

**REGULAR MEETING OF THE CITRUS COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

Citrus County Transit Center Conference Room  
1300 S Lecanto Hwy, Lecanto, FL 34461

**May 18, 2017 – 10:30 am – 12:00pm**

**AGENDA**

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Commissioner Jimmie T. Smith  
Nancy Blythe  
David Douglas  
George Froehlich  
Milagros Chervoni

Robert Telese  
Brenda Chrisman  
Ginger West  
Dave Newell  
Beverly Isabelle

Stephen C Brown  
Terence Garrity  
Jeffrey Aboumrad  
Sandra Woodard

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*All Meetings are recorded. An audio recording will be available on the Transit website within 48 hours after the meeting. [www.citruscountytransit.com](http://www.citruscountytransit.com).*

**A. CALL TO ORDER**

**B. PLEDGE OF ALLEGIANCE**

**C. INVOCATION**

**D. ROLL CALL**

**E. OPEN TO THE PUBLIC**

**F. REGULAR BUSINESS**

- F1 Approval of the March 16, 2017 Regular Meeting Minutes
- F2 TDSP – Strikethrough review
- F3 Quarterly Statistics / Quarterly Progress Report
- F4 Key Center Update

**G. OTHER BUSINESS BY BOARD MEMBERS**

**H. OPEN TO THE PUBLIC**

**I. UPCOMING MEETINGS**

1. a. Annual Public Meeting: August 17, 2017, at 10a.m- 10:30a.m.  
b. Regular Meeting with the Annual Organizational Meeting for the Purpose of Electing a Vice Chairperson: August 17, 2017, at 10:30a.m. – 12:00p.m., Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL. 34461
2. Regular Meeting: November 16, 2017, at 10:30am, Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL 34461

**J. ADJOURNMENT**

Any person who decides to appeal any decision of the Transportation Disadvantage Coordinating Board with respect to any matter considered at this meeting will need a record of the proceedings and for such purpose may need to provide that a verbatim record of proceeding is made which record includes testimony and evidence upon which the appeal is to be based. (Section 286.0105 Florida Statutes)

Any person requiring reasonable accommodation at this meeting because of a disability or physical impairment should contact the County Administrator's Office, Lecanto Government Bldg., 3600 W. Sovereign Path, Suite 267, Lecanto, FL 34461 (352) 527-5210, TTY (352) 527-5312 at least two days before the meeting.



Item No.:	F1
Date:	05/18/2017
Approved for Agenda:	

## TRANSPORTATION DISADVANTAGED COORDINATING BOARD

### AGENDA MEMORANDUM

<b>FROM:</b>	Lon Frye, Transit Director
<b>SUBJECT:</b>	Minutes of the March 16, 2017 Regular TD Meeting
<b>AGENDA DATE:</b>	May 18, 2017
<b><u>BRIEF OVERVIEW:</u></b>	
<b><u>RECOMMENDED ACTION:</u></b>	Approve the minutes of the March 16, 2017 Regular TD Meeting.  Attachments

**TRANSPORTATION DISADVANTAGED COORDINATING BOARD  
REGULAR MEETING MINUTES  
March 16, 2017, 10:30am – 11:22am  
Citrus County Transit Center Conference Room  
1300 S Lecanto Hwy, Lecanto, FL 34461**

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**A. CALL TO ORDER**

The meeting was called to order by Vice Chairman David Douglas at 10:30am.

**B. PLEDGE OF ALLEGIANCE**

**C. INVOCATION**

**D. OATH OF OFFICE**

The Oath of Office was administered by Becky Ear to the following:

- Sandra Woodard
- Terence Garrity

**E. ROLL CALL**

Board Members Present:

David Douglas	Citizen Advocate, System User, Vice Chairman
Terence Garrity	Medical Transportation Services / Terri's Taxi, 2 <sup>nd</sup> Vice Chairman
Stephen Brown	Disabled Citizen
George Froehlich	Military Veteran
Jeffrey Aboumrad	Vocational Rehabilitation Services, Department of Education
Brenda Chrisman	Career Source Citrus, Levy, Marion
Beverly Isabelle	Elderly Citizen
Ginger West	Citrus County Resource Center
Robert Telese	Citizen Advocate System User
Nancy Blythe	Citrus County Schools
Milagros Chervoni	ACHA
David Newell	FDOT
Sandra Woodard	Early Learning Coalition of the Nature Coast

Alternate Member Present:

Katina Kovouklis	FDOT
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Board Member(s) Absent:

Commissioner Jimmie T Smith	Chairman
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**F. OPEN TO THE PUBLIC**

Mr. John Willard stated “thank God for this Citrus County Transit”. He usually takes transit M-F, and has had some difficulty with his Monday, Wednesday trip. Mr. Lon Frye thanked Mr. Willard for coming to the meeting. He offered to meet with him one on one to work with him to achieve a better solution.

