

**HERNANDO COUNTY  
TRANSPORTION DISADVANTAGED  
LOCAL COORDINATING BOARD  
FEBRUARY 13, 2019 – 10:00 A.M.**

**MEETING LOCATION: Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida**

**AGENDA**

**A. CALL TO ORDER**

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Committee Members and Staff
4. Declaration of Quorum

**B. ANNUAL ELECTION OF OFFICERS AND APPOINTMENTS**

1. Election of 2019 Vice-Chairman
2. Committee Membership Appointments/Reappointments

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

**D. REVIEW/APPROVAL OF MINUTES – November 14, 2018**

**E. CORRESPONDENCE/INFORMATION ITEMS – Carlene Riecss, Transportation Planner III**

1. CTD Business Meeting Agenda
2. CTD 2018 Annual Performance Report – Highlights
3. Committee Vacancies
4. Presentation/Update – Denise Clark – (Public Education Community)

**F. VETERANS AFFAIRS – Tony Graham (Verbal Report)**

**G. TRANS HERNANDO – Miranda Maldonado (Verbal Report)**

**H. PLANNING AGENCY – Steve Diez, MPO Executive Director  
FY 2020 – FY 2029 Hernando County Transit Development Plan (TDP) Update**

**I. CITIZENS COMMENTS (Yellow sheets are not required for speakers.)**

**J. ADJOURNMENT and NEXT MEETING – The Annual Public Hearing and the next Transportation Disadvantaged Local Coordinating Board (TDLCB) Regular Meeting are scheduled for Wednesday, May 22, 2019, beginning at 10:00 a.m., and 10:15 a.m., respectively, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida.**

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

## AGENDA ITEM B

### B. ANNUAL ELECTION OF OFFICERS AND APPOINTMENTS

#### 1. Election of 2019 Vice-Chairman

Pursuant to the Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws, this Board shall hold a meeting at the beginning of each calendar year for the purpose of electing a Vice-Chairman by a majority vote from a quorum of the TDLCB members present. The Chairman is appointed by the Board of County Commissioners. The Vice-Chairman shall serve a term of one year, starting with the first meeting after his/her election. In the event of the Chairman's absence, or at the direction of the Chairman, the Vice-Chairman shall assume the duties of the Chairman conduct meetings.

***Recommendation:*** *It is recommended that the TDLCB nominate and elect a Vice-Chairman for the 2019 calendar year.*

#### 2. Committee Membership Appointments/Reappointments

Pursuant to applicable requirements, the Grievance Committee must be appointed at the first meeting of the new calendar year.

Grievance Committee – Meets on an as-needed basis to address service or policy issues. Attached is the current membership list.

***Recommendation:*** *It is recommended that the TDLCB appoint/reappoint committee members, as appropriate, for the 2019 calendar year.*

Attachment: Draft TDLCB Grievance Committee Roster

**TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
(TDLCB)**

**GRIEVANCE COMMITTEE**

**DRAFT**

**All current members were appointed/reappointed by the TDLCB Board at its meeting of February 13, 2019.**

VOTING MEMBER/Address	APPT DATE/TERM EXP
Tony Graham Hernando County Veteran Services 7479 Forest Oaks Boulevard Spring Hill, FL 34606 Phone: 754-4033 Email: <a href="mailto:tgraham@hernandocounty.us">tgraham@hernandocounty.us</a>	AD: 2/14 TE: N/A
Robert Bradburn Florida Department of Children & Family Services 661 S. Broad Street Brooksville, FL 34601 Phone: 754-6640 Email: Robert.Bradburn@myflfamilies.com	AD: 1/16 TE: N/A
Kathleen Winters Local Representative Medical Community (Alzheimer's Family Org.) 461 Mariner Blvd. Spring Hill, FL 34609 Phone: 352-616-0170 Email: kathleen@alzheimersfamily.org	AD: 11/18 TE: N/A
Denise Clark Public Education Community 3339 California Street Brooksville, FL 3460 Phone: 754-6640, Ext. 404 Email: <a href="mailto:clark_d1hcsb.k12.fl.us">clark_d1hcsb.k12.fl.us</a>	AD: 11/18 TE: N/A
Aaron Lounsberry Florida Agency for Health Care Administration 525 Mirror Lake Drive Saint Petersburg, FL 33701 Phone: 727-552-1921 Email: <a href="mailto:aaron.lounsberry@ahca.myflorida.com">aaron.lounsberry@ahca.myflorida.com</a>	AD: 1/16 TE: N/A

