

Citrus County Transit Title VI



June 2024

Citrus County Transit

BOCC Approved July 9, 2024 BOCC

Approved Revision # 1 April 8 2025



2025 Summary of Changes

- Page 1: Added Language Assistance Plan (LAP) language
Updated Title VI Complaint Process and Procedures.
Added “If the Title VI Specialist is named in the complaint, the Department Director will have jurisdiction.”
- Page 6: Updated Section C, On-time Performance Standards
Added “picks up within an hour of the scheduled pickup time.” within the first sentence and deleted incorrect language.
- Page 9: Spanish Title VI Notice
Corrected the Citrus County Transit address from PO Box 1930 to “1300 S. Lecanto Hwy.”
- Page 11: Title VI Complaint Form
Corrected the Discrimination categories to match the Title VI plan and corrected the formatting of the fields.
- Page 12: Title VI Complaint Form – Spanish
Corrected the Discrimination categories to match the Title VI plan and corrected the formatting of the fields.
- Page 13: Title VI Appendix C – Language Assistance Plan (LAP)
Clarified Language of the (LAP) and Limited English Proficiency (LEP) throughout the Appendix (including Table of Contents)
Page 5 of 17: Corrected the name of the Transit Title VI contact
Page 6 of 17: Corrected the address of Citrus County Transit
Page 11 of 17: Added “The Title VI Complaint Process and Procedures are to be followed.”
Page 12 of 17: Deleted – Blank page
Page 13 of 17: Deleted – Blank page
Page 14 of 17: Deleted – Blank page
Page 15 of 17: Deleted – Blank page
Page 16 of 17: Added “(if applicable).”

Citrus County Transit Title VI Plan

**Prepared by:
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Date Approved:

July 9, 2024

<https://www.citrusbocc.com/>
<https://www.citruscountytransit.com>

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Introduction

As a direct recipient of Federal Transit Administration (FTA) funds, Citrus County, Florida is required to submit a Title VI compliance report to the FTA Region 4 office every three years. This document highlights the BOCC'S efforts with regards to Title VI compliance. Annual updates are required by FTA.

Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Presidential Executive Order 13166 addresses "Improving Access to Services for Persons with Limited English Proficiency." Presidential Executive Order 12898 addresses Environmental Justice in minority Populations and Low-Income Populations. To address these Federal requirements, Citrus County Transit (CCT) has developed a Title VI Plan, a Language Assistance Plan (LAP), including the Limited English Proficiency Plan and an Environmental Justice Plan. The following sections provide a summary of CCT's activities relating to those requirements.

Notice to the Public – Process

CCT's goal is not to discriminate against any person with respect to any transit program or service. This commitment is incorporated into all public outreach efforts to engage all segments of the population in the transportation planning process. CCT actively provides information regarding its Title VI obligations to the public using a variety of methods.

Information, such as reference to the FTA circulars, CCT Title VI, LAP (including LEP Programs) and complaint procedure are available upon request at the CCT office, and on the website. Notice of the non-discrimination policy is included in all transit contracts, public meeting and bid advertisements. CCT, as well as each sub-grantee and transportation provider, as applicable, must certify each year that there have been no Title VI complaints or lawsuits.

As a policy, staff is educated on the Title VI requirements including how to assist a person who has limited English proficiency. The entire FTA non-discrimination clauses are included in all consultant contracts and sub-grantee agreements. The Title VI Notice is shown in Appendix A, posted at the Citrus County Transit Office, on the website, and on all CCT transit vehicles, shelters, and facilities.

Title VI Complaint Process and Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CCT may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form (Appendix B). CCT investigates complaints received no more than 180 days after the alleged incident. CCT will process complaints that are complete. Once the complaint is received, CCT will review it to determine if our office has jurisdiction. If the Title VI Specialist is named in the complaint, the Department Director will have jurisdiction. The complainant will receive an acknowledgement letter informing her/him

whether the complaint will be investigated by our office.

CCT has 10 business days to investigate the complaint. If more information is needed to resolve the case, CCT may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant, and / or does not receive the additional information within 10 business days, CCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:
 FTA Office of Civil Rights
 1200 New Jersey Avenue SE
 Washington, DC 20590

List of Title VI Investigations, Complaints or Lawsuits

CCT maintains a file for Title VI complaints, investigations and lawsuits. Since the time of the last submission, there are no known investigations, complaints or lawsuits.

