

**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
Wednesday, February 19, 2020, 10:00 a.m.**

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

**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 2020 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 13, 2019**

**E. CORRESPONDENCE/INFORMATIONAL ITEMS**

1. TD Program Overview
2. Commission for the Transportation Disadvantaged, (CTD) Business Meeting

**F. ACTION ITEM**

1. Annual Bylaw Update

**G. TRANS HERNANDO**

1. Miranda Maldonado, Quarterly Report
2. Ashley Hofecker, Update

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

**I. MEMBER/AGENCY UPDATES**

1. Kevin Bargerstock, Florida Division of Vocational Rehabilitation

2. Gretchen Samter, Hernando County Public Transit User
3. Volunteer for May 20, 2020 Meeting

**J. CITIZEN COMMENTS**

- K. ADJOURNMENT AND NEXT MEETING** – The annual public workshop and regular meeting of the TDLCB will be held on Wednesday, May 20, 2020, beginning at 10:00 a.m., at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL

**The meeting agenda and back-up materials are available online at:**

**[www.hernandocounty.us/hernandocitrusmpo](http://www.hernandocounty.us/hernandocitrusmpo)**.

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

**1. Election of 2020 Vice-Chairman**

Pursuant to the Transportation Disadvantaged Local Coordinating Board Bylaws, the Board shall hold a meeting at the beginning of the calendar year for the purpose of electing a Vice-Chairman by a majority vote from the quorum present. The Chairman is appointed by the Hernando County Board of County Commissioners. John Allocco will continue to be the Chairman of the TDLCB for 2020.

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 and conduct the meetings. The Vice-Chairman for 2019 was Kathleen Winters, Local Representative from the Medical Community.

**STAFF RECOMMENDATION:** It is recommended that the TDLCB nominate and elect a Vice-Chairman for the 2020 calendar year.

**2. Committee Membership Appointments/Reappointments**

A grievance committee is appointed at the first meeting of the new calendar year. The committee would meet on an as-needed basis to address service or policy issues grievances. The current membership is listed below, it should be noted that Mr. Lounsberry is no longer serving on the Board, the alternate member is Mr. Ian Martin:

- Tony Graham, Hernando County Veterans Services
- Robert Bradburn, Florida Department of Children and Family Services
- Kathleen Winters, Local Representative Medical Community
- Denise Clark, Public Education Community
- Aaron Lounsberry, Florida Agency for Health Care Administration

**STAFF RECOMMENDATION:** It is recommended that the TDLCB appoint/reappoint committee members as appropriate for the 2020 calendar year.

## **AGENDA ITEM D**

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### **D. REVIEW/APPROVAL OF MINUTES**

The minutes from the November 13, 2019, TDLCB Meeting are attached for review and approval.

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Attachment: Regular Meeting Minutes November 13, 2019

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**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD REGULAR PUBLIC MEETING  
Wednesday, November 13, 2019 – 10:00 A.M.**

**MEETING LOCATION:**

Hernando County Building Division Training Facility,  
1661 Blaise Drive, Brooksville, Florida.

**DRAFT MINUTES**

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a public meeting on November 13, 2019, at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Tampa Bay Times.

**MEMBERS PRESENT**

John Allocco, TDLCB Chairman  
Verene Kurtz, Hernando County Resident, Disabled  
Kevin Bargerstock, Florida Division of Vocational Rehabilitation  
Ian Martin, AHCA  
Dave Newell, FDOT  
Joe DE George, Hernando County Transit  
Kathleen Winters, Local Representative Medical Community  
John Eberle, Regional Workforce Development Board  
Tony Graham, Hernando County Veterans Services  
Benita Dixon, Private For-Profit Transportation  
Elizabeth Watson, Persons with Disabilities Agency  
Gretchen Samter, Public Transit User

**MEMBERS ABSENT**

Denise Clark, Public Education Community  
Robert Bradburn, Florida Department of Children & Family Services

**OTHERS PRESENT**

Steve Diez, MPO Executive Director  
Carlene Riecsc, Transportation Planner  
Cayce Dagenhart, Transportation Planner  
Alaina Kidd, Administrative Assistant  
Miranda Maldonado, Trans Hernando

**A. CALL TO ORDER**

Chairperson Allocco called the meeting to order at 10:00 a.m.

Note: Mr. Graham led the Pledge of Allegiance

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

**MOTIONED:** Kathleen Winters

**SECONDED:** Kevin Bargerstock

**Motion:** Ms. Kathleen Winters moved to approve the November 13, 2019 TDLCB meeting agenda as presented, Kevin Bargerstock seconded, and the motion carried unanimously.

