CITRUS COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)

REGULAR MEETING

Thursday, November 12, 2026, at 9:30 a.m.

MEETING LOCATION: Lecanto Government Building, 3600 W. Sovereign Path, Room 280, Lecanto, FL

AGENDA

A. CALL TO ORDER

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

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

C. REVIEW AND APPROVAL OF MINUTES – SEPTEMBER 10, 2026, LCB REGULAR PUBLIC MEETING

D. ACTION ITEMS

1. Review and Approval of the FY 2027 Annual Update to the Adopted Transportation Disadvantaged Service Plan (TDSP) FY 2023-FY 2027
2. Annual Review and Approval of the LCB Bylaws

E. REPORTS

1. Quarterly Report for July 1 through September 30, 2026, by the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director
2. Key Training Center Quarterly Report for July 1 through September 30, 2026 – Theresa Flick, Programs and Services Director

F. FEATURE PRESENTATION

Deirdre LaBelle, Local Representative for Children at Risk

G. CITIZEN COMMENTS

H. BOARD MEMBER COMMENTS

I. MPO STAFF COMMENTS

J. ADJOURNMENT AND NEXT MEETING – The annual public workshop of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, February 11, 2027, beginning at 9:30 a.m., followed by the LCB regular meeting which will begin no earlier than 9:45 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida.

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

AGENDA ITEM C

REVIEW AND APPROVAL OF MINUTES – SEPTEMBER 10, 2026, LCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Thursday, September 10, 2026, meeting of the Citrus County Transportation Disadvantaged Local Coordinator Board (LCB).

Staff Recommendation: It is recommended the LCB review and approve the Minutes of the September 10, 2026, meeting.

Attachment: Minutes from Thursday, September 10, 2026, Regular Public Meeting

CITRUS COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)

Thursday, September 10, 2026

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting on September 10, 2026, at 9:30 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting was advertised in the Citrus Chronicle newspaper, on the Hernando-Citrus MPO website and the Citrus County website. The agenda was available on the Hernando-Citrus MPO website.

MEMBERS PRESENT

Janet Barek, LCB Chairman, Citrus County Commissioner
Chris Leffert, Florida Department of Transportation, District 7
Elizabeth Alacci, Florida Department of Children and Family Services
Deirdre Barrett LaBelle, Local Representative for Children at Risk
Justina Howarth, Florida Department of Elder Affairs
Glorybee Nunez, Florida Department of Health Care Administration
Elizabeth Watson, Alternate, State of Florida Agency for Persons with Disabilities
Ed Deskovic, Regional Workforce Development Board
Joanne Granger, Transit Services Director, Mass Transit Coordinator, non-voting representative of the CTC

MEMBERS ABSENT

David Douglas, LCB Vice Chairman, Citizen Advocate – Transit User as Primary Means
Stephen Brown, Person with a Disability
Katie Lucas, Local Medical Community Representative

OTHERS PRESENT

Bob Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Theresa Flick, Director, Key Training Center

MEETING CALLED TO ORDER

- Chairman Barek called the meeting to order at 9:30 a.m.
- The Pledge of Allegiance and the introductions of Board, staff, and attendees followed the Moment of Silence.
- A quorum was declared, and the affidavit of publication was read into the record.

APPROVAL/MODIFICATION OF AGENDA

Motion: A motion was made by Ms. Nunez to approve the agenda. The motion was seconded by Ms. Watson and the motion passed 7-0.

REVIEW AND APPROVAL OF MINUTES – MAY 14, 2026, REGULAR PUBLIC MEETING

Motion: A motion was made by Ms. Nunez to approve the May 14, 2026, Minutes of the LCB's Regular Public meeting with a noted correction to Ms. Estes' name. The motion was seconded by Mr. Leffert and the motion passed 7-0.

ACTION ITEMS

1. Annual Expenditure Report (AER) of the Community Transportation Coordinator (CTC)
   Ms. Elwin reviewed the agenda item and the staff recommendation, noting that the AER figures coincide with those presented in the Annual Operating Report (AOR).

   Motion: A motion was made by Ms. Watson to approve the Annual Expenditure Report (AER) for submittal to the Florida Commission for the Transportation Disadvantaged (CTD). The motion was seconded by Ms. LaBelle and the motion passed 7-0.

2. Annual Operating Report (AOR) of the Community Transportation Coordinator (CTC)
   Joanne Granger, Citrus County Transit Director, reported a significant increase in total trips, rising from 31,257 to 40,412. Transportation Disadvantaged (TD) trips accounted for a substantial portion of this growth, increasing from 24,100 to 33,792 over the year. The number of persons with disabilities served also increased, attributed in part to the school transitions program and a growing older adult population. Employment- and educational-related trips rose sharply from 2,728 to 6,374, reflecting some of the most significant increases observed during the year. Additionally, the unduplicated client count increased from 657 to 936. Mileage has increased for door-to-door paratransit; vehicle breakdowns increased; drivers increased by 5 coinciding with vehicles. The Key Training Center's services increased and, therefore, expenses increased. Farebox revenue increased by $10,000 for the overall system, Ms. Granger reported.

   Capital expenditures were higher than the prior year due to the purchase of two transit vans, four replacement buses, and the implementation of new software and radios. Overall, the system has continued to demonstrate steady year-to-year growth.

   Key Training Center trip levels and operating expenses remained relatively stable. Although coordination contract trips for the Key Training Center and APD decreased, Department of Transportation (DOT)-funded trips increased. To meet rising service demands, the number of drivers was increased by five.

   Ms. Elwin noted for the record that no members of the public were present to provide comment on the Annual Operating Report (AOR).

   [It is noted for the record that LCB member, Elizabeth Alacci, representing the Florida Department of Children and Family Services, arrived at the meeting and the vote count will be 8.]

   Motion: A motion was made by Ms. LaBelle to approve the Annual Operating Report (AOR), authorize the Chair's signature thereon, and submittal of the executed AOR to the Commission of the Transportation Disadvantaged (CTD). The motion was seconded by Mr. Deskovic and the motion passed with a vote of 8-0.

REPORTS

Quarterly Report for April 1 through June 30, 2026, by the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director

Ms. Granger reported that from April through June, fixed-route trips remained relatively consistent; however, ridership has increased significantly since school resumed and employment activity rose in July and August. Ambulatory and wheelchair trips remained comparable to the prior quarter, as did the overall number of trips. Transportation Disadvantaged (TD) door-to-door trips totaled 40,412, and fixed-route trips totaled 29,949, resulting in a combined total of 70,361 trips. She noted that the previously reviewed Annual Operating Report (AOR) reflects only paratransit door-to-door services

and does not include any fixed-route data. Passenger trips by purpose included 397 TD trips to Veterans Administration facilities in Tampa, Gainesville, and The Villages.

Key Training Center Quarterly Report for April 1 through June 30, 2026 – Theresa Flick, Key Training Center Programs and Services Director

Ms. Flick reported that the agency's transportation services include adult day training transportation, which utilizes both vans and buses, as well as transportation provided to group homes. All services operate as demand-response, totaling 16,708 trips, of which 2,116 were provided to individuals who use wheelchairs. Most trips were to and from the adult day training program, accounting for 8,521 trips, followed closely by medical trips to doctors and emergency rooms, totaling 7,352.

She noted that online shopping has reduced the number of in-person shopping trips, which totaled 167. Leisure-related transportation remained active, with 501 trips provided. Nutritional-purpose trips, consisting solely of grocery-related travel, also totaled 167. Ms. Granger added that the annual totals are reflected in the Annual Operating Report (AOR).

FEATURE PRESENTATION

Elizabeth Alacci, from the Florida Department of Children and Family Services, explained the role of Adult Protective Services in safeguarding vulnerable adults. She outlined how the Department receives and investigates reports of abuse and how the agency collaborates with other state entities to ensure appropriate services are provided. She referenced CFOP 140-2 (Chapter 3), the Florida Department of Children and Families Operating Procedure that establishes the criteria and processes for reporting and investigating suspected abuse. This procedure authorizes Adult Protective Services to make contact at a residence to investigate allegations involving abuse, neglect, exploitation, or self-neglect of a vulnerable adult. She noted that self-neglect is not a crime, whereas neglect and exploitation are crimes. Adult Protective Services also assesses risk levels and determines an individual's ability to provide informed consent.

To report suspected abuse, individuals may contact the statewide hotline at 1-800-96ABUSE (1-800-962-2873), available 24 hours a day, seven days a week, or submit a report online at www.reportabuse.myflfamilies.com. The Department is only able to respond when a report is logged through the hotline, and only when the alleged neglect or abuse occurs within the State of Florida. The Department does not have authority to investigate incidents occurring in emergency rooms, jails, VA facilities, tribal lands, or military bases.

Chairman Barek confirmed that Deirdre LaBelle, Local Representative for Children at Risk, will deliver the Feature Presentation at the November 12, 2026, Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) meeting.

CITIZEN COMMENTS - There were no citizen comments.

BOARD MEMBER COMMENTS - There were no further comments from the Board.

MPO STAFF COMMENTS

Mr. Esposito shared the following updates:

- MPO staff participated in the Florida Metropolitan Planning Partnership (FMPP) meeting on Wednesday, July 29, 2026, in Orlando.
- Mr. Esposito attended the Metropolitan Planning Organization Advisory Council (MPOAC) meeting on Thursday, July 30, 2026, in Orlando.