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

Public Participation

CCT seeks out and considers viewpoints of all persons including low-income, minority, elderly, disabled, Limited English Proficiency (LEP), ethnic and religious groups in the course of conducting public outreach and involvement activities in regards to transit activities. CCT utilizes the approved Hernando-Citrus County MPO Public Participation Plan to achieve this objective.

Public outreach methods or activities include:

- **Website and Publications:** CCT includes information on its website regarding transit activities and the Title VI Plan. CCT can supply most documents, upon request, in a variety of alternative formats, and the use of **Microsoft Office Translator** enables multi-lingual options. Transit related documents are available on the website. The website can translate information into any language.
- **Public Meetings and Workshops:** Board of County Commissioner's meetings are video / audio archived on the County's website. Transportation Disadvantaged Local Coordinating Board meetings are advertised 10 days in advance to allow for public participation and are available on the MPO's website. CCT hosts and participates in many public meetings and workshops to share information about the transit programs, activities, services and to collect information from users of these programs.
- **Surveys:** CCT conducts surveys of riders on its transit system. Surveys request feedback from the public on how better to serve their needs. Staff considers the needs of those who cannot read or write and will verbally read the survey and record the respondent's comments. Surveys have also been made available in alternative formats such as Spanish, and others as requested.

Summary of Outreach Efforts

Public Forums Include:

Annual Rider Surveys (English & Spanish)
Community Centers / Senior Dining Sites
Healthy Living Fair / Minority Health Fair / Coping with Dementia conference
All Hazards Expo / Cold Weather Shelter
Speaking engagements
Local Colleges & Technical Schools

The Transportation Disadvantaged Local Coordinating Board (TDLCB) meets four times a year with the meetings advertised in the local newspaper and other media venues. Meetings are recorded.

The TDLCB has an Annual Public Hearing advertised in the largest general circulation newspaper in the designated area and other media venues. Information is provided for how to get additional information and request accessible formats.

Language Assistance Plan

To provide meaningful access to CCT's transit programs and services, CCT's Language Assistance Plan (LAP) utilizes the MPO's adopted Limited English Proficiency Plan to achieve this objective. It serves as a training tool and guide for staff on how to recognize a person who may need language assistance and how to provide that assistance. The LAP Plan was developed pursuant to the Department of Transportation's guidance and is attached as Appendix C.

Membership of Non-Elected Committee's and Councils

Citrus County has no transit-related committees. All decisions relating to the transit service are made by the Citrus County Board of County Commissioners; an elected body. The Hernando-Citrus MPO, as the designated official planning agency (DOPA) for CCT does have a non-elected, agency specific appointed Transportation Disadvantaged Local Coordination Board (TDLCB). All members of the TDLCB are appointed by the DOPA. Each agency and group submits a representative for the DOPA to appoint. Citizen advocate positions are advertised in the local newspaper and other media venues.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies and groups of people as designated, but also for the membership to represent, to the maximum degree possible, a cross section of the local community / service area.

All meetings are open to the public and recorded.

Monitoring of Sub-Recipients

Citrus County does not have sub-recipients.

Should Citrus County have sub-recipients, the following monitoring mechanisms would apply:

1. Yearly service surveys of riders/customers.
2. Periodic unannounced inspections/visits of the system routes and facilities.
3. A review of the contractors published Title VI policy.
4. Citrus County will review any complaint made by a citizen against a sub-recipient to ensure necessary and appropriate action.

To ensure these tasks are completed a log is maintained and is available upon request.

Determination of Site or Location of Facilities

Citrus County began constructing a replacement transit facility with FTA funding through the Florida Department of Transportation in 2011. The new facility replaced the existing county owned, centrally located property at 1300 South Lecanto Highway, Lecanto, FL 34461 where it had been located for more than 20 years. The site was selected without regard to race, color, or national origin with no displacement of persons from their residences and/or business. The

contract for construction was included on the Board of County Commissioners Agenda on December 21, 2010, Item D3. The public comments at the meeting resulted in one (1) comment from a Citrus County Citizen speaking in favor of the project. The Board of County Commissioners meeting agendas are available on the County website prior to the meetings.

Resolution for Approval of Title VI Plan

Attached as Appendix D is a copy of the executed resolution of the Citrus County Board of County Commissioners for the Title VI Plan.