## **AGENDA ITEM D**

### **D. REVIEW/APPROVAL OF MINUTES – November 14, 2018**

The minutes from the TDLCB's meeting of November 14, 2018, are attached for your review and approval.

Attachment: November 14, 2018 TDLCB Meeting Minutes

**HERNANDO COUNTY**  
**TRANSPORTATION DISADVANTAGED**  
**LOCAL COORDINATING BOARD**  
**Minutes of the November 14, 2018 Regular Meeting**  
**DRAFT**

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on November 14, 2018, at the Hernando County Government Center, 20 North Main Street, John Law Ayers Commission Chambers, Room 160, Brooksville, Florida. The meeting was advertised in the Tampa Bay Times and the agenda was available on the MPO's website at [www.hernandocitrus mpo.us](http://www.hernandocitrus mpo.us).

**MEMBERS PRESENT:**

John Mitten, TDLCB Chairman  
Verene Kurtz, Hernando County Resident, Disabled  
Karla Lagos, Florida Division of Vocational Rehabilitation, Alternate  
Denise Clark, Public Education Community  
Daniel Hopkins, Mass Transit, Alternate  
Kathleen Winters, Local Representative Medical Community  
Penelope Barnard, Florida Agency for Health Care Administration  
John Eberle, Regional Workforce Development Board  
Robert Bradburn, Florida Department of Children & Family Services  
Tony Graham, Hernando County Veterans Services

**MEMBERS ABSENT:**

Benita Dixon, Private-for-Profit Transportation  
Jabari Hampton, Florida Department of Transportation District Seven

**OTHERS PRESENT:**

Carlene Riecss, Transportation Planner III  
Colleen Conko, Administrative Assistant II  
Joel Mendez, Trans Hernando Transportation Coordinator

**CALL TO ORDER**

Chairman Mitten called the meeting to order at 10:00 a.m.

A quorum was declared.

Ms. Riecss read into the record the notice of public meeting.

## **APPROVAL/MODIFICATION OF AGENDA**

**Motion:** *Ms. Winters motioned to approve the November 14, 2018, Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting agenda as presented. Mr. Eberle seconded, and the motion carried unanimously.*

## **REVIEW/APPROVAL OF MINUTES OF THE SEPTEMBER 12, 2018 REGULAR MEETING**

**Motion:** *Mr. Graham motioned to approve the September 12, 2018, meeting minutes as presented. Mr. Lounsberry seconded, and the motion carried unanimously.*

## **CORRESPONDENCE/INFORMATION ITEMS**

### ***CTD Annual Conference Event Update***

Ms. Riecss stated that she had attended the Florida Commission for the Transportation Disadvantaged (CTD) Annual Conference and Expo which was held in October at Daytona Beach. She provided an overview of information that had been provided at the conference:

- The CTD had reported that there was an anticipated \$2 million deficit in the budget for FY 2019/2020. It was implicated that funding for the mobility enhancement grant would possibly be impacted.

Ms. Riecss stated that the Hernando County Community Transportation Coordinator (CTC), Trans Hernando, is aware of the anticipated deficit and is currently working on alternatives to make up the funding.

- Changes to the Florida Administrative Code included:
  1. Insurance requirements for the CTC were amended.
  2. A new local representative from the Agency for Persons with Disabilities was added to the TDLCB membership.
  3. A new grant category was added. (More information will be provided as it becomes available.)