- The fully executed Transportation Disadvantaged Planning Grant agreements were received on August 12, 2026, from the Florida Commission for the Transportation Disadvantaged (CTD) and entered into the record at the MPO Board meeting on September 3, 2026, (Citrus Agreement #G3R91 for $26,982 and Hernando Agreement #G3S07 for $28,012).
- Per an email dated August 11, 2026, and following a review with the team, the Florida Turnpike Enterprise (FTE) indicated that the Interchange Study at Suncoast Parkway and Centralia Road in Hernando County is being finalized and is expected to conclude in the third quarter (by September 30, 2026). The FTE team will prepare a presentation for the MPO upon completion.
- The Hernando County Procurement Department exercised the option to extend the General Planning Consultant contracts for Benesch & Associates and Kimley-Horn & Associates for the additional eligible two years. The contracts will now expire in December 2028.
- Work continues advancing small projects, and we are coordinating with FDOT and Hernando County to secure funding for the US 41/Lake Lindsay Road roundabout. Hernando County has indicated it can contribute approximately one million dollars, which would help expedite this much-needed project. Efforts also continue on the list of Citrus County projects.
- The County Line Road Letter of Understanding (LOU) regarding the planned improvements will be presented to the Pasco County Board of County Commissioners on October 22, 2026.

ADJOURNMENT AND NEXT MEETING

The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, November 12, 2026, beginning at 9:30 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting agenda and back-up materials are available online approximately one week before the meeting at: www.hernandocounty.us/hernandocitrusmpo.

Motion: A motion was made by Ms. Alacci to adjourn the meeting. The motion was seconded by Ms. Nunez and the motion passed 8-0.

Chairman Barek adjourned the meeting at 10:19 a.m.

DRAFT

AGENDA ITEM D1

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

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

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

Attachment: Draft Transportation Disadvantaged Service Plan (TDSP) FY 27 Annual Update

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

Citrus County Transit
1300 South Lecanto Highway
Lecanto, Florida 34461

Approved: August 11, 2022
Updated: August 10, 2023
Updated: August 8, 2024
Updated: February 13, 2025
Updated: May 8, 2025
Updated: September 11, 2025
Updated: November 12, 2026

TABLE OF CONTENTS

Local Coordinating Board Membership Certification 1
Community Transportation Coordinator (CTC) 2
Development Plan 4
Introduction to the Service Area 4
Background of the TD Program 4
Commission for the Transportation Disadvantaged 5
Community Transportation Coordinator Designation/ History 5
Designated Official Planning Agency 5
Designation Date / History 6
Organization Chart 7
Consistency Review of Other Plans 8
Local Government Comprehensive Plan(s) 8
Regional Policy Plan(s) 8
Public Participation 9
Service Area Profile / Demographics 9
Land Use 9
Population / Composition 9
Transportation Disadvantaged Population 9
Employment 11
Major Trip Generators/Attractors 12
Transportation Service Characteristics 15
Transportation Alternatives 16
Service Analysis 18
Forecasts of Transportation Disadvantaged Population 18
Existing and Projected Population Characteristics Needs Assessment 19
Age Distribution 20
Citrus County Transportation 2020-2035 Projected Transit Fleet and Facility Needs 22
Citrus County Additional Needs 22
Transportation Plan Impacts on Public Transit 22
Public Transit Plan 23
Orange Line Deviated Fixed Route Information 23
Barriers to Coordination 2625
Goals, Objectives and Strategies 2625
Service Plan / Operations 2928
Acceptable Alternatives 2928

Accessing Services 2928
Education Efforts / Marketing 2928
Emergency Preparedness and Response 2928
Inter-county Services 2928
Public Transit Utilization 2928
School Bus Utilization 3029
Service Standards 3029
Public Transportation Agency Safety Plan 3130
Transportation Operators and Coordination Contractors 3130
Type, hours, and days of service 3231
Vehicle Inventory 3231
First Aid Policy CTD Required 3231
Transit Cancellation/No Show Policy: 3433
Community Transportation Coordinator Monitoring Procedures for Operations and Coordination Contractors 3534
Coordination Contract Evaluation Criteria 3736
Cost / Revenue Allocation and Rate Structure Justification 3837
Service Rates Summary 3837
Quality Assurance 3938
Service Standards 3938
Commission Standards 4039
Community Transportation Coordinator Evaluation Process 4140
Evaluation Process 4140
CTC Evaluation Process 4140
Transportation Disadvantaged Service Plan Update or Amendment Review Checklist . 4342
Development Plan 4342
Introduction of Service Area 4342
Service Area Profile / Demographics 4342
Service Analysis 4342
Service Plan Operations 4342
For Operators and Coordination Contractors 4443
Cost / Revenue Allocation and Rate Structure Justification 4443
Quality Assurance 4443
Community Transportation Coordinator Evaluation Process 4443
Billing requirements to contracted operators 4443

APPENDIX A: RATE MODEL CALCULATION SHEET ..... A
APPENDIX B: APPLICATIONS FOR SERVICES IN ENGLISH & SPANISH ..... B
APPENDIX C: VEHICLE INVENTORY C
APPENDIX D: GRIEVANCE PROCEDURES ..... D
APPENDIX E: PTASP CERTIFICATION ..... E
APPENDIX F: FARE STRUCTURE CERTIFICATION ..... F

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: TO BE SIGNED BY MPO EXECUTIVE DIRECTOR Date: _____

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. Veteran Service Representative	Vacant		
~~9.~~10. Dept. of Transportation	Chris Leffert~~Michelle Sikavitsas~~	~~Chris Leffert~~	N/A
~~10.~~11. Dept. of Children and Families	David Knazur	Elizabeth Alacci	N/A
~~11.~~12. Dept. of Elder Affairs	Casey Ladd	Justina Howarth	N/A
~~12.~~13. Dept. of Vocational Rehabilitation	Vacant	Ashley Harper	N/A
~~13.~~14. Dept. of Health Care Administration	Glorybee Nenuz~~Gisela Ruiz~~	Gisela Ruiz~~Emilio Santiago~~	N/A
~~14.~~15. Regional Workforce	Ed Deskovic~~Debbie Letterman~~	Jerry Flanders	N/A
~~15.~~16. Veteran Services	Vacant (Recruiting)		
~~16.~~17. Private For-Profit Transportation Industry	Vacant (Recruiting)		
~~17.~~18. Local Medical Community	Katie Lucas		N/A
~~18.~~19. FL Agency for Persons with Disabilities	Jeannette Estes	Elizabeth Watson	N/A
~~19.~~20. 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~~ 26 buses and vans with an average of ~~4,500~~ 6,000 trips a month, primarily due to growth ~~(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 the Citrus County Board of County Commissioners ~~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 5307Urbanized 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.

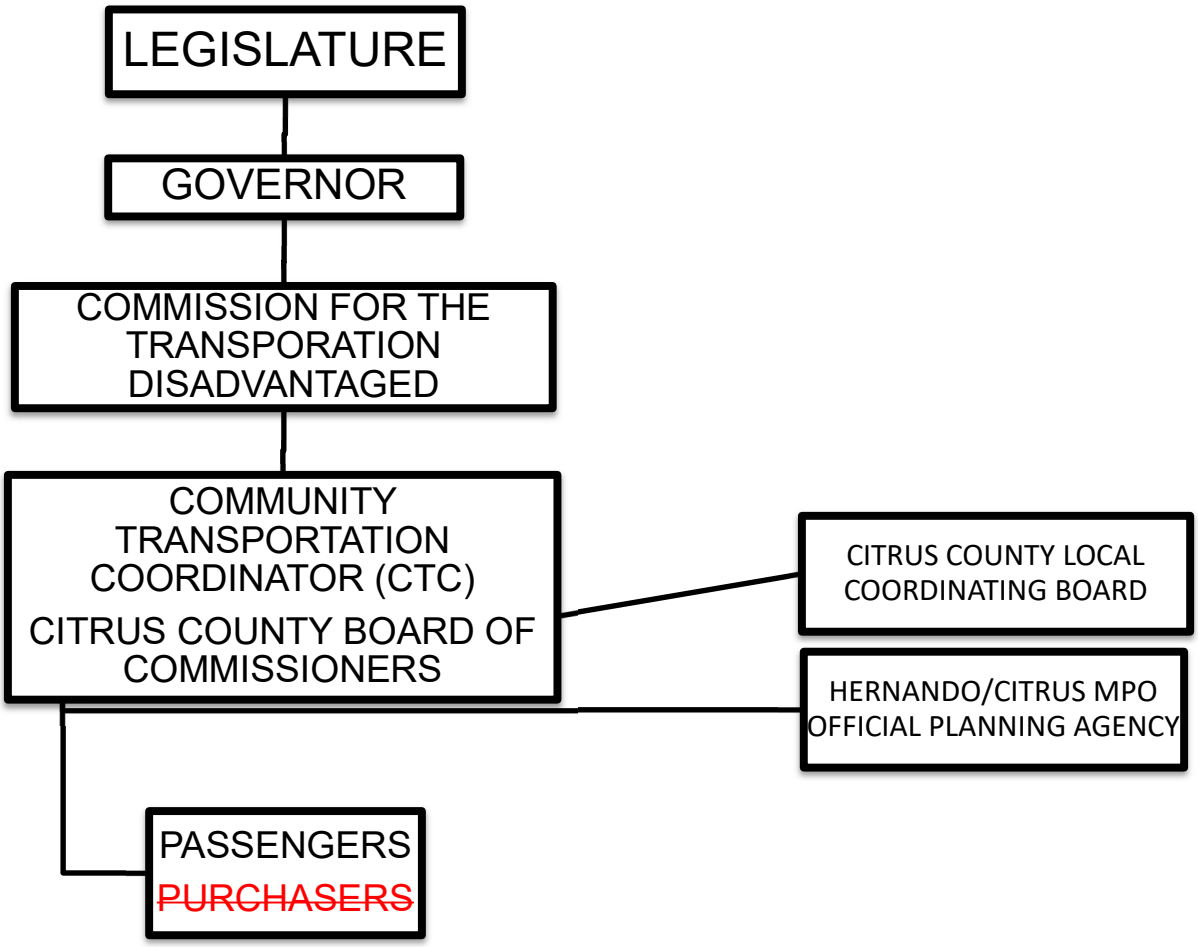
Citrus County Transit was appointed by the Florida Commission for the Transportation Disadvantaged to serve as Citrus County's Community Transportation Coordinator. The Florida Commission for the Transportation Disadvantaged has made grant funds available to support transit planning and the Citrus County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