**C. REVIEW/APPROVAL OF MINUTES – SEPTEMBER 11, 2019**

**MOTIONED:** Kathleen Winters

**SECONDED:** Tony Graham

**Motion:** Kathleen Winters moved to approve the February 13, 2019, TDLCB Meeting seconded by Tony Graham and the motion carried unanimously.

**D. CORRESPONDENCE/INFORMATION ITEMS** – Carlene Riecscs, Transportation Planner III

1. Annual Commission for the Transportation Disadvantaged (CTD) Workshop Highlights

Ms. Riecscs advised there is a proposal to combine the Transportation Disadvantaged Plan (TDSP) with the Transit Development Plan (TDP). This could present an issue to Hernando County because the two plans involve different providers. She reported that similar concerns were mentioned during the conference. Ms. Riecscs indicated she also attended a workshop regarding ADA compliance for website accessibility. This issue is presenting challenges at the local level, as well as the state. Chairman Allocco remarked that he spoke with the Attorney General while at a conference in Washington, D.C. and there may be opportunities to urge the Federal Government to provide more guidance regarding ADA compliance.

2. Committee Vacancies

It was noted that the TDLCB has the following vacancies:

- Florida Association for Community Action
- Florida Department of Elderly Affairs
- Local Representative Children at Risk

Ms. Riecse noted that MPO staff received many calls regarding committee vacancies due to a newspaper article published in the Citrus County Chronicle. She advised she did contact the Department of Elderly Affairs. Chairman Allocco requested staff to contact Janine Kell with the Children's Advocacy Center.

**E. PRESENTATION-** Tampa Bay Area Regional Transit Authority (TBARTA)-  
Brandon Nuby

Mr. Nuby introduced himself as the new account executive with TBARTA for Hernando, Pasco and Citrus Counties. He reviewed the options for transit, carpool, rideshare matching program, and vanpool. He indicated we Hernando County has a need to get students to and from school/after school activities, and home. Chairman Allocco recommended coordination with the School Board. He further advised that there is a joint meeting with the School Board on December 18, 2019, and it may be beneficial for him to attend.

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

Chairman Allocco requested an update from Veterans Affairs. Mr. Graham stated they have a free service for Veterans to get to James Haley Veterans Hospital in Tampa. They are also working on providing transportation to Pasco County. Chairman Allocco asked about the usage on a monthly basis. Mr. Graham indicated they provide an average of 130 rides. He remarked it may be higher at this time of year because of the snowbirds. Mr. Graham stated he would like to provide more services to Veterans such as home pick-up, or from designated pick-up stations. Chairman Allocco asked about a pick-up station in Spring Hill due to the population density. Mr. Graham stated there was one at the 7-11 on Forest Oaks Boulevard, but the ridership was low.

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

Ms. Maldonado advised that Trans Hernando received their Innovation Services and Development Grant which will provide funding in place of the Mobility Enhancement Grant. She further explained they were able to expand the Veterans Dollar Program, and employment education with the Mobility Enhancement Grant, and the Innovation Services Grant will allow them to continue to make these services available. In response to Chairman Allocco's question, Ms. Maldonado explained that they provide dollar rides to Veterans with appropriate status identification.

**H. AGENCY UPDATES – Miranda Maldonado**

Ms. Maldonado provided an overview of the services that Trans Hernando provides as the Community Transportation Coordinator (CTC) for the county. She recapped the dollar service program and advised that they also provide door to door service. They schedule appointments the day before the ride is needed and a manifest/route is created for the drivers. They also provide ambulatory and wheelchair transportation with a focus on medical trips. Trips for entertainment purposes can be accommodated depending on funding. She discussed ride fares and requirements. In response to Chairman Allocco, Ms. Maldonado indicated that the federal poverty guidelines are part of the criteria.

**I. CITIZENS COMMENTS**

There were no citizen comments at this time.

**J. ADJOURNMENT AND NEXT MEETING**

There being no further business to discuss, Chairman Allocco adjourned the TDLCB meeting.

It was noted that presentations will be given by Kevin Bargerstock and Gretchen Samter at the next meeting in February 2020.

The calendar for the FY 2020 meetings has not been finalized at this time. Upon approval, staff will provide to the members. Meetings will continue to be held at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, FL.



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John Allocco, TDLCB Chairman

## AGENDA ITEM E

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### E. CORRESPONDENCE/INFORMATION ITEMS – Carlene Riecse, Transportation Planner

1. Transportation Disadvantaged Program Overview

Attached is an overview of the TD program.