### ***TDLCB Vacancies***

Chairman Mitten noted the significance of the TDLCB and the importance of getting the vacancies filled on the board.

Ms. Riecss reported the following TDLCB vacancies:

- Florida Association for Community Action
- Hernando County, Public Transit User
- Local Representative Children at Risk
- Florida Department of Elderly Affairs
- Citizen Advocate, Hernando County

- Hernando County Resident, 60+ Years
- New Position – Local Representative for Persons with Disabilities

Ms. Riecss stated that she had been contacted by Ms. Elizabeth Watson who informed her that beginning in February 2019, Ms. Watson will be the new Local Representative for Persons with Disabilities for both Hernando and Citrus Counties.

Ms. Riecss reported that press releases and advertisements have been sent out by staff to help fill the vacancies on the board. She noted that applications are also available on the Hernando/Citrus Metropolitan Planning Organization's website.

Chairman Mitten inquired about the past history of vacancies on the TDLCB. Ms. Riecss responded that the current open positions on the board have been vacant for a long period of time.

Discussion ensued regarding methods/contacts that can be utilized to reach out to the public/agencies to help fill the vacancies.

***Presentation/Update – Tony Graham, Veterans Affairs***

Mr. Graham provided the TDLCB with a brief overview of the services that the Hernando Veterans Services department provides.

Mr. Graham reported that Veterans Affairs (VA) is an agency that helps align veterans and their families with possible VA benefits through the process of applying for claims. He noted that the services of the VA help veterans with financial needs by providing direction to various agencies that may be able to assist with expenses such as utilities and rent.

Mr. Graham stated that VA has representation on the TDLCB due to the shuttle service it provides through the use of volunteer drivers. He noted that the shuttle service provides transportation to veterans, free of charge, to and from Hernando County and the James A Haley VA Hospital for medical appointments. He noted that the James A Haley VA Hospital provides the vans and the VA provides the volunteer drivers.

Chairman Mitten inquired about the percentage of veterans that are qualified to utilize the services of the VA. Mr. Graham responded that all veterans are accepted in the program.

Discussion ensued regarding how to educate and make veterans aware of other services and/or programs that are provided and available from other various agencies.

**VETERANS AFFAIRS**

It was noted that Mr. Graham's presentation provided information for both agenda items D and E.

**TRANS HERNANDO**

Mr. Mendez introduced himself as the new transportation coordinator who will be replacing the previous coordinator, Ms. Michelle Hale. It was noted that Mr. Mendez had no update at this time.

Chairman Mitten asked Mr. Mendez to clarify how the deficit of the mobility enhancement grant will affect Trans Hernando's services. Mr. Mendez responded that the CTD provides the mobility enhancement grant once every three years. He noted that the three-year duration of the grant has been exhausted and noted that the agency at this time is seeking other funding resources. He stated that the CTD did set aside funding to help agencies with transportation. Mr. Mendez stated that the funding has helped Trans Hernando with the ability to increase its ridership services.

Mr. Eberle stated that Career Source provides veterans with benefits that will help assist with job seeking, education and other services.

Ms. Riecss responded to Chairman Mitten's question regarding the clarification of services each organization from the TDLCB provides to the public. She reported that staff has been requesting TDLCB members to volunteer at each TDLCB meeting to speak about the agency they represent to help educate and inform the public of the available services they provide.

Ms. Riecss asked for a volunteer for the February 13, 2019, TDLCB meeting.

It was noted that Ms. Clark volunteered to speak about her agency, Public Education Community, at the February 2019, TDLCB meeting.

## **ACTION ITEMS**

### ***Grievance Committee Appointments***

Ms. Reicss reported that the Grievance Committee should only be represented by voting members of the TDLCB. She noted that she and Ms. Hale were not permitted to serve on the committee. Ms. Riecss noted that since the grievance committee was created, there has been no record of any required grievance committee meeting.