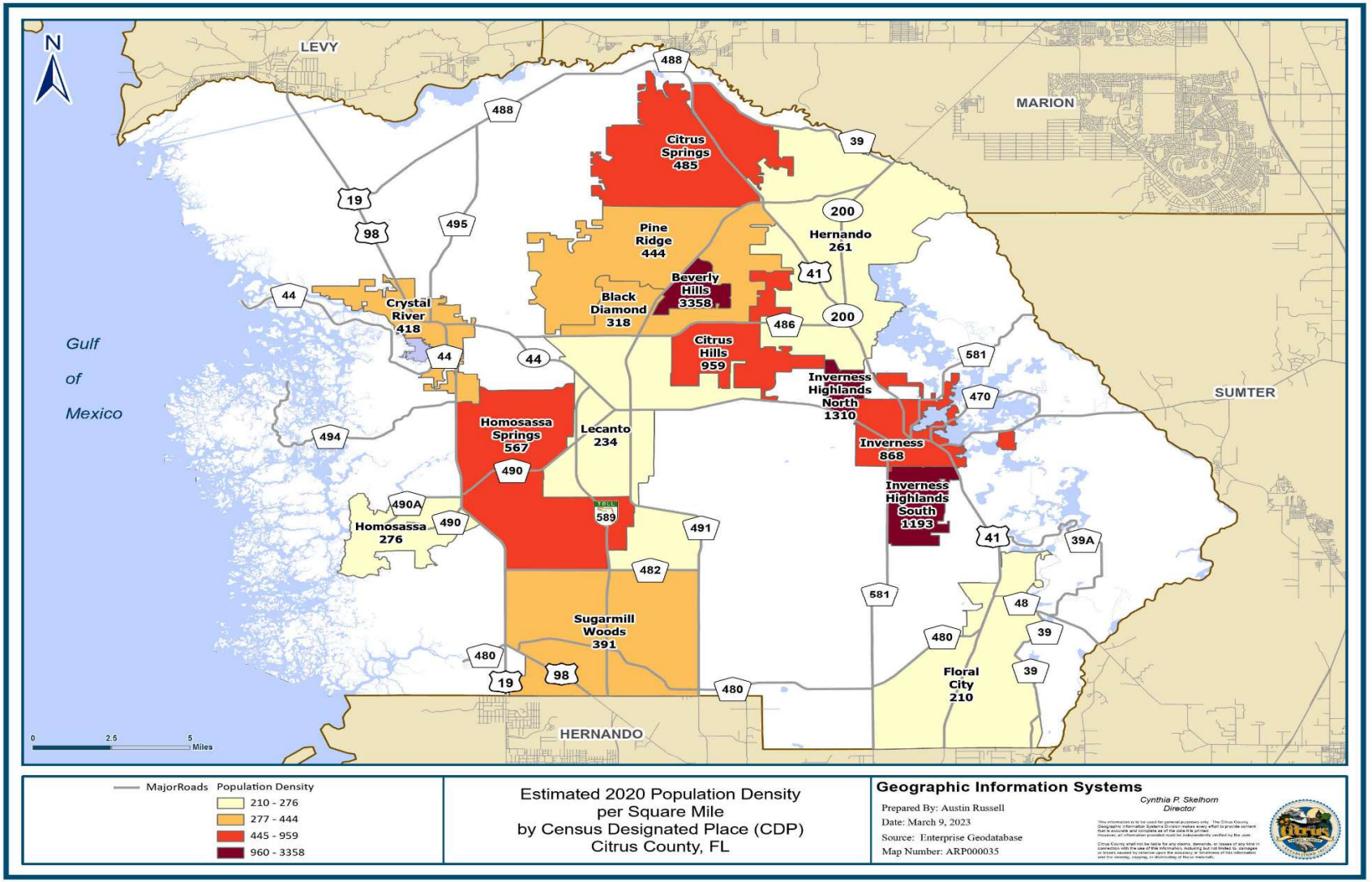
The elderly, age 60 and over, make up the majority of the transportation disadvantaged in Citrus County and the mentally handicapped constitutes a small portion of the people using the CCT system.

Table 2: Potential Transportation Disadvantaged Population in Citrus County by Year, ~~2022-2026~~ 2023-2027

YEAR	POPULATION
~~2022~~	~~78,381~~
2023	79,459
2024	82,163
2025	83,371
2026	85,239
2027	86,387

**Includes Category I and II Transportation Disadvantaged Population (FL Dept of Elderly Affairs) county profiles — ~~2024~~ 2025; 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 the Crystal River 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
21st Century Oncology	Beverly Hills
Abadier, Dr.	Inverness
Access Healthcare - Dr Jose Rodriguez	Inverness
Agbo, Dr. Felix, Ped IM Healthcare	Lecanto
Apache Shores	Hernando
Applebee's	Inverness
Arbor Lakes	Hernando
Arby's	Crystal River
Aspen Dental	Inverness
Avante	Inverness
Back Yard Pools	Inverness
Badcock	Crystal River
Baker Dental, Dr.	Crystal River
Batteries Plus Bulbs	Inverness
BB&T Bank	Crystal River
Bealls Outlet Store	Inverness
Bealls, Citrus Center	Inverness
Belle Villa MHP	Homosassa
Bennett, Dr.	Lecanto
Beverly Hills Cleaners	Lecanto
Big Oaks MHP	Inglis
Blind America	Hernando
Brannen Bank, Highland Square	Inverness
Brannen Bank, West Inverness	Inverness
Brashears	Inverness
Brentwood	Lecanto
Brentwood ALF, Meet at Commons Bldg	Lecanto
Bright Now Dental	Crystal River
Burger King	Crystal River
Burger King, Citrus Hills	Hernando
Calvary Chapel	Inverness
Camp Idlewild	Hernando
CFCC, College of Central FL	Lecanto
Checkers	Inverness
Choung, Dr. Walter	Beverly Hills

STOP LOCATION	LOCALITY
Chronicle, Meadowcrest	Crystal River
Church of God	Crystal River
Citrus Cardiology	Inverness
Citrus Cardiology - Allenrid	Lecanto
Citrus County Transit Office	Lecanto
Citrus Diagnostic Center	Crystal River
Citrus Gastro	Inverness
Citrus Medical Building	Inverness
Citrus Memorial Hospital	Inverness
Citrus Memorial Rehab	Crystal River
Citrus Memorial Wound Care	Inverness
Citrus Pain Clinic	Beverly Hills
Citrus Podiatry	Lecanto
Citrus Primary Care	Beverly Hills
Citrus Regional Surgery	Lecanto
Citrus Springs	Dunnellon
Clam Haven RV Park	Crystal River
CMH Lab	Homosassa
Coast Dental	Inverness
Colonnade Park Apartments	Inverness
Comprehensive Retina Consultants	Inverness
Connections Bldg / Old Family Resource	Hernando
Countryside Animal Clinic	Beverly Hills
Courthouse (new)	Inverness
Courtyard Apartments	Crystal River
Crump's Landing	Homosassa
Crystal Gem Manor ALF	Crystal River
Crystal Oaks	Lecanto
Crystal Palms Apartments	Crystal River
Crystal River Dialysis	Crystal River
CUB (Citrus United Basket)	Inverness
CVS, Hernando / Citrus Hills	Hernando
CVS, Inverness	Inverness
Daystar	Crystal River
DeGraw, Dr.	Crystal River
Delacruz, Dr., FL Cancer Specialists	Inverness

STOP LOCATION	LOCALITY
Denny's	Crystal River
Dialysis, Inverness/Publix P	Inverness
Diamond Nails & Spa	Beverly Hills
Dickert, Dr., Meadowcrest Family Practice	Crystal River
Dollar General by Mr. B's Car Wash	Crystal River
Dollar General, Beverly Hills	Beverly Hills
Dollar General, Homosassa	Homosassa
Dollar Tree, Beverly Hills	Beverly Hills
Dollar Tree, Citrus Center	Inverness
Driver's License Office	Crystal River
Driver's License Office	Inverness
Elyaman, Dr. Mostafa	Crystal River
Elyaman, Dr. Mostafa / Family Practice Associates	Inverness
Envision Eye Spec	Crystal River
Family Dollar, Crystal River	Crystal River
Family Life Care Inc	Inverness
Family Resource Center / New Location	Hernando
Farmers Home Furniture	Homosassa
First Baptist Church	Crystal River
Florida Cancer Specialists	Lecanto
Florida Cancer Specialists	Inverness
Florida Family Health Medical Center	Homosassa
Florida Orthopedic Institute	Tampa
Forest Lake North	Hernando
Forest Ridge Sr Residences	Hernando
Forest Ridge Village	Hernando
Forestview MHP	Homosassa
Friends of Citrus Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Lecanto
Friends of Citrus, Herry's Thrift & Gift Shoppe, Old Hospice Thrift	Homosassa
Gandhi, Dr.	Lecanto
Gastro Assoc.	Crystal River
Gelinas, William	Crystal River
Genesis Women's Center	Inverness
Gonzalez-Ortiz, Dr. E. / Access Healthcare	Crystal River
Goodwill Store	Crystal River
Grace Clinic of Homosassa	Homosassa
Green Acres	Homosassa
Gurnani, Dr., Psychiatry, Nature Coast Aquatic Rehab	Inverness
Habitat for Humanity	Inverness
Hasan, Dr., Citrus Primary Care	Beverly Hills
Helping Hand Thrift /Lady of	Inverness
Hernando Senior Center/ Old CCFRC	Hernando
Hickory Hollow	Inverness
Hidden River VA Clinic	Tampa
Hitchcock's Markets	Homosassa
Hobby Lobby	Lecanto
Home Depot	Crystal River
Humanitarians of Florida	Lecanto
Humanitarians Thrift Store	Crystal River
Hunter's Spring MHP	Crystal River
IMPACT Counseling	Beverly Hills
Inverness Club	Inverness
Inverness Medical Imaging	Inverness
JM Plumbing Services	Inverness
Johnny Cakes & Steaks Homestyle Restaurant	Inverness
Key Center - Orvis Building	Crystal River
Key Facility	Lecanto
Key Thrift Store, Inverness	Inverness
Key Thrift US Hwy 19	Lecanto
Knights of Columbus	Lecanto
Krishnan, Dr.	Beverly Hills
Lakeside Village	Beverly Hills
Langley Dental	Inverness
Launderland	Inverness
LEC Senior Center CD 1st Left 1st door CD	Lecanto
Lecanto Hills MHP	Lecanto
Lewis, Dr., Bev Hills Dental	Beverly Hills
Library, Beverly Hills	Beverly Hills
Library, Crystal River	Crystal River
Library, Inverness	Inverness
LifeStream Behavioral Center	Crystal River
Liu, Dr. Blessilda	Hernando
Lowes	Inverness
Marina Del Rey	Beverly Hills
Masonic Business Center	Inverness
Matysik, Dr.	Inverness
Meadowcrest Family Practice	Crystal River
Meena, Dr. Nathan	Inverness
Montgomery, Dr.	Inverness
Moss Oak MHP Lot 33	Inverness
Nature Coast Dentistry	Beverly Hills
Oak Park of SMW	Homosassa
Ollies Bargain Outlet	Homosassa
Oncology Institute	Lecanto
Optimart, Citrus Center	Inverness
P.E.T. Services of FL	Beverly Hills
Panera Bread / Publix Plaza, Inv	Inverness
Parikh, Dr. B., Neurology	Crystal River
Parikh, Dr. S., Psychiatry	Crystal River
Pasupaletti, Dr., Citrus Cardiology	Inverness
Patel, Dr. B.	Beverly Hills
Patel, Dr. B.	Inverness

