

Citrus County Transit Title VI



February 2022

Citrus County Transit

Citrus County Transit Title VI Plan

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Date Approved:

<https://www.citrusbocc.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 Limited English Proficiency Plan (LEP) 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, 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. 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.
- **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:

Community Centers / Senior Dining Sites
Healthy Living Fairs
Prosperity Citrus
Local Colleges & Technical Schools
Cold Weather Shelter Task Force

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

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.

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 ADA complementary service is identified in the following chart.

Deviated Fixed Route Buses					
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				
PARA TRANSIT					
TURTLE TOP	16	14	2	0	1.14
TURTLE TOP	3	12	2	0	1.17
TURTLE TOP	1	10	1	0	1.10
ELDORADO	1	4	1	0	1.25
	21				

B. Vehicle Headway Standards

Deviated Fixed Route service operates on four routes throughout CCT on a 90 to 120-minute headways from 6:45 a.m. until 5:30 p.m., Monday-Friday. Deviated Fixed Route service headways do not fluctuate. Door-to-door / paratransit 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 departs a scheduled trip no more than 5 minutes late. 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 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 is exploring the need for ADA Bus Shelters, benches and infrastructure. Florida Department of Transportation provides Bus Shelter Guidelines. When it is determined by staff that there is a need and grant funding can be secured, Citrus County will move forward in securing them.

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 / paratransit 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, national origin, age, sex, religion, disability, familial or income status. 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, origen nacional, edad, sexo, religión, discapacidad, estado familiar o ingresos. 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, PO Box 1930, Lecanto, FL 34460, por correo electrónico a Lon.Frye@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

PO Box 1930

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)

TITLE VI PROGRAM AND RELATED STATUTES DISCRIMINATION COMPLAINT AGAINST CITRUS COUNTY				
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	Retaliation	Sex	Familial Status	Religion
Color	National Origin (Language)	Age	Disability	Other
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
CONDADO DE CITRUS**

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 y Código Postal de la persona o dependencia que discrimina contra usted:			
Fecha del incidente discriminatorio:				
Causa de la discriminación:				
Raza	Retaliación	Sexo	Estado Civil	Religión
Color de Piel	Nacionalidad	Edad	Impedimento Físico	Otro
<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

Title VI Appendix D

RESOLUTION 2022 - _____

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF CITRUS COUNTY, FLORIDA, APPROVING THE 2022 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 2022 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 2022 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 2022 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 _____ day of _____, 2022.

Motion made by Commissioner _____, seconded by Commissioner _____, and carried for adoption by the Board on the ____ day of _____, 2022.

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

RONALD E. KITCHEN JR., CHAIRMAN

ATTEST:

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

ANGELA VICK
CLERK

DENISE A. DYMOND LYN
COUNTY ATTORNEY