Service Standards (for Systems Under 50 Vehicles)

A. Vehicle Load Standards

The vehicle load for each of the vehicles utilized in the deviated fixed-route with Demand Response ADA complementary service is identified in the following chart.

VEHICLE TYPE	QUANTITY	SEATS	WHEEL CHAIRS	STANDEE	Vehicle Load
TURTLE TOP	6	16	2	2	1.25
TURTLE TOP	3	14	2	2	1.29
	9				
DEMAND RESPONSE					
TURTLE TOP	16	14	2	0	1.14
TURTLE TOP	3	12	2	0	1.17
TURTLE TOP	1	10	1	0	1.10
MINIVAN	2	5	1	0	1.20
	21				

B. Vehicle Headway Standards

Deviated Fixed Route service operates on four routes throughout CCT on a 90 minute headways from 6:00 a.m. until 5:30 p.m., Monday-Friday. Deviated Fixed Route service headways may fluctuate depending on deviations. Door-to-door / demand response service operates based upon the scheduling of trips based upon rider need.

Scheduling involves consideration of a number of factors including ridership, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Transit Development Plan (TDP) and the Long-Range Transportation Plan (LRTP), land use connectivity, and transportation demand management.

C. On-time Performance Standards

For Citrus County's demand response complementary service, a vehicle is considered on time if it picks up within an hour of the scheduled pickup time. The on-time performance objective for demand response is 90% or greater, however, a performance rate of 95-97% is normally achieved.

D. Service Availability Standards (For each mode)

Citrus County's service availability for demand response service is determined by federal regulations for ADA complementary service standards; that is, 1/4-mile radius of the deviated fixed-route service. Additionally, areas completely surrounded by deviated fixed-route service are also provided Demand Response ADA complementary service.

Due to the varying densities of the service area, specific service standards for bus stop locations have not been established. Rather, through environmental justice input, public hearings, receipt of public input and analysis of the service area, specific locations for bus stops were and are implemented.

Service Policies (For Systems Under 50 Vehicles)

A. Transit Amenities

Citrus County procured 7 ADA Bus Shelters, complete with benches, ADA compliant pads and solar lighting. If there is a need for more and additional funding becomes available, Citrus County will apply.

B. Vehicle Assignment for Each Mode

Citrus County does not assign vehicles to routes or type of service based upon vehicle age or other factors. The assignment is made based upon ridership demands, spare ratio, and population densities. Door-to-door / demand response vehicles are assigned by the size of the vehicle for the services needed.

TITLE VI APPENDIX A
Notice to the public

TITLE VI - NOTICE TO PUBLIC

Citrus County Transit operates its programs and services without regard to race, color, or national origin. Any person who believes he or she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with Citrus County Transit.

Any person who believes that he or she, has been subjected to discrimination or retaliation, from the Citrus County Transit's administration of federally funded programs, may file a written complaint. Note: If the person filing a complaint believes they have been discriminated against by another branch of the Citrus County Government, they are directed to contact the Citrus County Office of Human Resources at (352) 527-5270. All written complaints received by the MPO are referred immediately to the FDOT's District Seven Title VI Coordinator for processing in accordance with approved State procedures. In order to request additional information on the Title VI program or requirements, please send them to Joanne Granger, Director, Title VI Specialist, Citrus County Transit, 1300 South Lecanto Hwy, Lecanto, FL 34461; by email at Joanne.Granger@citrusbocc.com or by phone at: 352-527-7630.

This Title VI Notice is posted at the Citrus County Transit Office, on the transit website, on all CCT transit vehicles, shelters, and facilities.

Written complaints or questions may be sent to:

Joanne Granger, Title VI Specialist
Citrus County Transit
1300 South Lecanto Hwy
Lecanto, FL 34461
Phone: (352) 527-7630
Email: Joanne.Granger@citrusbocc.com

If information is needed in another language or accessible in another required format, please contact us at the above phone number and assistance will be provided.

Si necesita información en otro idioma o accesibles en otro formato requerido, por favor contacte con nosotros en el número de teléfono arriba y se prestará asistencia.

Si necesita información en español, por favor comuníquese con Joanne Granger 352-527-7630 y se le prestará asistencia.

TÍTULO VI - AVISO PÚBLICO

Citrus County Transit opera sus programas y servicios, sin distinción de raza, color, o origen nacional. Cualquier persona que cree que él o ella ha sido objeto de cualquier práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja ante Citrus County Transit.