STOP LOCATION	LOCALITY
Patel, Dr. Toralben, Cardiology	Lecanto
Ped IM Healthcare	Lecanto
Peterson, Dr.	Homosassa
Pine Ridge	Beverly Hills
Planet Fitness	Inverness
Post Office, Floral City	Floral City
Post Office, Inverness	Inverness
Potu, Dr. Ranganatha	Crystal River
Pritchyk, Dr.	Crystal River
Publix, Citrus Hills	Hernando
Publix, Homosassa	Homosassa
Publix, Hwy 44	Crystal River
Publix, Inverness	Inverness
Publix, Sugarmill Woods	Homosassa
Quest Diagnostics, Park Plaza	Beverly Hills
Quick Kash	Inverness
RaceTrac, US 19	Crystal River
Rehab Partners Therapy	Inverness
Rena's Hair Design HSQ	Inverness
Ridgeview Apartments	Crystal River
River Reach Apartments	Crystal River
Ryan Markland Sign & Lighting	Inverness
Salon Suites	Inverness
Salvation Army Probation	Lecanto
Savage, Dr. Ken, Nature Coast Health	Crystal River
Savage, Olga, Dr. Florida Family Health Medical Center	Homosassa
Save A Lot, Inverness	Inverness
Save A Lot, Kings Bay Plaza	Crystal River
Sharma Institute of Pain	Inverness
Smiles on Citrus, Dr. Jennifer Lee, Dentist	Crystal River
SMW	Homosassa
St. Margarets Church	Inverness
St. Martin, Dr. Dacelin	Lecanto
Starbucks	Lecanto
Stanley, Dr. Beena	Inverness
State Probation, Regional Plaza	Inverness
Sugar Mill Diagnostic Imaging	Homosassa
Sumter Electric	Inverness
Suncoast Primary Care Specialists	Lecanto
Suncoast Primary Care Specialists	Inverness
Suncoast Primary Care Specialists	Citrus Springs
Suncoast Dermatology	Lecanto
Suncoast Schools Credit Union	Inverness
SunTrust Bank, Beverly Hills	Beverly Hills
SunTrust Bank, Citrus Hills	Hernando
SunTrust Bank, Inverness	Inverness
Tambrini, Dr., Access Healthcare	Homosassa
Tara Food Mart	Homosassa
Target	Lecanto
The Commons	Homosassa
The Crab Plant	Crystal River
The Mission - Women's Location	Crystal River
The Sanctuary	Homosassa
Thunderbird MHP	Crystal River
Tim's Barber Room	Inverness
TJ Maxx Citrus Center	Inverness
TLC Rehab	Inverness
VA Tampa Hospital	Tampa
Value Dental Care	Crystal River
Veteran's / Mission Men's Shelter	Inverness
Veteran's Clinic	Lecanto
Veterans Dermatology Clinic, GVL	Dunnellon
Veteran's Hospital, Gainesville	Dunnellon
Veterans OP Clinic	Villages
Veteran's Optometry Clinic, GVL	Dunnellon
VFW, Citrus Springs	Dunnellon
VFW, Hernando	Hernando
Villacastin, Dr. Alex T.	Lecanto
Villacastin, Dr. Alex T.	Inverness
Villacastin, Dr. Alex T.	Citrus Springs
Walgreens, Crystal River	Crystal River
Walgreens, Homosassa	Homosassa
Walgreens, Inverness	Inverness
Walgreens SMW	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Homosassa	Homosassa
Walmart, Lecanto	Lecanto
Walmart Supercenter	Inverness
Ward, Dr. Chris (eye)	Homosassa
Washington Square Apts	Inverness
Wells Fargo Bank, Inverness	Inverness
Wendy's, Homosassa	Homosassa
Wendy's, Lecanto	Lecanto
West Citrus Government Center	Crystal River
West Citrus Senior Center, CD	Homosassa
West Coast Eye Institute	Lecanto
Will Construction	Homosassa
Wilson, Dr. Carlene	Crystal River
Winn Dixie, Homosassa	Homosassa
Winn Dixie, Sweetbay	Inverness
Winn Dixie, Highland Square	Inverness
Winn Dixie, Park Plaza	Beverly Hills
Winn Dixie, Shopping Center	Crystal River
Withlacoochee Technical College	Inverness
World Fusion	Lecanto
YMCA	Lecanto

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 Monday – Friday 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.~~ Door to door service is available Monday – Friday 6:00 a.m to 6:00 p.m, with drivers pulling out as early as 5:45 a.m and returning to garage by 6:00 p.m. 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~~ 34) 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, with additional rates in attached Appendix F.

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 ~~Table 5: Revenues and Operating Expenses by Measure and Year Citrus County, Florida 2020-2024~~ 2021-2025.

Table 5: Revenues and Operating Expenses by Measure and Year
Citrus County, Florida ~~2020-2024~~ 2021-2025

Measure	~~2020~~	2021	2022	2023	2024	2025
Riders	~~87,779~~	84,157	91,403	88,544	98,791	101,419
Expenses	~~$1,831,851~~	$2,556,007	$2,368,845	$2,569,994	$3,032,405	$3,247,523
Revenues	~~$1,665,025~~	$2,456,427	$2,272,851	$2,160,759	$2,781,144	$3,055,811
Vehicle Miles	~~490,345~~	523,650	526,307	614,471	649,150	788,569

**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~~2025, local funding accounted for approximately ~~7.5%~~ 20.7% of the operating expense of CCT, primarily due to the end ~~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 by reducing the local match from 50% to 25%.
- **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.~~ Farebox revenue is used to reduce the gross expenditures, thereby reducing the amount of local match required to the grants.

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~~ 171,666 in ~~2024~~2025, an approximate ~~9.6%~~ 11.5% increase. Historical and projected population information for the County is shown in Table 6: Historical and Projected Population by Year Citrus County, Florida ~~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~~ 171,666	~~8.16~~11.5
2030	~~175,400~~178,300	~~5.40~~3.86
2035	~~182,400~~186,000	~~3.99~~4.31
2040	~~187,800~~192,500	~~2.96~~3.49
2045	~~192,300~~197,700	~~2.40~~2.70
2050	~~196,500~~202,100	~~2.18~~2.22

**Source: US Census Bureau and the University of Florida, Bureau of Economic and Business Research ~~2024~~2025 projections medium level.*

Table 7: Historical Para Transit Ridership and Percent Change by Year Citrus County, Florida ~~2020-2024~~2020-2025
(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%
2025	34,214	2,851	19%

**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%	142920	92.90%	12,595	8.81%
Black or African American alone	4,586	3.10%	4923	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%	2615	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%	2615	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