It was noted that Ms. Clark and Ms. Winters volunteered.

### ***2019 TDLCB Meeting Schedule***

Ms. Reicss provided the TDLCB with the anticipated 2019 meeting dates. She noted that the meeting location of the TDLCB will be moved from the Hernando County Government Center to the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville and the meeting dates proposed are:

- February 13
- May 22 (For the Annual Public Hearing and the Regular Meeting.)
- September 11
- November 13

***Motion:***            *Ms. Winters moved to approve the 2019 TDLCB meeting schedule. Ms. Clark seconded, and the motion carried unanimously.*



Mr. Eberle reported that Medicaid recipients of Hernando County will be receiving information regarding their expiring manage care program. He noted that the Medicaid recipients will now have the opportunity to update/change their plans.

### **CITIZENS COMMENTS**

It was noted that at this time that there was no citizen comment.

### **ADJOURNMENT AND NEXT MEETING**

There being no further business to discuss the meeting adjourned at 10:25 a.m.

It was announced that the next Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting is scheduled for Wednesday, February 13, 2019, beginning at 10:00 a.m., at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville.

The Meeting Minutes of the November 14, 2018, Hernando County Transportation Disadvantaged Local Coordinating Board's (TDLCB's) are anticipated to be approved on February 13, 2019.

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John Mitten, TDLCB Chairman

cvc

## AGENDA ITEM E

### **E. CORRESPONDENCE/INFORMATION ITEMS – Carlene Riecss, Transportation Planner III**

#### **1. CTD Meeting Agenda**

Attached is the Florida Commission for the Transportation Disadvantaged (CTD) business meeting agenda for December 20, 2018.

Attachment: December 20, 2018 CTD Business Meeting Agenda

#### **2. CTD 2018 Annual Performance Report – Highlights**

Attached are the highlights from the 2018 Annual Performance Report submitted to the Governor and Legislator on January 1, 2018, and distributed to the CTC's and Planning Agencies. This report is for information purposes only. The entire 2018 Annual Performance Report Data is available online at: <https://ctd.fdot.gov/docs/MeetingPackages/2018Meetings/MeetingPackage12202018.pdf>.

Attachment: Florida Commission for the Transportation Disadvantaged 2018 Hernando County Performance Report

#### **3. Committee Vacancies**

Existing vacancies on the TDLCB include:

- Florida Association for Community Action
- Hernando County, Public Transit User
- Local Representative Children at Risk
- Florida Department of Elderly Affairs

Attachment: Hernando/Citrus Metropolitan Planning Organization Board/Committee Application

#### **4. Presentation Update – Denise Clark – (Public Education Community)**

A brief presentation will be made by Dennis Clark of the Public Education Community.

# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



## Business Meeting Agenda

**December 20, 2018**  
**9:00 AM until Completion**  
**2740 Centerview Dr., Suite 1A**  
**Tallahassee, FL 32301**

*Marion Hart, Chairman*  
*Dr. Phillip Stevens, Vice-Chairman*  
*Mike Willingham, Commissioner*  
*Dr. Robin Tellez, Commissioner*  
*Becki Forsell, Commissioner*

**Dial-In Number: 888-670-3525**  
**Conference Code: 1383090556**

Item #	Agenda Item	Speaker(s)
I	Call to Order	Chairman Hart
II	Introduction of Commissioners and Advisors	Commissioners and Advisors
III	Commissioner and Advisor Reports	Commissioners and Advisors
IV	Public Comments (Comments limited to the current agenda items)	Public
	<b>Action Items</b>	
V	2018 Annual Performance Report	
VI	Executive Director Report	
VII	Public Comments	Public
VIII	Commissioner and Advisor Comments	Commissioners and Advisors
IX	Adjournment	Chairman Hart
	Next Meeting: March 19, 2019 – Tallahassee, FL	

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. A comment card for each speaker is required, and this limits public comment to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall contact our office, at least 48 hours before the meeting by email at [julia.blanchard@dot.state.fl.us](mailto:julia.blanchard@dot.state.fl.us) or by the following listed below:

Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450  
(850) 410-5703 or (800) 983-2435  
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

County: Hernando

CTC: Mid Florida Community Services, Inc.