Cualquier persona que cree que él o ella, ha sido objeto de discriminación o represalia, desde la administración del tránsito del condado de Citrus de los programas financiados por el gobierno federal, puede presentar una queja por escrito. Nota: Si la persona que presenta una queja cree que han sido discriminados por otra rama del Gobierno del Condado de Citrus, que se dirigen a ponerse en contacto con la Oficina de Recursos Humanos del Condado de Citrus, al (352) 527-5270. Todas las quejas escritas recibidas por la MPO son referidas inmediatamente al Coordinador del Distrito Siete Título VI del FDOT para el procesamiento de conformidad con los procedimientos aprobados del Estado. Para solicitar información adicional sobre el programa o los requisitos del Título VI, por favor envíelas a Joanne Granger, Director, Título VI Especialista, Citrus County Transit, 1300 S. Lecanto Hwy, Lecanto, FL 34460, por correo electrónico a Joanne.Granger@citrusbocc.com o por teléfono al 352-527-7630.

Este título VI Aviso se registró en la Oficina de Transporte del Condado de Citrus, en el sitio web de tránsito y en todos los vehículos de tránsito CCT, refugios e instalaciones.

Quejas o preguntas por escrito pueden ser enviados a:

Joanne Granger, Especialista en el Título VI

Citrus County Transit

1300 S. Lecanto Hwy

Lecanto, FL 34460

Teléfono: (352) 527-7630

Correo electrónico: Joanne.Granger@citrusbocc.com

Si se necesita información en otro idioma o accesible en otro formato requerido, por favor contacte con nosotros en el número de teléfono arriba y se prestará asistencia.

Si Necesita Information in Otro idioma o Accesibles en Otro formato Requerido, por favor contacte con Nosotros en El Número de Teléfono arriba y se Prestara Asistencia.

Si Necesita Información en español, favor comuníquese con por Joanne Granger al 352-527-7630 y se le Prestara Asistencia.

TITLE VI APPENDIX B
Title IV Complaint Form

COMPLAINT FORM (IN ENGLISH & SPANISH)

CITRUS COUNTY TRANSIT TITLE VI COMPLAINT FORM

Name:	Telephone (home):	Telephone (work):
Address:	City, State, Zip Code:	
Name of COUNTY Staff Person that You Believe Discriminated Against You:		
Address:	City, State, Zip Code:	
Date of Alleged Incident:		
You were discriminated because of:		
Race	Color	National Origin
Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also attach any written material pertaining to your case.		
Signature:	Date:	

**FORMULARIO DE QUEJA DEL TÍTULO VI DE CITRUS
COUNTY TRANSIT**

Nombre de la persona discriminada:	Número de Teléfono (residencia):	Número de Teléfono (trabajo):
Dirección de Residencia (Numero y calle, numero de departamento):	Ciudad, Estado y Código Postal de Residencia:	
Nombre de la persona que discrimina contra usted, y nombre de la dependencia (si lo sabes):		
Dirección de la persona o dependencia que discrimina contra usted:	Ciudad, Estado, Código Postal de la persona o dependencia que discrimina contra usted:	
Fecha del incidente discriminatorio:		
Causa de la discriminación:		
Raza	Color de Piel	Nacionalidad
<p>Explique brevemente y con la mayor claridad posible lo que sucedió y cómo lo discriminaron. Indique quién estuvo involucrado. Asegúrese de incluir cómo otras personas fueron tratadas de manera diferente a usted. También adjunte cualquier material escrito relacionado con su caso.</p>		
Firma:	Fecha:	

TITLE VI APPENDIX C
Language Assistance Plan

Citrus County Transit

Language Assistance Plan (LAP)

June 2024

Revised March 2025



Prepared by:
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1300 South Lecanto Hwy.
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Introduction

The purpose of this Language Assistance Plan (LAP) guidance is to clarify the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and assist them in fulfilling their responsibilities to Limited English Proficient (LEP) persons, pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with **Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq.**, and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments such as CCT, private and non-profit entities, and sub-recipients.

Plan Summary

Citrus County Transit (CCT) has developed this LAP to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to CCT programs as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details the procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training staff, how to notify LEP persons that assistance is available, and information for future plan updates.