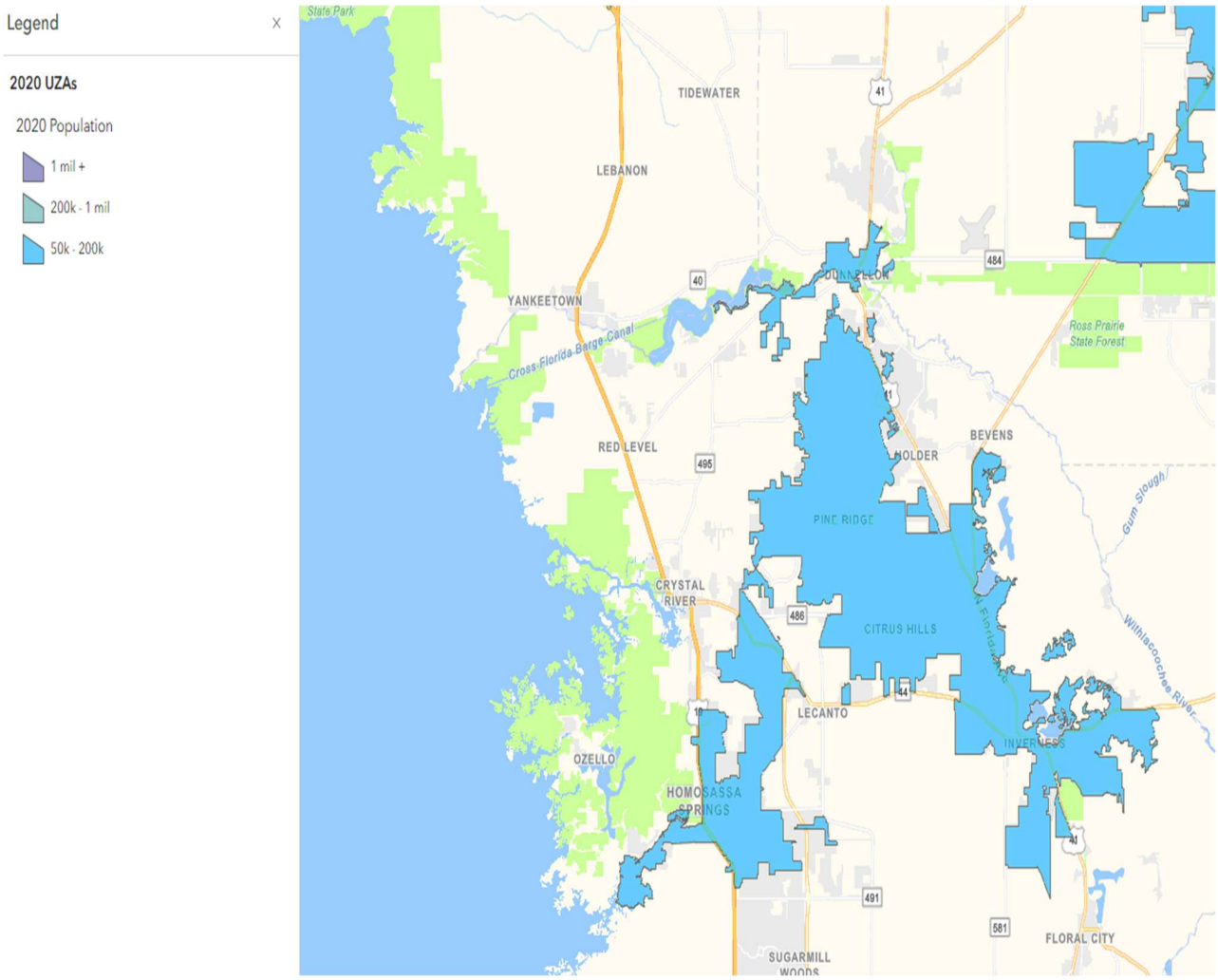
Citrus County is considered one of the three counties with the largest percentage of older population per capita in the Nation. Approximately 54% of the county's population is currently 55 years and older and the percentage of elderly population is expected to remain 54% through 2030 to 53% into 2045. 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, ~~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~~ 2026 ~~Projected~~	~~6,000~~ 6,142	27
2030 Projected	8,200	~~29~~30
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

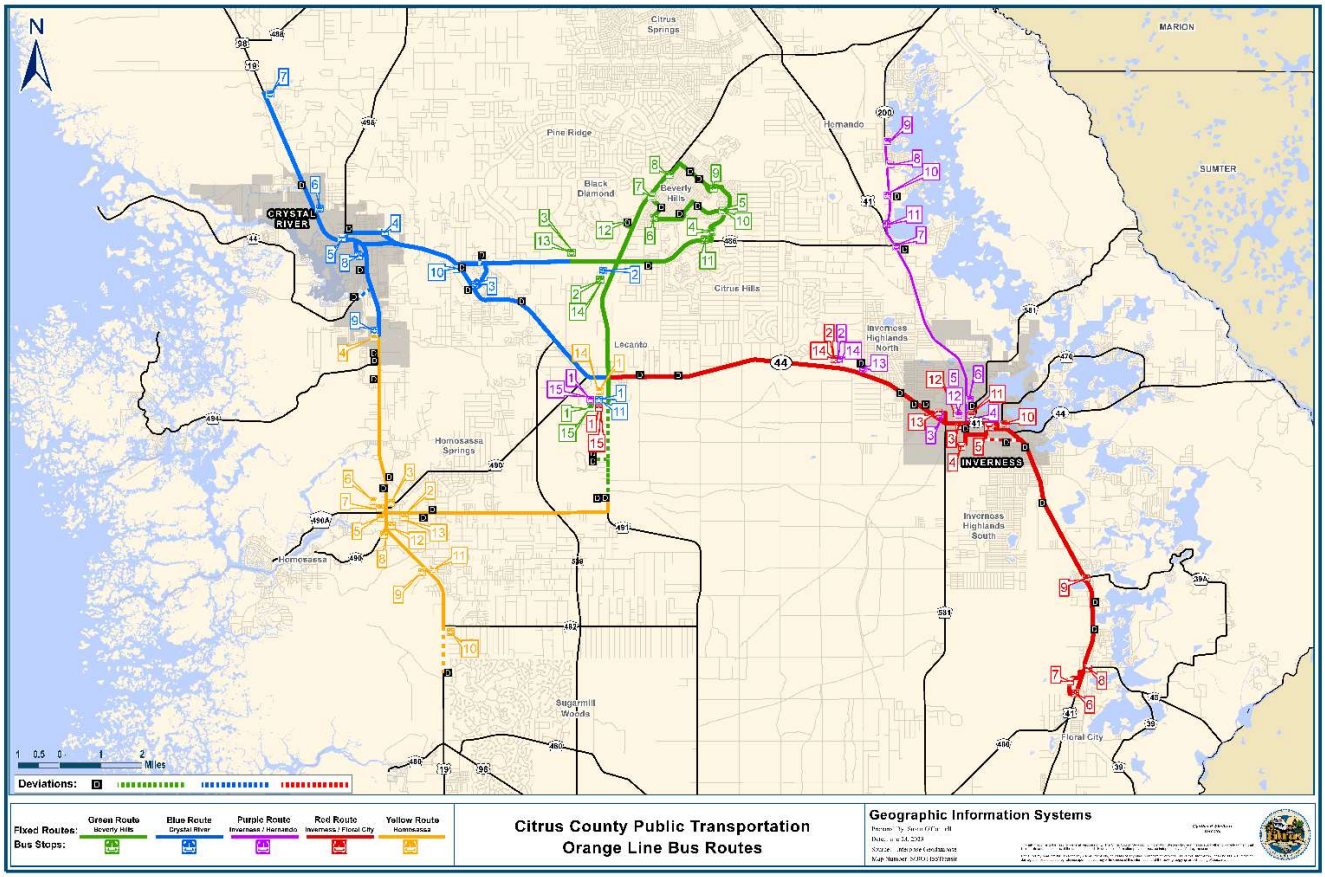
The population and population density of Citrus County has allowed CCT to develop a successful deviated fixed- route transit service. The public transit plan proposes the continued operation of the existing demand-response para transit service and expanding service geographic reach, increasing service 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~~Walmart-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 ¾-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.	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.	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. Same day trips may be taken if there are openings in the schedule. 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. Additional fares are listed in Appendix F. 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, if applicable, 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 stabling assistance. They cannot provide weighted support.

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

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

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

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

Transport of Escorts and Dependent Children Policy:
Children 12 and under traveling with CCT must be accompanied by an adult escort. Children 12 and under ride free.

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

Use, Responsibility, and Cost of Child Restraint Devices:
Child restraint devices are not required on CCT's Public bus service. However, if used, it is the responsibility of the parent to secure such devices.

Vehicle transfer points (CTD required):
Local Toll-Free Telephone Number: 1-800-983-2435
CCT maintains a local toll-free phone number to the Commission for the Transportation Disadvantaged. This number is included in complaint procedures/policies and CCT publications. Citrus County Transit located at 1300 South Lecanto Highway, Lecanto, Florida, 34461 is the only vehicle transfer point used by CCT.

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

Public Transportation Agency Safety Plan

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

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. Same day trips may be taken if there are openings in the schedule. 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, if applicable, 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.

Drop Off Window
Passengers traveling with CCT may opt to choose a specified time for drop off. Passengers will have a 30-minute pick up window and a 30-minute drop off window.

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~~ 6:00 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~~ 2025/2026 as detailed in the CTC Rate Calculation.

- Ambulatory: $~~22.93~~20.82
- Wheelchair: $~~39.31~~35.69

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, if applicable, within 25 business days of receiving a final, correct invoice.

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

Drug and Alcohol Policy
Citrus County Transit will comply with all FTA requirements.

Local Toll-Free Telephone Number 1 800-983-2435
CCT maintains a local toll-free phone number to the Commission for the Transportation Disadvantaged. This number is included in complaint procedures/policies and is included in CCT publications.

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

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

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

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

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

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

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

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

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

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

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

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

Commission Standards

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

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

Advance Reservation Requirement
Reservations can be made up to 14 days in advance and no later than noon two (2) business days prior to the date transportation is needed. Same day trips may be taken if scheduling is available. 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, if applicable, 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.

Drop Off Window
Passengers traveling with CCT may opt to choose a specified time for drop off. Passengers will have a 30-minute pick up window and a 30-minute drop off window.