2. Commission for the Transportation Disadvantaged (CTD) Business meeting agenda:

February 10, 2020 – full agenda with all back up can be found online at:

<https://ctd.fdot.gov/docs/MeetingPackages/2020Meetings/February102020CTDBusMtgPkg.pdf>

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Attachments: TD overview, CTD business meeting agenda

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**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED**

# Local Coordinating Board

**Hernando/Citrus Metropolitan Planning Organization**



# TD Program

## OVERVIEW



Transportation Disadvantaged  
(TD) Program



Local Coordinating Board (LCB)  
Purpose



TDLCB Membership



TDLCB Duties



Transportation Disadvantaged  
Service Plan (TDSP) Update



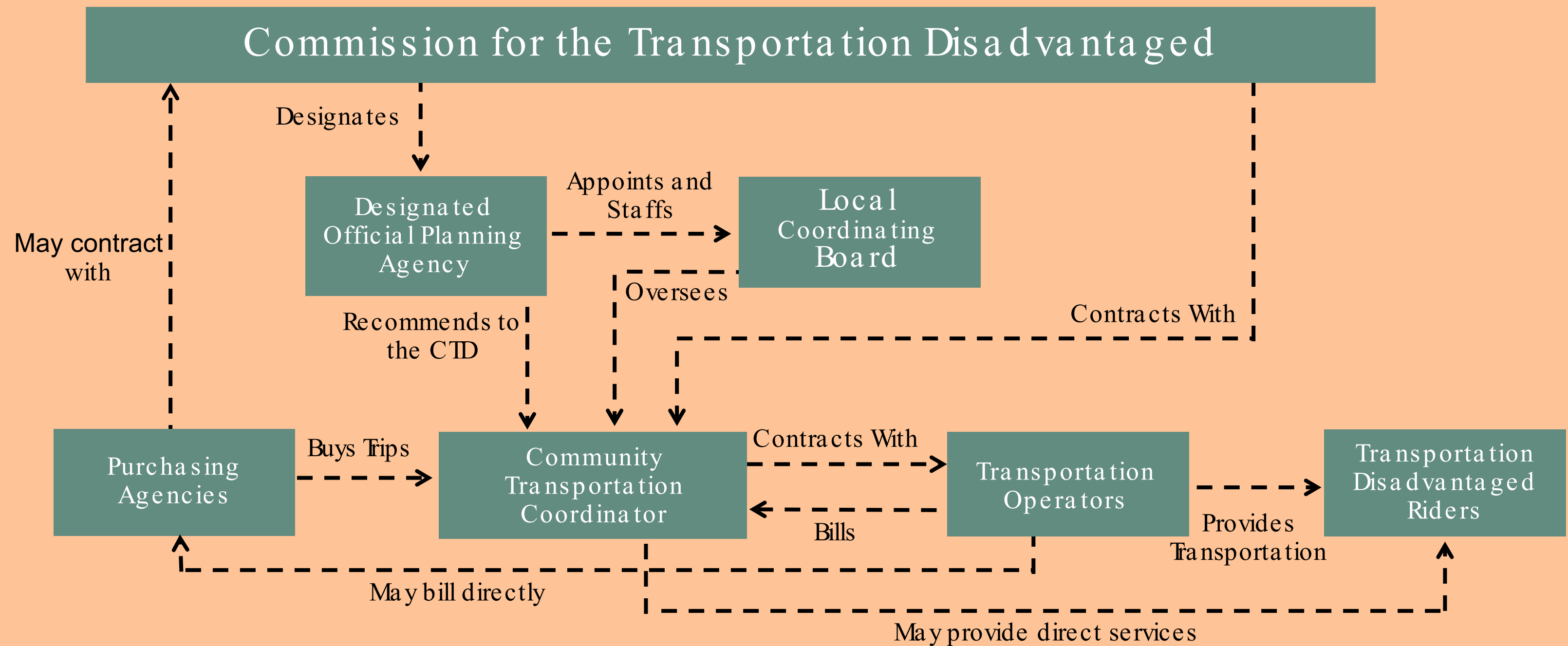
Community Transportation  
Coordinator (CTC) Evaluation



FY 2020 Timeline



# Transportation Disadvantaged Program



# Local Coordinating Board

## Purpose

The purpose of each TDLCB is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. Section 427.0157, Florida Statute