In developing the plan while determining CCT's extent of obligation to provide LEP services, CCT undertook a U.S. Department of Transportation Four Factor LEP analysis which is the following:

Four Factor Analysis

1. The number or proportion of LEP persons eligible to be served or likely to encounter a CCT program, activity, or service.

CCT examined the US Census Bureau’s American Community Survey (ACS) 2022 Language Spoken At Home data and was able to determine that approximately 4.9 % or 6,692 of the Citrus County population age 18 and older spoke a language other than English at home.

As the ACS Language Spoken At Home data indicates, of the 6,692 persons who speak a language other than English, 3% speak Spanish, 1.9% speak Other Languages.

Of the 4.9% of persons that speak other than English at home, approximately 22.1% speak English less than “very well.”

2. The frequency with which LEP individuals come in contact with CCT programs, activities, or services.

CCT assesses the frequency at which staff has or could possibly have contact with LEP persons. This includes documenting phone inquiries, and surveying public meeting attendees. Since the last update, CCT has recorded one (1) request for an interpreter in any language and zero requests for translated County documents.

Based on the above data from the ACS survey, CCT will ensure that Spanish language brochures and transit schedules are available on the vehicles, at transfer centers and other transit stops. Title VI, ADA complaint forms, Rider Surveys, Applications, and other documents will also be in Spanish.

3. The nature and importance of the program, activity, or service provided by the County to LEP community.

While there is a relatively small concentration of Spanish-speaking persons in Citrus County, CCT will evaluate the need for any formal outreach efforts to identify those CCT programs that would be of importance to a Spanish-speaking LEP person. One area that will be addressed is the Deviated Fixed-Route transit system and to help accommodate the Spanish population, CCT, has translated its system route map and brochures. CCT also has the ability to translate any of its documents and brochures into Spanish as needed.

4. The resources available to CCT and overall costs

CCT assessed its available resources that could be used for providing LEP assistance. This included identifying what staff and volunteer language interpreters (see Appendix B) are readily available, how much a professional interpreter and translation service

would cost, which documents should be translated, taking an inventory of available organizations that CCT could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed.

After analyzing the four factors; CCT developed the plan outlined in the following section for assisting persons of limited English proficiency.

How to Identify an LEP Person Who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.
- When County sponsored workshops or conferences are held, set up a sign-in sheet table with a staff member to greet and briefly speak to each attendee. Doing this to informally gauge the attendee's ability to speak and understand English, such as asking a question that requires a full sentence reply.
- Have Census Bureau's "I Speak Cards" at the workshop or conference sign-in table. While staff may not be able to provide translation assistance at a particular meeting, the cards can be an excellent tool to identify language needs for future meetings. In addition, have the cards available at the CCT office reception area and Transportation Disadvantaged Program office's walk-in counter.
- Post a notice of available language assistance at CCT reception area.

Language Assistance Measures

When an interpreter is needed, in person or on the telephone, first determine what language is required. CCT staff cannot currently provide any informal verbal interpretation. If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service, Language Line, at 1-800-752-6096; this service is available 24 hours a day, 7 days a week.

Staff is able to assist with written communications and small CCT document translation requests from LEP persons. Website will convert all information into any language.

The following CCT documents are currently available in Spanish: Transportation Disadvantaged Program application and letters, The Orange Line Deviated Fixed Route routes and information, the Title VI discrimination complaint form, Door to Door Rider's Guide, "Compliment, Hazard Complaint and ADA Complaint Report" form and Annual Rider Surveys.

CCT Staff Training

All CCT staff will be provided with the LAP and will be educated on procedures and services available to LEP Persons. This information will also be part of the CCT staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI LEP responsibilities;
- What language assistance services CCT offers;
- Use of LEP “I Speak Cards;”
- How to access an interpreter;
- Documentation of language assistance requests;
- How to handle a complaint; and
- The importance of educating sub-recipients on CCT’s LEP program responsibilities and their obligation to provide language assistance.

Providing Notice of Available Language Service to LEP Persons

- Post signs that language assistance is available in CCT buildings, transit vehicles and facilities and other public areas.

Outreach Techniques:

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person, or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language, such as Spanish.
- When running a general public meeting notice, staff should insert the clause “Un traductor del idioma Español estará disponible.” This states: “A Spanish translator will be available.” Or, if the staff is not sure of the need, this clause shall be inserted, “Si usted necesita la ayuda de un traductor del idioma español, por favor comuníquese con la Joanne Granger al teléfono 352-527-7630, cuando menos 48 horas antes de la junta.” This states: "If you need the help of a Spanish language translator, please contact Joanne Granger at 352-527-7630, at least 48 hours before the meeting."
- As a rule, Spanish speaking staff or a hired interpreter should be on hand at public meetings intended for gathering public input.