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

Road Calls
There should be no less than 10,000 miles between road calls in a 1-year period for CCT.
Service Effectiveness
Service effectiveness is determined by Performance Measures as monitored by the Local Coordinating Board's evaluation of CTC.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION PROCESS

Evaluation Process

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

CTC Evaluation Process

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

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

TRANSPORTATION DISADVANTAGED SERVICE PLAN UPDATE OR AMENDMENT REVIEW CHECKLIST

CTC:	
Date of plan:	
Date reviewed and approved:	
Reviewed by:	

_____ AMENDMENT _____ UPDATE (required annually)

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

Local coordinating board membership certification:	
Roll call voting sheet:	

DEVELOPMENT PLAN

Introduction of Service Area

Background of TD Program:	
Community Transportation Coordinator Designation Date / History:	
Organizational Chart:	
Consistency Review of Other Plans:	
Public Participation:	

Service Area Profile / Demographics

Land Use:	
Population / Composition:	
Employment:	
Major Trip Generators/ Attractors:	
Inventory of Available Transportation Services:	

Service Analysis

Forecasts of Transportation Disadvantaged Population:	
Forecasts of Transportation Disadvantaged Population:	
Barriers to Coordinator:	
Goals, Objectives and Strategies:	
Implementation Schedule:	

Service Plan Operations

Types, Hours and Days of Service:	
Accessing Services:	

Transportation Operators and Coordination Contractors:	
Public Transit Utilization:	
School Bus Utilization:	
Vehicle Inventory:	
System Safety Program Plan Certification:	
Inter-county Services:	
Emergency Preparedness and Response:	
Education Efforts / Marketing:	
Acceptable Alternatives:	
Service Standards:	
Local Complaint and Grievance Procedure / Process:	
Community Transportation Coordinator Monitoring Procedures:	

For Operators and Coordination Contractors

Coordination Contract Evaluation Criteria:

Cost / Revenue Allocation and Rate Structure Justification

Service Rates Summary:	
Rate Model Worksheets:	

QUALITY ASSURANCE

Community Transportation Coordinator Evaluation Process

Service Standards	
Drug and alcohol policy	
Escorts and children	
Child restraints	
Rider property	
Vehicle transfer points	
Local toll-free phone number for consumer comment	
Out of service area trips	
Vehicle cleanliness	

Billing requirements to contracted operators

Rider / trip data	
Adequate seating	
Driver identification	
Passenger assistance	

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

APPENDIX A: RATE MODEL CALCULATION SHEET

Preliminary Information Worksheet

Version 1.4

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

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (•) 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 **2024** to Sept 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2025** to Sept 30th of **2026**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2026** to Sept 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox	$ 52,991	$ 55,000	$ 58,000	3.8%	5.5%	
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	$ 445,268	$ 491,951	$ 500,250	10.5%	1.7%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services		$ 45,000	$ 45,000		0.0%	
Other Cash	$ 15,385	$ 17,000	$ 17,000	10.5%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 592,703	$ 665,000	$ 667,000	12.2%	0.3%	Utilizing our full allocation for Transportation Disadvantaged, due to an increase in TD clients served.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	$ 520,154	$ 720,000	$ 775,000	38.4%	7.6%	The increase in 5311 is due to not receiving our allocation in FY2025 the increase in all is due to the expansion in service.
49 USC 5310						
49 USC 5311 (Operating)	$ 177,733	$ 480,000	$ 520,000	170.1%	8.3%	
49 USC 5311(Capital)						
Block Grant	$ 348,944	$ 600,000	$ 647,500	71.9%	7.9%	
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 **2024** to Sept 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from Oct 1st of **2025** to Sept 30th of **2026**	Upcoming Year's **PROPOSED** Budget from Oct 1st of **2026** to Sept 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
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	$ 288,282	$ 1,192,127	$ 520,000	313.5%	-56.4%	Receiving 4 replacement busses and 5 expansion transit vans.
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			
Total Revenues =	**$2,441,460**	**$4,266,078**	**$3,749,750**	**74.7%**	**-12.1%**	

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

Operating Expenditures						
Labor	$ 1,109,161	$ 1,429,680	$ 1,500,000	28.9%	4.9%	Increase in service and staff. Coverage for sick/leave. Increase in vehicle maintenance due to signifigant amount of buses over their useful life.
Fringe Benefits	$ 451,516	$ 701,850	$ 740,000	55.4%	5.4%	
Services	$ 133,371	$ 206,281	$ 220,000	54.7%	6.7%	
Materials and Supplies	$ 435,363	$ 666,894	$ 700,000	53.2%	5.0%	
Utilities	$ 14,069	$ 14,147	$ 14,250	0.6%	0.7%	
Casualty and Liability	$ 3,530	$ 3,600	$ 3,800	2.0%	5.6%	
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
Miscellaneous	$ 6,168	$ 6,500	$ 6,700	5.4%	3.1%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	$ -	$ 45,000	$ 45,000		0.0%	
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	$ 288,282	$ 1,192,127	$ 520,000	313.5%	-56.4%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	($0)					
Total Expenditures =	**$2,441,460**	**$4,266,078**	**$3,749,750**	74.7%	-12.1%	

See NOTES Below.

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

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: **Citrus County Transit**

County: **Citrus County**

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

	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2026** to Sept 30th of **2027**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	**2**	**3**	**4**	**5**	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 58,000		$ 58,000		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 500,250		$ 500,250		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ 45,000	$ -	$ 45,000		
Other Cash	$ 17,000		$ 17,000		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 667,000	$ 667,000	$ -	$ -	$ 74,111
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ 775,000	$ -	$ 775,000		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 520,000		$ 520,000		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ 647,500	$ -	$ 647,500		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells

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

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

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

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

GOLD cells

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

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*

1	Upcoming Year's **BUDGETED** Revenues from Oct 1st of **2026** to Sept 30th of **2027** 2	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues? 3	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base 4	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? 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	$ 520,000		$ 520,000	
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 =	**$ 3,749,750**	**$ 667,000**	**$ 3,082,750**	**$ -**

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	$ 1,500,000
Fringe Benefits	$ 740,000
Services	$ 220,000
Materials and Supplies	$ 700,000
Utilities	$ 14,250
Casualty and Liability	$ 3,800
Taxes	$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ -
Other	$ -
Miscellaneous	$ 6,700
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ 45,000
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ 520,000
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 3,749,750**
minus **EXCLUDED** Subsidy Revenue =	$ 3,082,750
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 667,000
Rate Base Adjustment[1] =	
Adjusted Expenditures Included in Rate Base =	**$ 667,000**

$ 3,082,750

Amount of Budgeted Operating Rate Subsidy Revenue

$

[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 exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2024 - 2025**

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 =	296,424
Rate Per Passenger Mile =	**$ 2.25**
Total Projected **Passenger** Trips =	30,496
Rate Per Passenger Trip =	**$ 21.87**

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length = 9.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	**$ 12.65**
Rate Per Passenger Trip =	**$ 122.96**

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

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

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

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

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **Citrus County T** Version 1.4
County: **Citrus County**

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

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) 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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) 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?.....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) 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:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Citrus County T Version 1.4
County: Citrus County

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... Yes / No (No) — Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... Pass. Trip / Pass. Mile — Leave Blank
   per passenger mile?.....

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

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

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — Do NOT Complete Section IV

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

SECTION V: Rate Calculations for Mulitple Services:

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

RATES FOR FY: 2026 - 2027

		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	296,424 =	273,728 +	22,696 +		+ 0	
Rate per Passenger Mile =		$2.13	$3.66	$0.00	$0.00 per passenger	$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	30,496 =	28,332 +	2,164 +		+	
Rate per Passenger Trip =		$20.82	$35.69	$0.00	$0.00 per passenger	$0.00 per group

2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.13	$3.66	$0.00	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$11.99	$20.56	$0.00	$0.00 per passenger	$0.00 per group
Rate per Passenger Trip =	$117.03	$200.62	$0.00	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data

APPENDIX B: APPLICATIONS FOR SERVICES IN ENGLISH & SPANISH

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

Application for Transportation Disadvantaged

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

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

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

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

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

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

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

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

_____

Applicant Signature *Date:*

APPROVAL ***DENIAL*** ***REASON FOR DENIAL***

_____ _____

Employee Signature Date: Supervisor Signature Date:

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

Solicitud para transporte desfavorecido

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

Complete la siguiente solicitud para recibir una tarifa reducida en el servicio puerta a puerta y / o recibir un pase de autobús gratuitio 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 discapacitades.

Nombre del solicitante:	Teléfono:
Domicilio:	
Dirección postal (si es diferente):	
Número de Medicaid (si corresponde):	Edad: DOB:
Deshabilitado (VA / SS): Sí _____No_____	Por debajo de los ingresos: Sí _____No _____
Tipo de dispositivo de movilidad:	Todos los dispositivos deben tener frenos / reposapiés

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

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

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

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

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

_____

Firma del solicitante : Fecha

APROBACIÓN DENEGACIÓN ***MOTIVO DE DENEGACIÓN***

_____ _____

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

TD LCB Approved 05/8/25

APPENDIX C: VEHICLE INVENTORY

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

As per TAM plan 9/30/2026 (to standardize vehicle inventory reporting)

Vehicle "Name"	Year	Make	Model	Mileage	Funding Source	Ownership Code
51713-13	2015	Ford	Turtle Top	167,884	EMSID	OOPA
51714-14	2015	Ford	Turtle Top	194,196	EMSID	OOPA
52523-17	2016	Ford	Turtle Top	191,835	EMSID	OOPA
52521-19	2016	Ford	Turtle Top	176,354	EMSID	OOPA
52533-20	2016	Ford	Turtle Top	195,315	EMSID	OOPA
53429-21	2019	Ford	Turtle Top	198,841	EMSID	OOPA
53444-22	2019	Ford	Turtle Top	195,605	EMSID	OOPA
53490-23	2019	Ford	Turtle Top	207,524	EMSID	OOPA
53491-24	2019	Ford	Turtle Top	156,280	EMSID	OOPA
53492-25	2019	Ford	Turtle Top	200,192	EMSID	OOPA
53489-26	2019	Ford	Turtle Top	113,118	EMSID	OOPA
54898-27	2019	Ford	Turtle Top	132,271	EMSID	OOPA
55219-28	2020	Ford	Turtle Top	189,280	OF	OOPA
55465-29	2020	Ford	Turtle Top	159,554	EMSID	OOPA
55466-30	2020	Ford	Turtle Top	119,127	EMSID	OOPA
55561-31	2020	Ford	Turtle Top	163,670	EMSID	OOPA
55739-32	2021	Ford	Turtle Top	133,014	F	OOPA
55802-33	2021	Ford	Turtle Top	134,887	F	OOPA
55803-34	2021	Ford	Turtle Top	159,564	F	OOPA
56243-35	2023	Chrysler	Voyager	47,895	F	OOPA
56244-36	2023	Chrysler	Voyager	54,750	F	OOPA
56573-37	2025	Ford	Turtle Top	43,507	F	OOPA
56643-38	2025	Ford	Turtle Top	50,714	F	OOPA
56947-39	2026	Ford	Turtle Top	12,278	F	OOPA
56948-40	2026	Ford	Turtle Top	21,471	F	OOPA
56963-41	2026	Ford	Turtle Top	15,914	F	OOPA
56964-2601	2026	Ford	Turtle Top	19,496	F	OOPA
56966-2602	2026	Ford	Turtle Top	13,901	F	OOPA
56967-2603	2026	Ford	Turtle Top	9,988	F	OOPA
56968-42	2026	Ford	Turtle Top	14,396	F	OOPA
56997-43	2026	Premiere	Van	9,072	F	OOPA
56998-44	2026	Premiere	Van	7,326	F	OOPA
57009-45	2026	Premiere	Van	1,288	F	OOPA
57016-46	2026	Premiere	Van	811	F	OOPA
57029-47	2026	Premiere	Van	0	F	OOPA
57050-2701	2027	Ford	Turtle Top	0	F	OOPA

APPENDIX D: GRIEVANCE PROCEDURES



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR CITRUS COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025
Reviewed: February 12, 2026

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 13h day of February 2025.