Contact: Michelle Hale

1122 Ponce De Leon Blvd.

Brooksville, FL 34601

352-799-1510

Email: [mhale@mfc.us.com](mailto:mhale@mfc.us.com)

Demographics

Total County Population

186,553

Potential TD Population

142,234

UDPHC

1,126

Florida Commission for the



**Transportation  
Disadvantaged**

<b>Trips By Type of Service</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>Vehicle Data</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Fixed Route (FR)	0	0	0	Vehicle Miles	499,748	614,868	681,248
Deviated FR	0	0	0	Revenue Miles	448,352	568,336	630,098
Ambulatory	101,504	104,939	105,680	Roadcalls	1	4	3
Non-Ambulatory	7,909	9,129	8,434	Accidents	0	1	1
Stretcher	0	0	0	Vehicles	36	44	16
School Board	0	0	0	Driver Hours	57,200	37,952	40,560
<b>TOTAL TRIPS</b>	<b>109,413</b>	<b>114,068</b>	<b>114,114</b>				

**Passenger Trips By Trip Purpose**

Medical	18,582	29,029	27,603	<b>Financial and General Data</b>			
Employment	142	781	823	Expenses	\$1,080,328	\$1,067,725	\$1,343,292
Ed/Train/DayCare	87,030	74,286	75,541	Revenues	\$1,156,930	\$1,300,039	\$1,512,746
Nutritional	3,223	4,154	3,279	Commendations	93	97	138
Life-Sustaining/Other	436	5,818	6,868	Complaints	6	14	12
<b>TOTAL TRIPS</b>	<b>109,413</b>	<b>114,068</b>	<b>114,114</b>	Passenger No-Shows	308	299	364
				Unmet Trip Requests	217	0	0

**Passenger Trips By Funding Source**

CTD	13,748	17,205	17,857	<b>Performance Measures</b>			
AHCA	42,534	43,933	47,228	Accidents per 100,000 Miles	0.00	0.16	0.15
APD	710	510	423	Miles between Roadcalls	499,748	153,717	227,083
DOEA	1,669	2,392	2,506	Avg. Trips per Driver Hour	1.91	3.01	2.81
DOE	3,336	4,154	2,474	Avg. Trips per Para Pass.	39.66	127.45	101.34
Other	47,416	45,874	43,626	Cost per Trip	9.87	9.36	11.77
<b>TOTAL TRIPS</b>	<b>109,413</b>	<b>114,068</b>	<b>114,114</b>	Cost per Paratransit Trip	9.87	9.36	11.77
				Cost per Driver Hour	18.89	28.13	33.12
				Cost per Total Mile	2.16	1.74	1.97

**HERNANDO/CITRUS  
METROPOLITAN PLANNING ORGANIZATION  
BOARD / COMMITTEE APPLICATION**

(Please type or print clearly.)

**Name** \_\_\_\_\_  
(Your name must be listed as it appears on your driver's license)

THE FOLLOWING INFORMATION IS REQUIRED FOR COUNTY RECORDS AND BECOMES PUBLIC RECORD UPON SUBMITTING THIS APPLICATION. IF YOU BELIEVE THAT YOU QUALIFY FOR AN EXEMPTION TO THE RELEASE OF THIS INFORMATION, PURSUANT TO F.S. 119.07, PLEASE STATE THE BASIS OF YOUR EXEMPTION.