Chairman (Elected Official)  
Citizen advocate  
Citizen advocate/ user  
Citizen over 60  
Citizen with a disability  
Children at Risk  
Department of Elder Affairs  
Division of Vocational Rehabilitation  
Florida Agency for Healthcare Administration  
Florida Association for Community Action  
Florida Department of Children and Family Services  
Florida Department of Transportation (FDOT)  
Local Mass Transit  
Medical Community  
Persons with Disabilities Agency  
Private for-profit transportation industry  
Public Education Community  
Regional Workforce Development Board  
Veterans Service office



Board Membership

TDLCB

# ATTENDANCE

Meetings occur quarterly

(at least 4 meetings a year, additional meetings may be needed)

A quorum is needed to conduct business

(at least 7 members in attendance)

Lack of attendance will warrant notification to the CTD







# Local Coordinating Board Duties

- APPOINT A VICE - CHAIR  
(1<sup>st</sup> meeting of the calendar year)
- REVIEW AND ADOPT BY-LAWS
- APPOINT A GRIEVANCE SUBCOMMITTEE
- REVIEW AND ADOPT GRIEVANCE PROCEDURES



# Local Coordinating Board Duties

- TD SERVICE PLAN

(Update services that assist the County's TD population)

- COMMUNITY TRANSPORTATION COORDINATOR

(CTC) EVALUATION

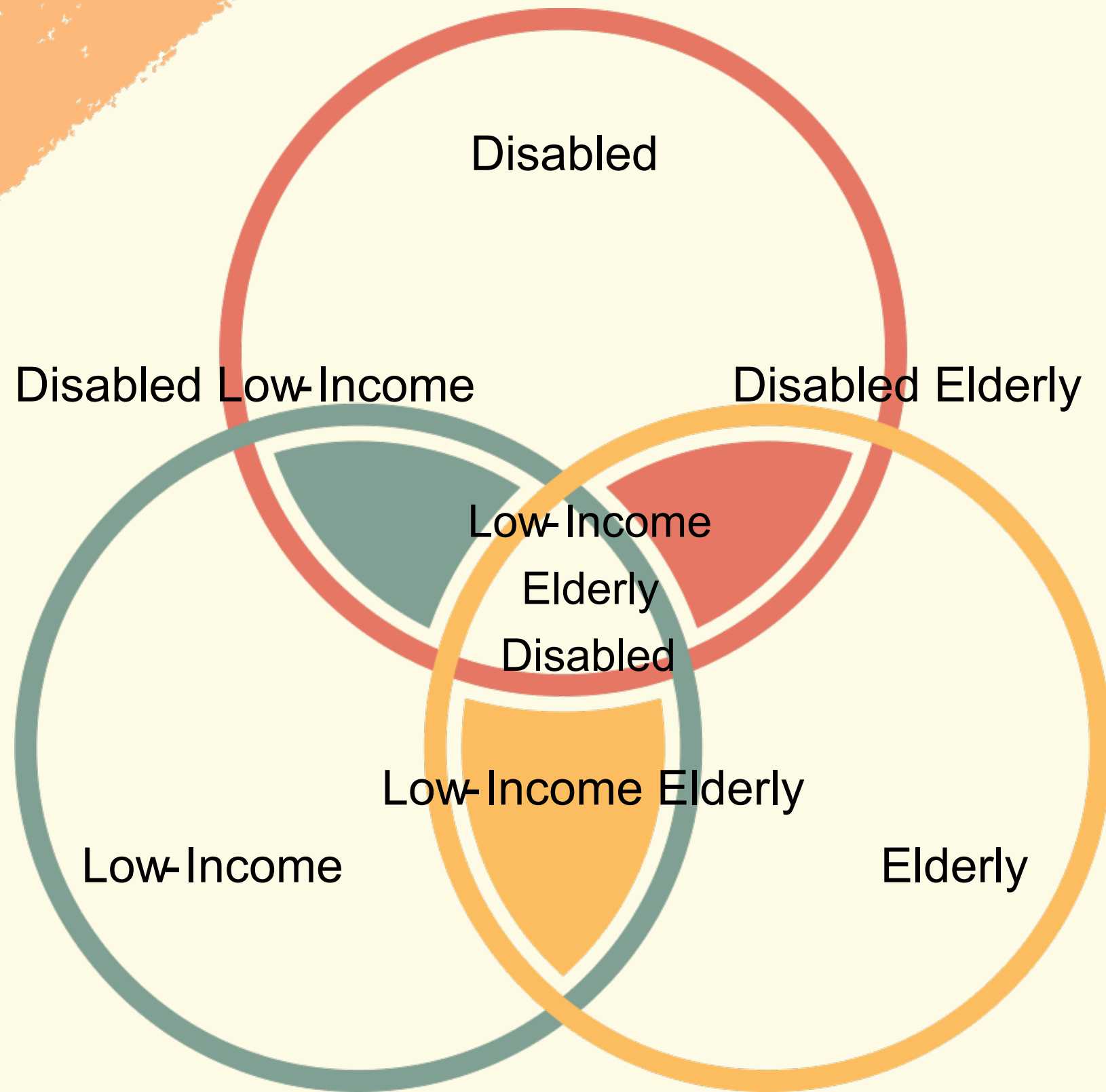
- DISCUSS

(safety concerns, eligibility and other pertinent issues)

- REVIEW RATE MODELS AND SERVICE LEVELS

50% +

Of Hernando County residents  
are considered potentially  
transportation disadvantaged



- Outlines TD services and service partners in the county
  - Annual Minor Update
- Major update every 5 years (2023)

New Transportation Disadvantaged Service Plan

# Community Transportation Coordinator (CTC) Evaluation

The TDLCB conducts annual evaluation of CTCs  
performance

## CRITERIA DICTATED BY THE CTD

Evaluates Operations and Performance

Surveys riders/ beneficiaries, purchasers  
of services, and contractors



# Who Do We Serve?



Persons with Disabilities



People with Low Income



At-Risk Children



Older Adults



# They Could Need a Ride To...



## NO N-EMERGENCY MEDICAL TRIPS

Doctors Appointments, Dialysis, Pharmacies