Janet Barek, Chair
Citrus County Local Coordinating Board

Dated: 02/13/25

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY Victoria Anderson
MPO Attorney

Reviewed and adopted with no changes in regular session the 12th day of February 2026.

Janet Barek, Chair
Citrus County Local Coordinating Board

Dated: 02/12/26

COMPLAINT AND GRIEVANCE PROCESS

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

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

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

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

1. Service Complaint- service complaints/adverse incidents may occur during service provided to Transportation Disadvantaged users including those persons with disabilities, and are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints/adverse incidents are to be reported on a "Compliment, Hazard Complaint, and ADA Complaint Report" form available at the Transit Agency office, from a bus operator, or via the website at www.citrusbocc.com within two business days of the incident to the Citrus County Transit office at 1300 S. Lecanto Highway, Lecanto, FL 34461.

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

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

   1. Late trips (late pick-up outside the hour pickup window)
   2. No-show by transit operator
   3. Client behavior
   4. Driver behavior
   5. Service denial to client
   6. Passenger discomfort

   a) The Transit Director, Transit Supervisors and Driver Trainer (Safety Officer) shall serve as the Adverse Incident Manager responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, and closing the investigation. The investigation may include review of any available video, recordings, or photographs to establish facts surrounding a reported adverse incident and may call upon any eyewitnesses. Identification of any causal and contributing factors that led to the adverse incident will be documented in the investigation report.

b) The Adverse Incident Manager will properly document actions taken by the provider's personnel involved in the adverse incident including corrective actions with timelines, if applicable. The Adverse Incident Manager will identify and document mitigations taken to eliminate factors that contributed or may have caused the adverse incident. Open investigations will be monitored every two weeks to allow for resolution and closure. The CTC will implement necessary written internal procedures to process, monitor, and resolve service/adverse service complaints including training and expectations of personnel.

c) For adverse incidents that involve Persons with Disabilities, the Commission for Transportation Disadvantaged's form "Adverse Incident Report Form Related to a Paratransit Service Provided to a Person with Disabilities" as attached must be completed by the Transit Director and reported on the last day of the month following the end of a quarter. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

d) If an adverse service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be submitted as a formal grievance to the CTC.

2. Formal Grievance- a formal grievance is a written complaint to document an unresolved service complaint or an investigated and documented adverse incident in the operation or administration of TD (Transportation Disadvantaged), services by the CTC, Designated Official Planning Agency (DOPA), or LCB.
Formal Grievances may include but are not limited to:

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

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

1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
2. All formal grievances must contain the following:

1. A copy of the completed Compliment, Hazard Complaint and ADA Complaint Report including any support documents.
2. A statement of the grounds for the formal grievance with supporting documentation made in a clear and concise manner.
3. An explanation of the relief desired by the complainant.

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

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

E. Additional service information may be found in the Transportation Disadvantaged Service Plan (TDSP).

Contacting the Ombudsman or Other Processes

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

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

Citrus County Transit

Passenger/Motorist/Employee

Compliment, Hazard Complaint and ADA Complaint Report

Name:	Date:	Time:
Location or Route:		Phone #
Driver:		Bus #:
Received By	Referred To:	Call Time:

Category (Check one or more)

	_____Compliment	**_____Complaint**
_____Passenger	_____Motorist	_____Service Request
_____Employee	_____Mechanical	_____Safety
_____Late	_____ADA Accessibility	_____Pass Up
_____Early	_____Other	_____Bus Stop

Description of Event:

Explanation of Event :

Signature: Date:

Action Taken By Management:

Supervisor or Directors Signature: Date Completed:

Chief Safety Officer/Liason Signature: Date Completed:

ID # _____

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:

Categoría (Marque una o más)

_____**Cumplido** _____ **Queja**

_____Pasajero	_____ Automovilista	____ Solicitud de servicio
_____Empleado	_____ Mecanica	____ Seguridad
_____Tarde	_____ ADA Accesibilidad	____ Pasar parada
_____Temprano	_____ Otro	____ 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: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

☐	**Preliminary Report**	☐	**Under Investigation**	☐	**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.

12/11/2024

APPENDIX E: PTASP CERTIFICATION

Annual Certification Date

Date: September 30, 2026
Name: Citrus County Transit
Address: 1300 S. Lecanto Hwy
Lecanto, FL 34461

Citrus County Transit Bus System named above hereby certifies the following:

a. The Public Transportation Agency Safety Plan (PTASP). For the implementation of policies and practices that meet or exceed mandated regulations and requirements.

Signature: _____
Name: Joanne Granger
Title: Transit Services Director

APPENDIX F: FARE STRUCTURE CERTIFICATION

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

Public:	$5.00	All public trips
TD:	$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 ¾ 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 & TD

Free:
Veterans (VA Hospitals & Clinics – in & out of County)
Children 12 and under

Medicaid:	$5.00	Must pay public full fare for Medicaid medical appointments (even if they are Transportation Disadvantaged approved).

ANNUAL REVIEW AND APPROVAL OF THE LCB BYLAWS

Pursuant to the grant award requirements, the Commission for the Transportation Disadvantaged (CTD) requires that the Transportation Disadvantaged Local Coordinating Board (LCB) review and approve its Bylaws on an annual basis. The Bylaws were last reviewed and approved on November 13, 2025, during the previous grant award period. Staff are not proposing any revisions and recommend approval of the current bylaws as presented.

Staff Recommendation: It is recommended that the LCB review and approve the current LCB Bylaws as presented and authorize the Chair's signature thereon.

Attachment: LCB Bylaws Adopted November 13, 2025, with edit tracking

BYLAWS OF THE CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

HERNANDO/CITRUS
METROPOLITAN PLANNING ORGANIZATION
789 Providence Boulevard
Brooksville, FL 34601
Contact: 352-754-4082
www.HernandoCitrusMPO.us
email: mpo@hernandocounty.us

Approved February 10, 2022
Amended February 9, 2023, February 8, 2024, November 14, 2024, November 13, 2025, November 12, 2026

A. PREAMBLE

The following sets forth the Bylaws which shall serve to guide the functioning of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), and Rule 41-2, Florida Administrative Code (F.A.C.), governing the coordination of transportation services provided to the transportation disadvantaged within Citrus County.

B. NAME AND PURPOSE

The name of the Coordinating Board shall be the "Citrus County Transportation Disadvantaged Local Coordinating Board (LCB)."

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within Citrus County, through the Florida Coordinated Transportation System (FCTS), in accordance with 427.0157, F.S., and Rule 41-2.012, F.A.C.

C. MEMBERSHIP

1. APPOINTMENT OF MEMBERS
Pursuant to Chapter 427.0157, Florida Statutes and Rule 41-2.012, F.A.C., the directors of the public agencies and local government departments and/or divisions identified shall each appoint one (1) person to represent it on the Committee. Persons appointed to the Committee shall be technically qualified representatives employed by that agency, department, or division for the purpose of planning, engineering, and/or administration, with responsibility for comprehensive planning or the operation, control, development, or improvement of the transportation system. Each member will have one (1) vote.

Non-agency members of LCB shall be appointed by the Hernando/Citrus Metropolitan Planning Organization ("MPO")[1] Board. Each volunteer member will have one (1) vote.

2. VOTING MEMBERS
The MPO Board shall appoint individuals to serve as voting members on the LCB as follows:

a. Chair - the MPO Board shall appoint one elected official from Citrus County who shall serve as the Chair for the LCB at all its meetings.

b. The following agencies and groups shall be represented as voting members on the LCB:
   (1) A local representative of the Florida Department of Transportation.
   (2) A local representative of the Florida Department of Children and Family Services.
   (3) A local representative of the Public Education Community which could include, but not be limited to, a representative of the Citrus County District School Board, School Board Transportation Office, or Head Start Program in areas where the Citrus County School District is responsible.

[1] The Hernando/Citrus Metropolitan Planning Organization is the Designated Official Planning Agency (DOPA) for Citrus County for purposes of Chapter 427, F.S.

(4) To the extent existing within Citrus County, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
(5) A person recommended by the Citrus County Veterans Service Office representing the veterans of the county.
(6) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in Citrus County.
(7) A person over sixty representing the elderly in Citrus County.
(8) A person with a disability representing the disabled in Citrus County.
(9) Two citizen advocate representatives in Citrus County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation.
(10) A local representative for children at risk.
(11) The Chair or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator .
(12) A local representative of the Florida Department of Elder Affairs.
(13) An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator.
(14) A local representative of the Florida Agency for Health Care Administration.
(15) A local representative of the Florida Agency for Persons with Disabilities.
(16) A representative of the Regional Workforce Development Board established in Chapter 445, F.S.
(17) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.; and,
(18) Such other voting members as may be designated under Rule 41-2.012(3), F.A.C., as such rule may be amended or renumbered from time to time.

3. ALTERNATE MEMBERS

Alternate representatives should be designated to act on behalf of represented agency members with the privileges accorded thereto, except nominating, voting for office or standing for office. Alternate agency representatives must be employed or designated by the represented agency. Alternates would not be required to attend a meeting if the primary member is able to be present at the meeting.