**Are you a resident of Hernando County?** \_\_\_\_\_ **Citrus County?** \_\_\_\_\_ **For how long?** \_\_\_\_\_

**Do you reside within the city limits of Brooksville?** \_\_\_\_\_ **Crystal River?** \_\_\_\_\_ **Inverness?** \_\_\_\_\_

**Physical Address** \_\_\_\_\_ **City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Mailing Address** (if different) \_\_\_\_\_ **City** \_\_\_\_\_ **Zip** \_\_\_\_\_

**Telephone** (home) \_\_\_\_\_ (business/other) \_\_\_\_\_ **Email** \_\_\_\_\_

**Education** \_\_\_\_\_  
(Please include any certificates, awards, diplomas, degrees, professional license numbers, etc.)

**Present Employment** \_\_\_\_\_

These committees may require travel outside of your county of residence. Are you willing to travel to Hernando or Citrus Counties as necessary to remain active and keep current on committee issues and participate in meetings? \_\_\_\_\_

Have you ever been convicted, plead guilty or no contest, or entered into PTI for a felony or 1<sup>st</sup>/2<sup>nd</sup> degree misdemeanor?

(Answering yes does not automatically disqualify you for consideration)

If yes, what charges? \_\_\_\_\_

Are you currently involved as a defendant in a criminal case? \_\_\_\_\_

If yes, what charges? \_\_\_\_\_

Have you ever been named as a defendant in a civil action suit? \_\_\_\_\_

If yes, when and describe action \_\_\_\_\_

Please state your reasons for applying to this Board/Committee: \_\_\_\_\_

Please list three references, including addresses, phone numbers and email address.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

*I hereby request consideration as a board/committee appointee. It is my intention to familiarize myself with the duties and responsibilities of the office to which I may be appointed, and to fulfill the appointment to the best of my ability, exercising good judgment, fairness, impartiality, and faithful attendance. I also agree to file a Financial Disclosure form as required by State law, if applicable, and abide by the provisions of the State Sunshine Law.*

**APPLICANT'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**POSITION APPLYING FOR:** \_\_\_\_\_ (ALL POSITIONS ARE STRICTLY VOLUNTARY)

\_\_\_\_\_ **BICYCLE/PEDESTRIAN ADVISORY COMMITTEE (BPAC)** – 2 year term, 11 members

\_\_\_\_\_ **CITIZENS ADVISORY COMMITTEE (CAC)** – 2 year term, 11 members

\_\_\_\_\_ **HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)** – 3 year term, 17 members (some positions require agency participation.)

Completed applications may be submitted to the Hernando/Citrus MPO, 1661 Blaise Drive, Brooksville, Florida 34601, email [mpo@hernandocounty.us](mailto:mpo@hernandocounty.us), or fax to 352-754-4420.

## **AGENDA ITEM G**

**G. TRANS HERNANDO – Miranda Maldonado (Verbal Report)**

Attachment: Quarterly System Report for Fiscal Period October 1, 2018 through December 31, 2018

# **COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT**

**Hernando County, Florida**

**Quarterly System Report for Fiscal Period  
JULY 1, 2018 THROUGH JUNE 30, 2019**

**PREPARED FOR:**

**Hernando County Transportation Disadvantaged Coordinating Board**

**PREPARED BY:**

**TRANS HERNANDO**

Mid Florida Community Services, Inc.

Phone (352) 799-1510 Email: Transit1@mfc.us.com



## INTRODUCTION

### **Introduction to Hernando County's Transportation Disadvantaged System:**

Trans Hernando, a department within Mid Florida Community Services, Inc., operates as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged program in Hernando County. As the coordinator, Trans Hernando has the responsibilities to provide transportation to all Hernando County residents in a safe and cost effective manner. System priorities, established by members of a Local Coordinating Board, include the provision of transportation county-wide for medical, nutritional, educational, work, and recreational trips, respectively. Services are for senior citizens (over 60), physically or mentally challenged individuals, and economically or transportation disadvantaged individuals .