## WORK TRIPS

Teachers, Manufacturing, Medical Staff, Service Industry Workers, Senior Centers



## SCHOOL TRIPS

Elementary, Middle & High School, College, Vocational Training, etc.



## LIFE SUSTAINING ACTIVITIES

Grocery Store, School Activities, Social Activities, Childcare

# Fiscal Year 2020

## Grant Activities

The program fiscal year runs from  
July 1, 2019 to June 30, 2020

September 11,  
2019

### First Quarter Meeting

- AOR
- AER



September  
16-18, 2019

### Annual CTD Workshop



November 13,  
2019

### Second Quarter Meeting



February 19,  
2020

### Third Quarter Meeting

- By-Laws Update
- TD Program Overview



May 20, 2020

### Fourth Quarter Meeting

- TDSP Minor Update
- Grievance procedures
- Annual Workshop
- CTC Evaluation



# COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



**Business Meeting Agenda  
February 10, 2020  
2:00 PM until Completion  
Florida Department of Transportation  
Burns Building- Auditorium  
605 Suwannee Street  
Tallahassee, Florida 32399**

*Marion Hart, Chairman  
Dr. Phillip Stevens, Vice-Chairman  
Renee Knight, Commissioner  
Christinne Rudd, Commissioner  
Dr. Robin Tellez, Commissioner  
Mike Willingham, Commissioner*

**Dial-In Number: 888-585-9008  
Conference Code: 837653349**

<b>Item #</b>	<b>Agenda Item</b>	<b>Speaker(s)</b>
I.	Call to Order	Chairman Marion Hart
II.	Pledge of Allegiance	Chairman Marion Hart
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Welcome from the Florida Department of Transportation (FDOT)	Kevin Thibault, FDOT Secretary
V.	Public Comments (Comments limited to the current agenda items)	Public
<b>Action Items</b>		
VI.	Approval of Minutes <ul style="list-style-type: none"><li>December 18, 2019</li></ul>	Chairman Marion Hart
VII.	Community Transportation Coordinator Designations <ul style="list-style-type: none"><li>Levy County</li></ul>	Lynn Godfrey, North Central Florida Regional Planning Council
VIII.	Continuing Transition of Trip and Equipment Allocation Formula in FY 2020-21	David Darm, Commission Executive Director