The MPO Board shall appoint non-agency alternate members to serve in the absence of the primary member of the agencies.

Each alternate may vote in the absence of the primary member representative on a one vote per member basis.

NON-VOTING MEMBERS

The MPO Board may appoint non-voting members to the LCB.

4. TERMS OF APPOINTMENT
Except for the Chair and state agency representatives, the non-agency members of the LCB shall be appointed for three (3) year staggered terms with the initial membership being appointed equally for one, two, and three years. Upon expiration of a member's term, the individuals may be reappointed to serve an additional term or terms unless otherwise prohibited by statute or governing administrative rule.

5. RESIGNATION; TERMINATION OF MEMBERSHIP
A member of the LCB may resign at any time by providing written notice to the MPO staff. Unless otherwise specified in the notice, the resignation shall take effect when it is received by the MPO staff. Each member of the LCB is expected to demonstrate his/her interest in the LCB's activities by attending the scheduled meetings. If a voting non-agency member has three (3) or more un-excused consecutive absences, the LCB may remove such member upon a majority vote of the voting members. If that voting member is an agency representative rather than a citizen member, the MPO staff shall notify the Florida Transportation Disadvantaged Commission (CTD).

D. OFFICERS AND DUTIES

The LCB shall have a Chair and a Vice Chair as its officers.

1. CHAIR
The Chair is appointed by the MPO Board in accordance with Section C above. The Chair shall preside at all meetings and review the official meeting minutes. The Chair shall serve until replaced by the MPO Board or until the individual is no longer in office, in accordance with Rule 41-2.012(4), F.A.C.

2. VICE CHAIR
The LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of the voting members where a quorum is present. The Vice Chair shall serve a term of one year starting with the first meeting after his/her election. In the event of the Chair's absence or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct meetings.

3. ABSENCE OF CHAIR OR VICE CHAIR
If both officers are absent from a meeting, an acting Chair will be elected by those members present for the purpose of presiding over that specific meeting.

E. MEETINGS

1. REGULAR MEETINGS AND ANNUAL PUBLIC WORKSHOP
The LCB shall meet at least quarterly as required by Section 427.0157, F.S. and Rule 41-2.012(5), F.A.C., but may meet more often as necessary to meet its responsibilities.

2. NOTICE OF MEETINGS
Meetings will be noticed in accordance with the Hernando/Citrus MPO Public Participation Plan (PPP). The meeting notice and associated agendas will be transmitted to the Transportation Disadvantaged Local Coordinating Board Members and posted to the MPO website approximately one week prior to meetings.

3. QUORUM
At all meetings of the LCB, the presence in person of a majority of the voting members currently seated shall be necessary and sufficient to constitute a quorum for the transaction of business.

4. VOTING
At all meetings of the LCB, at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the LCB present.

F. STAFF

The LCB utilizes the staff of the Hernando/Citrus MPO to assist it in fulfilling its responsibilities as set forth in Chapter 427, F.S., and Chapter 41-2, F.A.C. The LCB may also utilize volunteers to assist it.

G. DUTIES OF THE LCB

Pursuant to F.S. 427.0157 and Rule 41-2 the LCB shall perform the following duties:

1. Review and approve the coordinated community Transportation Disadvantaged Service Plan, including the memorandum of agreement, prior to submittal to the Commission for the Transportation Disadvantaged (also referred to as the "Commission").

2. Evaluate services provided in meeting the approved plan.

3. In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged.

4. Assist the Community Transportation Coordinator in establishing priorities with the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Funds.

5. Evaluate multi-county or regional transportation opportunities.

6. Work cooperatively with regional workforce boards established in Chapter 445, Florida Statutes, to assist in the development of innovative transportation services for participants on public assistance.

7. Upon request by the MPO Board, review and make recommendations to the MPO Board on those matters so designated; and,

8. The LCB shall have the following duties as set forth in Rule 41-2.012, F.A.C., as may be amended :
   a. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for Transportation Disadvantaged.

   b. Annually provide the Hernando/Citrus MPO Board with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in Rule 41-2.006, F.A.C.,

and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the coordinator's performance, the LCB shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the LCB shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the LCB to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission for Transportation Disadvantaged upon approval by the LCB.

c. Appoint a Grievance Committee to process and investigate complaints or adverse incidents, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area and make recommendations to the LCB or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint or adverse incident and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Only voting members of the LCB may be appointed to the Grievance Committee. Appointments to the Grievance Committee shall be for one year unless otherwise provided.

d. Receive training on, and comply with, the requirements of Chapter 112.3143, F.S., concerning voting conflicts of interest.

H. COMMITTEES

In addition to the Grievance Committee, the LCB may appoint such other committees necessary to fulfill its responsibilities. The designation and appointment of any committee shall be based upon a majority vote of the voting members where a quorum is present.

I. AMENDMENTS TO THESE BYLAWS

These bylaws serve as the rules of procedure for the Board and may be amended by a majority vote of the voting members where a quorum is present provided all members have received written copies of proposed amendments with the regular agenda prior to the meeting.

J. CERTIFICATION

The Citrus County Transportation Disadvantaged Local Coordinating Board certifies these Bylaws were approved by a majority of the voting members where a quorum was present on the date shown below.

_____ Dated: _____

Janet Barek, Chairman
Citrus County Local Coordinating Board

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY_____
MPO Attorney

QUARTERLY REPORT FOR JULY 1 THROUGH SEPTEMBER 30, 2026, BY THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) – Joanne Granger, Transit Director

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of July 1, 2026, through September 30, 2026.

This is an informational item; no action is required.

Staff Recommendation: It is recommended the LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: CTC Quarterly Report

County:	Citrus				
CTC:	Citrus County Transit				
Contact:	Joanne Granger				
Email:	Joanne.Granger@citrusbocc.com				
	2026				**Jul 2026 - Jun 2027**
Trips By Type of Service	**Jul**	**Aug**	**Sep**	**Total**	**AVG YTD**
Deviated Fixed Route*	2,894	3,122	3,054	9,070	3023
Demand Response (Door-to-door)					
Ambulatory	3,083	3,186	3,470	9,739	3246
Wheelchair / Lift aboard ***	611	782	766	2,159	720
	3,694	3,968	4,236	11,898	3966
Total Trips	6,588	7,090	7,290	20,968	6989
Passenger Trips By Purpose (Demand Response)					
Education/Training/Daycare	82	571	807	1,460	487
Employment	963	898	871	2,732	911
Medical	898	814	820	4,192	844
Nutritional	906	832	931	2,669	890
Life-Sustaining/Other	845	853	807	2,505	835
Total Trips by Purpose	3,694	3,968	4,236		
Passenger Trips by Funding Source (Demand Response)					
CTD-Commission for the Transportation Disadvantaged	3,262	3,414	3,553	10,229	3410
CTD-VA Hospital (Tampa/Gainsville/ The Villages / Lecanto) **	57	65	86	208	69
APD-Agency for Persons with Disabilities	0	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0	0
Other-Public	375	489	597	1,461	487
Total Trips By Funding Source	3,694	3,968	4,236	11,898	3966

KEY TRAINING CENTER QUARTERLY REPORT FOR JULY 1 THROUGH SEPTEMBER 30, 2026 – Theresa Flick, Programs and Service Director

As an informational item, attached is the Key Training Center Quarterly Report for the period of July 1, 2026, through September 30, 2026.

This is an informational item; no action is required.

Staff Recommendation: It is recommended the LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: Key Training Center Quarterly Report

I AM THE KEY
Celebrating 60 YEARS

Chester V. Cole
Forever in our hearts

Corporate Officers
Carolyn Zemanik
President, Board of Directors

Melissa Walker
Executive Director
(352) 795-5541 ext 203
mwalker@keytrainingcenter.org

Programs and Services
Theresa Flick, Director
(352) 795-5541 ext 224
pdktc@keytrainingcenter.org

Social Services
Bill Rutterman, Supervisor
(352) 795-5541 ext 219
sss@keytrainingcenter.org

Day Services
Barbara Branch, Director
(352) 795-5541 ext 244
bbranchres@keytrainingcenter.org

Residential Services
Brian Kantorczyk, Director
(352) 795-5541 ext 227
resdir@keytrainingcenter.org

Fiscal Management
Leo Doucette, Director
(352) 795-5541 ext 303
super@keytrainingcenter.org

Human Resources
Stephen Arena, Director
(352) 795-5541 ext 308
hrdir@keytrainingcenter.org

Key Center Foundation
Tinker Bowen, Director KCF
(352) 795-5541 ext 106
tinker@keytrainingcenter.org

Community Relations
Amanda Oestreich, Foundation Operations Manager
(352) 795-5541 ext 313
foundation@keytrainingcenter.org or amandao@keytrainingcenter.org

Retail Operations
Mo Brown, Manager
(352) 795-5541ext 101
ROM@keytraingingcenter.org
Inverness (352) 726-0271
Lecanto (352) 527-0037
Crystal River (352) 564-9477
Wildwood (352) 661-3049
Labels / Inverness (352) 419-7591
Delivery/Pickup (352) 726-0271

Maintenance
Chris Linhart, Director Fleet & Facilities
(352) 795-5541 ext 230
clinhart@keytrainingcenter.org

KEY TRAINING CENTER

Kindness, Love, Dignity and Respect

To: Joanne Granger, CCT
From: Theresa Flick, KTC
Re: Quarterly data (July/Aug/Sept 2026)

Trips by type of service:

Demand response	18,664
Ambulatory	16,568
Wheelchair	2,096

Passenger types by purpose:

Medical	8,212
Educational	9,518
Shopping	187
Other (Leisure/rec)	560
Nutritional	187

5399 W. Gulf to Lake Hwy. • Lecanto, Florida 34461
Phone: (352) 795-5541 • Fax: (352) 513-2361 • TDD: 1-800-545-1833, Ext. 347
www.keytrainingcenter.org • www.facebook.com/KeyTrainingCenter

REVISED 1/20/2026