The system utilizes a shared ride multi-load approach with guaranteed arrival times to rider destinations. Because many citizens are wheelchair bound, all service fleet vehicles are equipped and in compliance with American with Disabilities Act (ADA) recognized wheelchair lifts and securement devices. Trans Hernando provides physically challenged individuals equal service, appointment guarantees, and fare box fees.

### **Fare Box Fees:**

Non sponsored clients are required to pay a fare box fee. Individual fare box fee is \$5.00 per one way trip. Reduced fare box fees are available and can be applied for by individuals to offset financial hardships.

### **Office Hours:**

Office hours are Monday through Friday from 7:30 a.m. to 4:00 p.m. except County recognized holidays.

### **Service Hours-Transportation Disadvantaged:**

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 3:00 p.m. except for county recognized holidays.

### **Scheduling Hours:**

Scheduling is provided by telephone Monday thru Friday, excluding County recognized holidays. by calling (352) 799-1510 between the hours of 7:30 a.m. and 3:00 p.m.

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2018 through June 30, 2019**

Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL	
<b>Work Days</b>	21	23	19	22	19	19	21	19	21	21	22	20	247	
Overview of Total Trip Requests	Total incoming calls received	3353	4151	3134	4248	3740	3364						21,990	
	Average number calls received per day	160	180	120	193	197	177							
	Total trip requests received	1752	2090	1761	2124	1870	1682							11,279
	Total cancelled trips	324	331	290	373	380	325							2,023
	Total ASAP Trips	33	32	27	15	28	30							165
	Total NS trips	22	29	25	34	26	31							167
	Total trip requests provided	1537	1730	1419	1717	1464	1326							9,193

% of Trip Requests Provided	87.7%	82.8%	80.6%	80.8%	78.3%	78.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of Trip Requests Cancelled	18.5%	15.8%	16.5%	17.6%	20.3%	19.3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of No Show Trip Requests	1.3%	1.4%	1.4%	1.6%	1.4%	1.8%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2018 through June 30, 2019**

Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL
<b>Work Days</b>	21	23	19	22	19	19	21	19	21	21	22	20	247
<b>REASON FOR UNPROVIDED REQUESTS</b>													
% of Trip Requests unable to Provide	1.14%	2.01%	0.40%	0.71%	2.09%	1.31%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Same day Request	12	32	0	5	5	6							60
Out-of-county request	3	2	0	4	7	3							19
Stretcher	2	1	0	1	3	0							7
Holiday/Weekend	0	5	4	0	22	11							42
Before 8 a.m./after 3:00 p.m. appointments	3	2	3	5	2	2							17
<b>Total Unprovided</b>	20	42	7	15	39	22	0	0	0	0			145
<b>TRIP PURPOSE</b>	Medical	1,048	1,217	1,007	1,163	1,019	892						6,346
	Nutritional/Shop	344	357	279	340	289	265						1,874
	Connector	0	0	0	0	0	0						0
	Education	0	8	15	19	11	27						80
	Employment	75	82	67	70	43	39						376
	Other	70	66	51	125	102	103						517
	<b>Total</b>	1,537	1,730	1,419	1,717	1,464	1,326	0	0	0	0	0	0

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2018 through June 30, 2019**

	Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL
	<b>Work Days</b>	<b>21</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>19</b>	<b>19</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>20</b>	<b>247</b>
TRIP TYPE	Elderly (Over 60)	1,269	1,448	1129	1,376	1,219	1,067							7,508
	Adult	268	282	290	341	245	244							1,670
	Child (Under 16)	0	0	0	0	0	15	0	0	0	0			15
	<b>Total</b>	<b>1,537</b>	<b>1,730</b>	<b>1,419</b>	<b>1,717</b>	<b>1,464</b>	<b>1,326</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,193</b>
TRIP MODE	AMBI	791	610	537	905	756	693							4,292
	WHLI & SCOI	746	1,120	882	812	708	633							4,901
	AMBO	0	0	0	0	0	0							0
	<b>Total</b>	<b>1,537</b>	<b>1,730</b>	<b>1,419</b>	<b>1,717</b>	<b>1,464</b>	<b>1,326</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,193</b>
UNDUPLICATED COUNT	Elderly (Over 60)	197	203	198	199	192	179							1,168
	Percent %	85.7%	86.0%	85.3%	84.0%	86.9%	82.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			85.1%
	Adult	33	33	34	38	29	35							202
	Percent %	14.3%	14.0%	14.7%	16.0%	13.1%	16.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			14.7%
	Child (Under 17)	0	0	0	0	0	2	0	0	0	0			2
	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			0%
<b>Total</b>	<b>230</b>	<b>236</b>	<b>232</b>	<b>237</b>	<b>221</b>	<b>216</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,372</b>	
NO SHOW, BY PROGRAM	CTD - T&E	15	21	21	24	15	21							117
	CTD - MEG	3	6	3	6	2	3							23
	DOEA	4	2	1	4	9	7							27
	<b>Total No Shows</b>	<b>22</b>	<b>29</b>	<b>25</b>	<b>34</b>	<b>26</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>167</b>

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2018 through June 30, 2019**

	<i>Month</i>	<i>Jul-18</i>	<i>Aug-18</i>	<i>Sep-18</i>	<i>Oct-18</i>	<i>Nov-18</i>	<i>Dec-18</i>	<i>Jan-19</i>	<i>Feb-19</i>	<i>Mar-19</i>	<i>Apr-19</i>	<i>May-19</i>	<i>Jun-19</i>	<i>TOTAL</i>
	<b>Work Days</b>	<b>21</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>19</b>	<b>19</b>	<b>21</b>	<b>19</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>20</b>	<b>247</b>
<b>OPERATING DATA</b>	Suspended	0	0	0	3	4	3	0	0	0	0	0	0	10
	System Miles	18078	20228	16819	20260	17101	15308							107,794
	Revenue Miles	15272	17030	13929	16961	14161	12675							90028
	Average System Miles per trip	11.8	11.7	11.9	9.9	9.7	9.6	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	11.7
	Average Revenue Miles per trip	9.9	9.8	9.8	9.9	9.7	9.6	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	9.8
	Average Rides per Day	73.2	75.2	74.7	78.1	77.1	69.8							
	System Hours	1022	1153	934	1137	935	860							6,042
	Revenue Hours	864	975	796	974	812	739							5,160

**COMPLIMENTS/COMPLAINTS**

		Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL	
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL	
<b>TRANS HERNANDO</b>	COMPLIMENT	Driver	3	1	1	0	2	4								11
		Vehicle	1	0	1	0	2	1								5
		Service	3	0	1	0	0	1								5
		Policy	0	0	0	0	0	0								0
		Other	0	0	0	0	0	0								0
	COMPLAINT	Driver	0	0	3	0	1	0								4
		Vehicle	0	0	0	0	0	0								0
		Service	0	0	0	0	1	0								1
		Policy	0	0	1	0	0	1								2
		Other	0	0	0	0	0	0								0

**BREAKDOWNS/ACCIDENTS**

		Month	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	TOTAL	
		Work Days	21	23	19	22	19	19	21	19	21	21	22	20	TOTAL	
<b>TRANS HERNANDO</b>	TOWS	0	2	1	1	0	0	1							0	
	ROAD CALLS	0	0	0	0	0	0	0							0	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0								0
		NON-CHARGEABLE	0	0	0	0	0	1								0

## **AGENDA ITEM H**

### **H. PLANNING AGENCY – Steve Diez, MPO Executive Director**

#### **FY 2020 – FY 2029 Hernando County Transit Development Plan**

Steve Diez, MPO Executive Director, will provide the TDLCB with an update of the FY 2020 – FY 2029 Hernando County Transit Development Plan (TDP).