**G. REGULAR BUSINESS**

**G1 Approval of the Minutes of the November 17, 2016 Regular Meeting**

***Motion by Robert Telese to approve the minutes of the November 17, 2016 Regular Meeting, second by Milagros Chervoni. Motion carries unanimously.***

**G2 Approval of the Minutes of the January 12, 2017 Special TD Meeting**

***Motion by Robert Telese to approve the minutes of the January 12, 2017 Special TD Meeting, second by Dave Newell. Motion carries unanimously.***

**G3 Quarterly Statistics / Quarterly Progress Report**

Mr. Frye read over the statistics and progress report.

**G4** Steven Schwenkler from The Lighthouse was introduced by Mr. Lon Frye. Steven explained the scope of the program; we are a social, vocational, and recovery program for adults with mental illness. They will gain stability with work and social skills, and hopefully re-enter back into the community. In regards to CCT, 25-26 clients use the service daily. The feedback that has been given is, the service is reliable and the drivers are courteous. The Lighthouse is part of The Centers.

**G5 Key Center Update**

Theresa Flick, Director of Program Operations, Key Training Center, presented the Board with an update; they were able to purchase 2 vans from the 5310 Grant. The money from the thrift stores is for operating costs. CCT staff is assisting with adequate driver training.

## **G6 Shuttle Request**

Mr. Frye told the board there has been a movement started wanting an express bus from Crystal River to Inverness. We will be submitting the project through DOT and see if the credibility is there. There is a speculative start date of November 1, 2017. This will also go through a public hearing process and as board members Mr. Frye urges them to participate in the process.

## **G7 Grant Update**

Linda Moore, Grant Administrator, let the board know she just completed the CTC Evaluation for 2016. This is informational only, no action is required.

## **H. OTHER BUSINESS BY BOARD MEMBERS**

There was none.

## **I. OPEN TO THE PUBLIC**

There was none.

## **J. UPCOMING MEETINGS**

1. Regular Meeting: May 18, 2017, at 10:30am, Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL 34461
2. a. Annual Public Meeting: August 17, 2017, at 10a.m- 10:30a.m.  
b. Regular Meeting with the Annual Organizational Meeting for the Purpose of Electing a Vice Chairperson: August 17, 2017, at 10:30a.m. – 12:00p.m., Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL. 34461
3. Regular Meeting: November 16, 2017, at 10:30am, Citrus Transit Center Conference Room, 1300 S Lecanto Hwy, Lecanto, FL 34461

## **K. ADJOURNMENT**

The meeting was adjourned at approximately 11:22am.

Any person who decides to appeal any decision of the Transportation Disadvantage Coordinating Board with respect to any matter considered at this meeting will need a record of the proceedings and for such purpose may need to provide that a verbatim record of proceeding is made which record includes testimony and evidence upon which the appeal is to be based. (Section 286.0105 Florida Statutes)

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Item No.:	F2
Date:	05/18/2017
Approved for Agenda:	

## TRANSPORTATION DISADVANTAGED COORDINATING BOARD

### AGENDA MEMORANDUM

<b>FROM:</b>	Lon Frye, Transit Director
<b>SUBJECT:</b>	Citrus County Transit Manuals
<b>AGENDA DATE:</b>	May 18, 2017
<b><u>BRIEF OVERVIEW:</u></b>	<p>In order to stay in compliance with the Florida Commission for the Transportation Disadvantaged, Citrus County Transit must update The Transportation Disadvantaged Service Plan on an annual basis.</p> <ul style="list-style-type: none"><li>• At this meeting we provide you with a strike through copy</li><li>• At the August 17, 2017, we will present to you the updated manual for your approval</li></ul> <p>Please read and get any comments to Janet Gramann by June 30, 2017.</p>
<b><u>RECOMMENDED ACTION:</u></b>	<ol style="list-style-type: none"><li>1. Review the timeline.</li><li>2. Approve the timeline and direct staff to proceed with updates to the manuals.</li></ol>



Item No.:	F3
Date:	05/18/2017
Approved for Agenda:	

## TRANSPORTATION DISADVANTAGED COORDINATING BOARD

### AGENDA MEMORANDUM

<b>FROM:</b>	Lon Frye, Transit Director
<b>SUBJECT:</b>	Quarterly Statistics / Quarterly Progress Report
<b>AGENDA DATE:</b>	May 18, 2017
<b><u>BRIEF OVERVIEW:</u></b>	<p>The attached statistics and quarterly report represent the activity of Citrus County Transit from January 1, 2017 through March 31, 2017.</p>
<b><u>RECOMMENDED ACTION:</u></b>	<p>Review and comment.</p> <p>Attachment</p>