Monitoring and Updating the LAP

This plan is designed to be flexible and is one that can be easily updated. At a minimum, CCT will follow the Title VI Program update schedule for the LAP. The next required Title VI Program update must be forwarded to the FTA by July 2024.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in Citrus County?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified County programs? Are there other programs that should be included?
- Have CCT's available resources, such as technology, staff, and financial costs changed?
- Has CCT fulfilled the goals of the LAP with regards to LEP?
- Were any complaints received?

Dissemination of CCT Language Assistance Plan

CCT will post the LAP on its website at: <http://www.citruscountytransit.com/> Additionally, the Policy Statement and Complaint Procedure will be posted at the offices of CCT, and provided to the listed agencies included in Appendix C. The Policy Statement and Complaint Procedure are also included on all the deviated fixed-route and paratransit vehicles.

Any person, including social service, non-profit, law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal Internet service, all Citrus County libraries offer free Internet access. Copies of the LAP will be provided to Florida Department of Transportation, Federal Highway Administration, Federal Transit Administration, and any person or agency requesting a copy. Each County sub-recipient and program participants will be provided a copy, and will be educated on the importance of providing language assistance. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to CCT Title VI Specialist:

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Citrus County Transit
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LAP APPENDIX A

Population Table

[Minority Maps \(from GIS\).](#)

Table: ACSST1Y2022.S1601

Citrus County, Florida												
	Total		Percent		Percent of specified language speakers							
					Speak English only or speak English "very well"		Percent speak English only or speak English "very well"		Speak English less than "very well"		Percent speak English less than "very well"	
Label	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	156,722	±467	(X)	(X)	154,121	±928	98.3%	±0.4	2,601	±679	1.7%	±0.4
Speak only English	147,574	±1,518	94.2%	±0.9	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	9,148	±1,490	5.8%	±0.9	6,547	±1,392	71.6%	±7.2	2,601	±679	28.4%	±7.2
SPEAK A LANGUAGE OTHER THAN ENGLISH												
Spanish	5,834	±1,249	3.7%	±0.8	3,911	±1,149	67.0%	±10.5	1,923	±638	33.0%	±10.5
5 to 17 years old	1,294	±508	0.8%	±0.3	786	±644	60.7%	±33.4	508	±396	39.3%	±33.4
18 to 64 years old	3,673	±1,052	2.3%	±0.7	2,722	±1,038	74.1%	±14.1	951	±507	25.9%	±14.1
65 years old and over	867	±516	0.6%	±0.3	403	±438	46.5%	±34.5	464	±301	53.5%	±34.5
Other Indo-European languages	1,551	±973	1.0%	±0.6	1,156	±724	74.5%	±12.6	395	±328	25.5%	±12.6
5 to 17 years old	58	±103	0.0%	±0.1	58	±103	100.0%	±100.0	0	±239	0.0%	±100.0
18 to 64 years old	693	±642	0.4%	±0.4	523	±488	75.5%	±19.1	170	±208	24.5%	±19.1
65 years old and over	800	±489	0.5%	±0.3	575	±388	71.9%	±21.7	225	±212	28.1%	±21.7
Asian and Pacific Island languages	1,681	±514	1.1%	±0.3	1,398	±478	83.2%	±12.0	283	±218	16.8%	±12.0
5 to 17 years old	0	±239	0.0%	±0.2	0	±239	-	**	0	±239	-	**
18 to 64 years old	947	±387	0.6%	±0.2	759	±285	80.1%	±14.4	188	±180	19.9%	±14.4
65 years old and over	734	±429	0.5%	±0.3	639	±415	87.1%	±21.5	95	±160	12.9%	±21.5
Other languages	82	±138	0.1%	±0.1	82	±138	100.0%	±88.5	0	±239	0.0%	±88.5
5 to 17 years old	82	±138	0.1%	±0.1	82	±138	100.0%	±88.5	0	±239	0.0%	±88.5
18 to 64 years old	0	±239	0.0%	±0.2	0	±239	-	**	0	±239	-	**
65 years old and over	0	±239	0.0%	±0.2	0	±239	-	**	0	±239	-	**
CITIZENS 18 YEARS AND OVER												
All citizens 18 years old and over	136,576	±1,029	(X)	(X)	135,095	±1,207	98.9%	±0.4	1,481	±612	1.1%	±0.4
Speak only English	129,884	±1,595	95.1%	±1.1	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
Speak a language other than English	6,692	±1,452	4.9%	±1.1	5,211	±1,323	77.9%	±8.6	1,481	±612	22.1%	±8.6
Spanish	4,123	±1,145	3.0%	±0.8	3,125	±1,089	75.8%	±12.7	998	±531	24.2%	±12.7
Other languages	2,569	±904	1.9%	±0.7	2,086	±761	81.2%	±10.3	483	±322	18.8%	±10.3