## Information Items

- |       |                                                                                                                                                                                                   |                                                                                                     |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| IX.   | Trip and Equipment Allocation Formula Study Update: <ul style="list-style-type: none"><li>• Study Objectives</li><li>• Analysis Summary</li><li>• Scheduled Stakeholder Workshops</li></ul>       | Commissioner Phil Stevens<br><br>Casey Perkins,<br>Thomas, Howell & Ferguson                        |
| X.    | “Advantaged Ride” Pilot Program Evaluation                                                                                                                                                        | Martin Catala,<br>Center for Urban<br>Transportation Research at the<br>University of South Florida |
| XI.   | Executive Director Report <ul style="list-style-type: none"><li>• Commissioner Summit Summary</li><li>• Legislative Update</li><li>• Potential Partnerships through M-CORES Legislation</li></ul> | David Darm                                                                                          |
| XII.  | Commissioner and Advisor Reports                                                                                                                                                                  | Commissioners and Advisors                                                                          |
| XIII. | Public Comments                                                                                                                                                                                   | Public                                                                                              |
| XIV.  | Commissioner and Advisor Closing Comments                                                                                                                                                         | Commissioners and Advisors                                                                          |
| XV.   | Adjournment                                                                                                                                                                                       | Chairman Hart                                                                                       |

Next Meeting: May 7, 2020 –Tampa, 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 [lisa.stone@dot.state.fl.us](mailto:lisa.stone@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.

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** February 10, 2020

**AGENDA ITEM:**

VIII Continuing Transition of Trip and Equipment Grant Allocation Formula in FY 2020-21

**BACKGROUND:**

The Commission is exploring changes to the formula used to distribute funds from the Trip and Equipment Grant within the Transportation Disadvantaged Trust Fund. The current formula is in Rule Chapter 41-2.014, F.A.C., which was established in Fiscal Year (FY) 1999-00.

In FY 2017-18 and 2018-19, the Commission implemented changes to the allocation formula through legislative proviso in the General Appropriations Acts. However, the Legislature did not include these changes in the General Appropriations Act of FY 2019-20, which resulted in the Commission using the original formula in rule to distribute funding from the Trip and Equipment Grant for the current fiscal year. Several counties were negatively impacted by this change, where some Community Transportation Coordinators had to reduce services as a result of their financial losses.

On November 25, 2019, the Commission voted to “hold harmless” and restore funding to the counties that experienced a decrease in their allocation as a result of the formula change in FY 2019-20. This decision was intended to prevent further reduction of services for the current fiscal year. The Commission distributed \$4.3 million to 37 counties to restore their allocation at the amount they received in FY 2018-19 (see the highlighted counties in the attached spreadsheet)

**Impact of Rule Making Process on Allocation Formula in FY 2020-21**

The Commission is currently conducting a study to identify changes to the Trip and Equipment Grant allocation formula that can be implemented through Rule Chapter 41-2.014, F.A.C. (discussed further in the analysis for Agenda Item IX). The study is scheduled to be completed by July 1, 2020, which will then begin the rule making process for the Commission to implement changes to the formula. It is anticipated that a new formula will ***not*** take effect until July 1, 2021, due to the time needed for public input during rule development workshops. Thus, the current formula would apply to the Trip and Equipment allocations in FY 2020-21, unless action is taken by the Commission and/or changes are made by the Legislature.

To ensure a smooth transition to a new formula and prevent service disruptions during the interim, it is recommended the Commission waive the current rule from being applied to the Trip and Equipment Grant in FY 2020-21, and commit all allocations remain at the final amounts that were approved for FY 2019-20. The “final” amounts include the additional “hold harmless” funding that restored the counties negatively impacted by the transition of formulas in FY 2019-20. Based on current revenue estimates, it is anticipated this decision would commit a total of **\$56,538,360** from the Transportation Disadvantaged Trust Fund, which would include the additional \$4,321,925 that was approved in the final amounts for FY 2019-20.

**ATTACHMENTS:**

- Projected Trip and Equipment Grant Allocations in FY 2020-21, if Commission maintains allocations at the final amounts from FY 2019-20

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Waive the current Trip and Equipment allocation formula in Rule Chapter 41-2.014, F.A.C., from being applied in Fiscal Year 2020-21, and commit all allocations remain at the final amounts that were approved for FY 2019-20.



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David Darm

Executive Director

Date: February 10, 2020

**ACTION TAKEN AT MEETING:**

**DRAFT**  
**FY 2020 - 2021 Trip & Equipment**  
**Grant Allocation**

County	19-20 Allocation (52,216,435)* + Hold Harmless (4,321,925)
Alachua	650,821
Baker	259,054
Bay	463,681
Bradford	224,336
Brevard	1,580,812
Broward	4,593,446
Calhoun	203,854
Charlotte	481,707
Citrus	539,101
Clay	551,649
Collier	910,350
Columbia	352,353
DeSoto	231,978
Dixie	210,456
Duval	1,826,890
Escambia	691,065
Flagler	417,079
Franklin	183,936
Gadsden	410,916
Gilchrist	179,368
Glades	225,602
Gulf	218,438
Hamilton	168,173
Hardee	247,113
Hendry	366,927
Hernando	489,980
Highlands	467,885
Hillsborough	2,186,384
Holmes	259,472
Indian River	417,342
Jackson	442,520
Jefferson	215,651
Lafayette	163,352
Lake	785,438
Lee	1,274,339