<b>County:</b>	Citrus					<b>Demographics</b>	<b>Number</b>
<b>CTC:</b>	Citrus County Transit					<b>Total County Population/% of State Total</b>	139,360
<b>Contact:</b>	Lon Frye					<b>Potential TD Population/% of County Total</b>	85,822
<b>Email:</b>	<a href="mailto:lon.frye@citrusbocc.com">lon.frye@citrusbocc.com</a>						
<b>Trips By Type Of Service</b>		<b>January</b>	<b>February</b>	<b>March</b>	<b>Average</b>		
Deviated Fixed Route		4,707	4900	5131	4913	Vehicle Miles	143,497
Ambulatory		1964	1859	2135	1986	Revenue Miles	126,889
Non-Ambulatory		136	124	154	138	Roadcalls	1
Stretcher					0	Accidents	0
<b>Total Trips</b>		6807	6883	7420	7037	Vehicles	25
						Personnel Hours	14,704
						Vehicle Revenue Hours	3,746
<b>Passenger Trips By Purpose</b>						<b>Financial and General Data</b>	
Education		66	111	147	108	Expenses	389,896
Employment		192	212	227	210	Revenues	389,896
Medical		281	257	362	300	Commendations	
Nutritional		961	909	1038	969	Complaints	
Life-Sustaining/Other		600	494	515	536	Passenger No Shows	1107
<b>Total Trips</b>		2100	1983	2289	2124	Unmet Trip Requests	500
						<b>Performance Measures</b>	
<b>Passenger Trips By Funding Source</b>						Accidents Per 100,000 Miles	0
CTD-Commission for the Transportation Disadvantaged		620	1358	1796	1258	Miles Between Roadcalls	143,497.0
AHCA-Agency for Healthcare Administration		0	0	0	0	Avg. Trips per Para Transit Driver Hour	1.0
APD-Agency for Persons with Disabilities		0	0	0	0	Avg Trips per Paratransit Passenger	21
DOEA-Department of Elderly Affairs-Veterans		8	4	10	7	Cost per Trip-All Trips	18.47
DOEA-Department of Elderly Affairs-Congregate Dining		581	79	0	220	Cost per Paratransit Trip-Less Deviated Fixed Route	61.19
Other-Public		891	542	483	639	Cost per Personnel Hour	26.52
<b>Total Trips</b>		2100	1983	2289	2124	Cost per Total Mile	2.72
						Deviated Fixed Route Cost per Trip	11.44



# **PLANNING RELATED GRANT AGREEMENT TASKS** **QUARTERLY PROGRESS REPORT**

Designate Official Planning Agency: Citrus County Board of  
County Commissioners-Citrus County Transit

Invoice # 3

County: Citrus

Contract # G0C34

Reporting Period: 01/01/17 to 03/31/17

## I. Program Management

- A. When necessary and in cooperation with the local coordinating board, solicit and recommend a community transportation coordinator, in conformity with Chapters 287 and 427, Florida Statutes. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee.

**The CTC presented to the board an additional category to be subsidized through the Transportation Disadvantaged. The category is based upon age and not related to income. These approved passengers would be able to ride the Deviated Fixed Route Free and the Para Transit at a discounted rate.**

- B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board (LCB). (Task 3)

The Board of County Commissioners of Citrus County has a three-step process by which vacancies on the LCB must be filled. They are as follows:

- The announcement is made at the BOCC meeting that a vacancy exists on the board.
- At the next BOCC meeting a presentation is made nominating a voting or non-voting member.
- After the BOCC nominates a member, at the next Board meeting a motion to appoint or reappoint the member is made.

Announcing, nominating and appointing/re-appointing require three consecutive meetings. They must be done individually, so it is important to allow enough time to accomplish this.

### **The following action occurred at the January 24, 2017 BOCC Meeting:**

**Nominate and Appoint an individual to the Transportation Disadvantaged Coordinating Board as a regular member Medical Transportation Services position.  
The term will be for three (3) years and will expire on January 31, 2020.**

- C. Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. Ensure that operator payments are addressed as a standard agenda item. (Task 3)

All agendas are available on the CCT website <http://www.citruscountytransit.com/tdcb/tdcb.htm>

- D. Prepare official minutes of local coordinating board meetings regardless of a quorum and submit an approved copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions,

decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)

All TD minutes are kept on file for five years or longer. The current year's Minutes are available on the CCT website.

- E. Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings. This public hearing must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting).(Task 4)

No activity.

- F. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)

No activity.

- G. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dis-satisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission.(Task 6)

No activity.

- H. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)

The most current Membership roster is included in the Transportation Disadvantaged Service Plan and is available on the CCT website.

