51715-15	2015	Ford	Turtle Top	181,981	EMSID	OOPA
52522-16	2016	Ford	Turtle Top	182,163	EMSID	OOPA
52523-17	2016	Ford	Turtle Top	141,683	EMSID	OOPA
52521-19	2016	Ford	Turtle Top	176,354	EMSID	OOPA
52532-18	2016	Ford	Turtle Top	171,047	EMSID	OOPA
52533-20	2016	Ford	Turtle Top	150,696	EMSID	OOPA
53429-21	2019	Ford	Turtle Top	140,032	EMSID	OOPA
53444-22	2019	Ford	Turtle Top	117,288	EMSID	OOPA
53490-23	2019	Ford	Turtle Top	135,409	EMSID	OOPA
53491-24	2019	Ford	Turtle Top	97,618	EMSID	OOPA
53492-25	2019	Ford	Turtle Top	135,373	EMSID	OOPA
53489-26	2019	Ford	Turtle Top	70,363	EMSID	OOPA
54898-27	2019	Ford	Turtle Top	72,815	EMSID	OOPA
55219-28	2020	Ford	Turtle Top	113,792	OF	OOPA
55465-29	2020	Ford	Turtle Top	92,836	EMSID	OOPA
55466-30	2020	Ford	Turtle Top	55,969	EMSID	OOPA
55561-31	2020	Ford	Turtle Top	98,702	EMSID	OOPA
55739-32	2021	Ford	Turtle Top	66,866	F	OOPA
55802-33	2021	Ford	Turtle Top	62,326	F	OOPA
55803-34	2021	Ford	Turtle Top	64,524	F	OOPA
56243-35	2023	Chrysler	Voyager	8,667	F	OOPA
56244-36	2023	Chrysler	Voyager	8,582	F	OOPA

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APPENDIX D: GRIEVANCE PROCEDURES

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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 13th 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)		
<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/Liaison Signature:		Date Completed:

ID #

Revised 6/11/2024



Citrus County Transit
Pasajero/Automovilista/Empleado

Cumplidos, Quejas, Informe de Quejas de la ADA

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

ID #

Revisado el 6/11/2024

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

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

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

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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

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APPENDIX F: FARE STRUCTURE CERTIFICATION

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Citrus Transit Fare Structure**Door-to-door (Demand Response)****Fares - Each Way:**

<u>Public:</u>	\$5.00	All public trips
<u>TD:</u>	\$3.00	Transportation Disadvantaged (TD) regular reduced fare
	\$1.00	Cancer / Dialysis Treatment
	\$1.00	Students (GED classes / Transitions Academy – HCA work)
	\$1.00	Key Training Center Work Program
	\$1.00	Volunteering at a county or non-profit

Free:

Senior Dining Center meal programs

Disabled passenger within $\frac{3}{4}$ mile of the Deviated Fixed Route

(can't charge more than 2 x the Fixed Route rate (which is free))

Escort (must escort the other passenger all the time)

Public & TDFree:

Veterans (VA Hospitals & Clinics – in & out of County)

Children 12 and under

<u>Medicaid:</u>	\$5.00	Must pay public full fare for Medicaid medical appointments (even if they are Transportation Disadvantaged approved).
------------------	--------	--