<b>County</b>	<b>19-20 Allocation (52,216,435)* + Hold Harmless (4,321,925)</b>
Leon	547,783
Levy	413,817
Liberty	267,952
Madison	238,041
Marion	854,091
Miami-Dade	6,951,485
Monroe	371,023
Nassau	316,009
Okaloosa	567,105
Okeechobee	243,040
Osceola	1,094,660
Polk	1,334,687
Putnam	428,717
Santa Rosa	432,546
Suwannee	247,175
Taylor	312,431
Wakulla	210,946
Walton	406,542
<b>Total</b>	<b>\$ 56,538,360</b>

\*The figures on this charge show Commission contribution at 90%.  
The above totals are not inclusive of the 10% local match required by the Community Transportation Coordinators.  
The above totals do not include Voluntary Dollar contributions.

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** February 10, 2020

**AGENDA ITEM:**

IX Trip and Equipment Allocation Formula Study

**BACKGROUND:**

The Commission is conducting a study to explore changes to the formula used to allocate funds through the Trip and Equipment Grant, established in Rule Chapter 41-2.014, F.A.C. The study will consist of:

1. An in-depth analysis of data collected and reported by the Coordinated Transportation System, including an examination of the impact of potential changes to the formula;
2. Stakeholder workshops for the Commission to receive input and explore funding models for future consideration; and
3. A final report (due June 30, 2020), summarizing the findings from the analysis, input received from stakeholders, and proposed changes to the formula to be implemented in rule, beginning July 1, 2021.

The Commission has hired Thomas, Howell & Ferguson to serve as the independent consultant for the allocation formula study. Vice-Chairman Phil Stevens will serve as the lead facilitator for the study workgroup. The Commission will receive an update on the data analysis and discuss the following dates for stakeholder workshops at the February 10, 2020 business meeting:

- Monday, March 30, 2020 – Tampa, FL
- Wednesday, April 1, 2020 – Miami, FL
- Tuesday, April 7, 2020 – Tallahassee, FL

**Guiding Values of the Allocation Formula Study**

Developing an effective funding model requires balancing a variety of trade-offs and competing priorities. Funding has an impact on individual riders, transportation provider organizations, planners and administrators, elected and appointed officials, and taxpayers, each with their own point of view on what changes are needed to ensure the program's success. To balance the priorities of these different stakeholders, it is helpful to establish a set of guiding values that describe the goals of the program and offer a framework in which various proposed changes to the funding formula can be evaluated.

Below is a list of values to assist the Commission in facilitating discussions with stakeholders and developing a new funding formula that aligns with the goals of the program.

- **Access** – The purpose of the Commission is to ensure individuals who are transportation disadvantaged (due to disability, low income, or age) have access to activities in the community. A funding model should be built on an understanding of the customers' needs and what systematic barriers and gaps exist that inhibit those needs, where funding can be leveraged to enhance their access.

- **Innovation** – While “access” is a universal goal shared by all customers of the Coordinated System, the solutions to achieve that goal will vary by individual and community. The system must continually innovate in order to find the solutions that best meet the ever-changing needs of the customer. Yet “innovation” is a difficult term to define and put in practice. One expert described the process of innovation as: “Turning an idea into a solution that adds value to the customer.”<sup>1</sup> A funding model should allow for a certain degree of autonomy for local systems to test for and apply new ideas in their service design.
- **Coordination** – The Transportation Disadvantaged program was built on this value as a way of leveraging funding from multiple programs to deliver “cost-effective” transportation to customers. Coordinated transportation has evolved over the last thirty years and recently been challenged in adapting to the changes made to the Medicaid program. A new funding formula should consider these changes and encourage other purchasing agencies to “buy-in” to the Coordinated System, whenever possible.
- **Accountability** – While the system should allow for local autonomy in using funds to design services that best meet their customers’ needs, it should also have mechanisms in place to ensure funding is fulfilling the purposes set forth by the state. A funding model should include appropriate performance measures, accompanied by a reporting system, to hold local systems accountable to the state taxpayers.
- **Transparency** – A funding model that is transparent promotes trust and accountability across the system. This can be achieved by making information on payments and services readily available and understandable to all stakeholders.