- I. Provide public notice of local coordinating board meetings and local public hearings in accordance with the Coordinating Board and Planning Agency Operating Guidelines. (Task 3)

**A public notice for the March 16, 2017 Regular Meeting was published in the Citrus County Chronicle on March 5, 2017.**

- J. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)

**The Annual Operating Report was submitted to the Florida Commission for the Transportation Disadvantage on September 14, 2016 as required.**

**The Annual Operating Report was approved at the January 12, 2017 TD Board Special Meeting.**

- K. Review the transportation disadvantaged service plan, and recommend action to the local coordinating board. (Task 1)

No Activity.

- L. Report the actual expenditures of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)

No Activity.

## II. Service Development

The planning agency shall develop the following service development items.

- A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) by preparing the planning section following Commission guidelines. (Task 1)

No activity.

- B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure Activity of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning Activity including the Florida Transportation Plan.

- C. Encourage the local Community Transportation Coordinator to work cooperatively with regional workforce boards established in Chapter 445, Florida Statutes, and provide assistance in the development of innovative transportation services for welfare transition program.

No activity

## III. Technical Assistance, Training, and Evaluation

The planning agency shall provide technical assistance and training for the local coordinating board, and shall assist the local coordinating board in monitoring and evaluating the community transportation coordinator.

- A. Provide the local coordinating board with quarterly reports of transportation disadvantaged planning accomplishments and expenditures as outlined in the planning grant agreement and any other Activity related to the transportation disadvantaged program including but not limited to consultant contracts, special studies, and marketing efforts. (Task 9)

This Quarterly Progress Report is provided at EACH meeting and is available on the CCT website. Quarterly Statistics similar to the AOR format are provided at each meeting. The Transit Director presents ideas and plans to the Board and solicits input and advice from the Board. The latest example is the expansion of the Deviated Fixed Route to the West side of the county.

- B. Attend at least one Commission-sponsored training, including but not limited to, the Commission's quarterly regional meetings, the Commission's annual training workshop, or other sponsored training. (Task 10)

No activity.

- C. Attend at least one Commission meeting each year within budget/staff/schedule availability.

No activity.

- D. Notify Commission staff of local transportation disadvantaged concerns that may require special investigations.

No activity

- E. Provide training for newly appointed local coordinating board members. (Task 3)

All newly appointed and current TD Board members are provided Boards That Perform, from the National Rural Transit Assistance Program.

- F. Provide assistance to the community transportation coordinator, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss transportation disadvantaged needs, service evaluation and opportunities for service improvement.

**In accordance with the Florida Commission for the Transportation Disadvantaged and the Coordination Contract with Key Training Center compliance monitoring was announced on March 13, 2017 and final results are still being evaluated.**

- G. To the extent feasible, collect and review proposed funding applications involving "transportation disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.

No activity

- H. Ensure the local coordinating board conducts, at a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2)

**The Hernando Citrus Metropolitan Planning Organization conducted the annual Community Transportation Coordinator evaluation.**

- I. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

No Activity

- J. Ensure the local coordinating board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.

No Activity

K. Implement recommendations identified in the Commission's Quality Assurance Performance Evaluation reviews.

No Activity

IV Special Considerations by Planning Agency:

No Activity

V. Special Considerations by Commission:

No Activity

\_\_\_\_\_  
Signature of Individual Submitting Report  
Lon Frye, Transit Director  
Typed name of Individual Submitting Report

**May 18, 2017**  
Date

## Community Center Transportation Survey Results

TYPE OF SURVEY: Client Satisfaction/Transportation

Date Completed: November, 2016

TOTAL # OF SURVEYS: 38

TOTAL # OF SURVEYS GIVEN OUT: 45

	Always	Most of the time	Some of the time	Never
1. Does the transportation service you receive meet your needs?	32	5	1	0
2. Are the drivers helpful and courteous?	37	1	0	0
3. Is the driver on time?	18	14	6	0
4. When you call the office, are you treated in a courteous and helpful manner?	36	2	0	0
5. Overall, how satisfied are you with the service you receive?	25	13	0	0

### Comments:

1. Happy to be able to have their services-helps a lot thanks!!
2. I am so happy to be able to come to the community center.
3. I would like to go to the center more often.
4. I have been riding Citrus County Transportation for the last 26 years. I have always been given their best service they could muster. They took care of me through all the years my husband was sick & dying. Now they are taking excellent care of me! I love all of them.

### Action Taken:

Received only compliments!

Forwarded survey results to Lon Frye, Director of Transportation.

Janice Hale  
Senior Programs Supervisor



Item No.:	F4
Date:	5/18/2017
Approved for Agenda:	

## TRANSPORTATION DISADVANTAGED COORDINATING BOARD

### AGENDA MEMORANDUM

<b>FROM:</b>	Lon Frye, Transit Director
<b>SUBJECT:</b>	Key Center Update
<b>AGENDA DATE:</b>	May 18, 2017
<b><u>BRIEF OVERVIEW:</u></b>	Key Center update.
<b><u>RECOMMENDED ACTION:</u></b>	None