LAP APPENDIX B

Informal Staff Translation and Interpretation

Spanish

If the required language is not available or if a formal interpretation is required, staff shall use the telephone interpreter service.

Formal Interpreter and Translation Service:

CCT will utilize the Language Line Interpreter Services at 1-800-752-6096.

**APPENDIX B
CITRUS COUNTY ENVIROMENTAL JUSTICE PROGRAM PARTICIPANTS**

Agency and Contact Individual	Address and Contact Info	Agency and Contact Individual	Address and Contact Info
African American Club President	PO Box 641103 Beverly Hills, FL 34464 Tel: (352) 201-4326 https://www.afro-americanclub.org	Citrus Memorial (HCA) Hospital	502 W. Highland Blvd Inverness, FL 34452 Tel: (352) 726-1551 https://www.hcafloridahealthcare.com
Citrus County Habitat for Humanity President/CEO	P.O. Box 1041 Crystal River, FL 34423-1041 Tel: (352)563-2744 Email: habitatgeorge@gmail.com	Wishing Well Center for the Blind	6055 N. Carl G Rose Hwy Hernando, FL 34442-2140 Tel: (352) 637-1739
FL Dept. of Children & Families Circuit 5	901 Industrial Dr. Suite #110 Wildwood, FL 34785 Tel: (352) 330-2162 https://www.myflfamilies.com	City of Inverness City Manager	212 W. Main St. Inverness, FL 34450 Tel: (352) 726-2611 https://www.inverness-fl.gov
FL Dept. of Education (Vocational Rehabilitation)	Inverness Unit 10AA 204 S. Apopka Ave. Inverness, FL 34452 Tel: (352) 560-6029	Key Training Center Director	5399 W. Gulf to Lake Hwy Lecanto, FL 34461 Tel: (352) 795-5541 E-Mail: info@keytrainingcenter.org
Dept. of Elder Affairs, Elder Options	100 S.W. 75 th St., Ste. 301 Gainesville, FL 32607 Tel: (352) 378-6649 / 1-800-963-5337 https://elderaffairs.org	Hospice of Citrus County & The Nature Coast	PO Box 641270 Beverly Hills, FL 34464 Tel: (352) 249-1470 https://friendsofcitruscountry.org
City of Crystal River City Manager	123 NW Hwy 19 Crystal River, FL 34428 Tel: (352) 795-4216 http://www.crystalriverfl.org	Citrus County Health Department	3700 W. Sovereign Path Lecanto, FL 34461 Tel : (352) 527-0068 https://citrus.floridahealth.gov
Spanish American Club of Citrus County President	PO Box 2591 Inverness FL 34451-2591 Tel: (352) 422-3785	St. Benedict Catholic Church	455 S. Suncoast Blvd Crystal River, FL 34429 Tel: 352-795-4479
Citrus County Board of County Commissioners County Administrator:	110 N. Apopka Ave. Inverness, FL Tel: (352) 341-6560 http://www.citrusbocc.com	Citrus County Social Services (Energy assistance, Indigent Burial)	2804 W. Mac Knighton Ct. Lecanto, FL 34461 Tel: (352)527-5989 https://www.citrusbocc.com/departments/ community_services/support_service
Citrus County Veterans Services Manager	2804 W. Marc Knighton Ct. Lecanto, FL 34461 Tel: (352)527-5915 https://www.citrusbocc.com/departments/ community_services/veterans_services	Salvation Army	712 S. School Ave Lecanto, FL 34461 Tel:(352) 513-4960 https://salvationarmyflorida.org
Citrus Hearing Impaired Program Services: Interpreter Coordinator	Citrus Hearing Impaired Program Services 109 NE Crystal St., Ste. B Crystal River, FL 34428 Tel: (352) 795-5000 https://citrushearingimpaired.org	Citrus County Family Resource Center Director	2435 N. Florida Ave. Hernando FL, 34442 Tel: (352) 344-1001 http://www.cofrc.org/index.html
United Way of Citrus County: Chairman	1582 N Meadowcrest Blvd Crystal River, Florida 34429 Tel:(352) 795-5483 http://www.citrusunitedway.org/	Temporary Assistance to Needy Families (TANF)	400 West Robinson Street Suite 1129 Orlando, FL 32801 Tel: (407) 317-7000 http://www.myflfamilies.com/contact- us/region/central
Citrus County Support Services Director	2804 W. Marc Knighton Ct., Ste. B Lecanto, FL 34461 (352) 527-5900 https://www.citrusbocc.com/departments/ community_services/support_service	Citrus County Housing Authority Director	Citrus County Housing Services 2804 W. Marc Knighton Ct. Lecanto, FL 34461 Tel: (352) 527-7520 https://www.citrusbocc.com/departments/ community_services/housing_services

LAP APPENDIX C
Citrus County Discrimination Complaint Procedure

The Title VI Complaint Process and Procedures are to be followed.

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LAP APPENDIX D

Notice to Citrus County Transit Grant and Program Participants (if applicable)

All programs and operations of entities that receive assistance from the federal government, including CCT and its participants, must comply to the fullest reasonable extent for improving access to services for Limited English Proficient (LEP) persons.

Participants are encouraged to have in place written policies on the provision of interpreter and translation services.

I acknowledge that a copy of Citrus County's Limited English Proficiency Plan has been provided to our organization and I have read the contents and fully understand the LAP Plan obligations and responsibilities.

Signature

Date

Organization

Title VI Appendix D

RESOLUTION 2024 - 060

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF CITRUS COUNTY, FLORIDA, APPROVING THE 2024 CITRUS COUNTY TRANSIT TITLE VI PLAN AS AUTHORIZED BY MOVING AHEAD FOR PROGRESS IN THE 21st CENTURY (MAP-21), PUBLIC LAW 112-141

WHEREAS, the Federal Transit Administration has been authorized under Chapter 53, Title 23 United States Code to award federal public transportation assistance; and

WHEREAS, Citrus County, Florida (hereinafter referred to as “Citrus County”) is a direct recipient of public transportation assistance funding from the Federal Transit Administration; and

WHEREAS, as the recipient of Federal Transit Administration funding Citrus County is required to maintain a Title VI program; and

WHEREAS, Citrus County must have an approved Title VI Plan that addresses how the Title VI program will be carried out; and

WHEREAS, the 2024 Citrus County Title VI plan for transit operations is updated pursuant to Federal Transit Administration Circular 4702.1B to continue to meet the new requirements mandated in the Moving Ahead for Progress in the 21st Century (MAP-21), Public Law 112-141; and

WHEREAS, a 2024 Title VI Plan (which is attached hereto, and incorporated herein) has been developed by the County; and

WHEREAS, new requirements in Circular 4702.1B requires a resolution from the Board of County Commissioners approving the Title VI Plan.

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Citrus County, Florida, that:

1. The above recitals are incorporated by reference into the body of this resolution and such recitals are adopted as findings of fact.
2. The Board of County Commissioners approves the 2024 Citrus County Transit Title VI Plan for transit operations as presented.

3. To the extent that there are scrivener's errors or ministerial changes that do not change the tenor, tone, or concept of this Title VI Plan, then the plan may be revised without subsequent approval of the Board of County Commissioners.

ADOPTED by the Board of County Commissioners of Citrus County, Florida, this 9th day of July, 2024.

Motion made by Commissioner Ruthie Schlabach, seconded by Commissioner Rebecca Bays, and carried for adoption by the Board on the 9th day of July, 2024.

**BOARD OF COUNTY COMMISSIONERS
OF CITRUS COUNTY, FLORIDA**



HOLLY L. DAVIS, CHAIRMAN

ATTEST:


for _____
ANGELA VICK
CLERK



**APPROVED AS TO FORM FOR THE
RELIANCE OF CITRUS COUNTY ONLY**



DENISE A. DYMOND LYN
COUNTY ATTORNEY