These guiding values can be helpful in evaluating various options for a funding model so that the final design best meets the needs of riders, providers, administrators, and taxpayers.

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Information purposes only.



David Darm

Executive Director

Date: February 10, 2020

**ACTION TAKEN AT MEETING:**

<sup>1</sup> <https://www.ideatovalue.com/inno/nickskillicorn/2016/03/innovation-15-experts-share-innovation-definition/#nicks>

**State of Florida**  
**Commission for the Transportation Disadvantaged**  
**Commission Business Meeting**

**MEETING DATE:** February 10, 2020

**AGENDA ITEM:**

XI Executive Director Report

**BACKGROUND:**

David Darm will provide an update on several activities, including the following:

- **Commissioner Summit** – The Commission will host a summit for its board members and staff prior to the business meeting in Tallahassee, on February 10, 2020 at 9:00 – 12:30 p.m. The purpose of the summit is to provide commissioners with an orientation of the Transportation Disadvantaged program and discuss priorities in the upcoming year. The meeting will be open to the public and take place at the FDOT Burns Building, Executive Conference Room on the 5<sup>th</sup> Floor, at 605 Suwannee Street. No votes will be taken, and a conference number will not be available.
- **Legislative Update** – The 2020 Regular Legislative Session began on January 14. The Commission has been monitoring legislative bills and budget proposals that impact the Transportation Disadvantaged program. David Darm will provide an update of these activities at the February 10, 2020 business meeting. The Legislative Session is scheduled to end on March 13, 2020.
- **Potential Partnerships with Workforce Development Initiatives** – The Commission has been conducting outreach activities with the workforce development system to identify potential partnerships to support greater access to employment and job-training through the Transportation Disadvantaged program. These activities have included:
  - **Workforce development programs funded by the Multi-Use Corridors of Regional Economic Significance (M-CORES) program** – Commission staff participate on periodic calls with the Florida Department of Transportation to explore potential partnerships to support access to job-training sites for individuals who are transportation disadvantaged due to low-income.
  - **CareerSource Florida and the Department of Economic Opportunity** – The Commission staff presented at the CareerSource Florida meeting on November 5, 2019, to identify ways to promote stronger collaboration between one-stop career centers and the coordinated transportation system.
  - **Division of Vocational Rehabilitation (VR) and Division of Blind Services (DBS)** – Commission staff presented at the Florida Rehabilitation Council and Florida Rehabilitation Council for the Blind on February 4 and 6, 2020, to identify ways to promote stronger collaboration between VR and DBS and the coordinated transportation system serving individuals who are blind or have other disabilities that present transportation barriers to employment.



- **Department of Elder Affairs (DOEA)** – Commission staff met with DOEA staff on November 19, 2019, to identify potential partnerships to support access to job opportunities for seniors served by DOEA.

David Darm will also discuss topics for consideration at future Commission business meetings.

**EXECUTIVE DIRECTOR RECOMMENDATION/MOTION:**

Information purposes only.



David Darm

Executive Director

Date: February 10, 2020

**ACTION TAKEN AT MEETING:**

**F. ACTION ITEMS**

**1. Transportation Disadvantaged Local Coordinating Board (TDLCB)  
Bylaws – Annual Review**

Attached are the TDLCB Bylaws, which are required to be reviewed and submitted annually pursuant to Rule 41-2.012(5)(a) F.A.C. There are no changes proposed to the current bylaws.

**STAFF RECOMMENDATION:** It is recommended that the TDLCB review and approve the bylaws as presented and authorize the Chairman's signature thereon.

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Attachment: TDLCB Bylaws

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**HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**

**BY-LAWS**

*First Enacted September 6, 1990*

*Amended: April 22, 2009, July 28, 2010, July 27, 2011,  
July 25, 2012, August 14, 2013, July 23, 2014, November 18, 2015, August 24, ~~2016~~,  
~~September 2016~~, September 27, 2017, ~~and~~ September 12, 2018, February 19, 2020*

***Prepared in conjunction with:***  
*Hernando/Citrus Metropolitan Planning Organization*  
*Official Planning Agency*  
*1661 Blaise Drive*  
*Brooksville, Florida 34601*  
*Phone: (352) 754-4082*  
*Fax: (352) 754-4420*  
[www.HernandoCitrusMPO.us](http://www.HernandoCitrusMPO.us)

# **BY-LAWS OF THE HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

## ARTICLE 1 – PREAMBLE

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

## ARTICLE II – NAME AND PURPOSE

**Section 1: Name.** The name of the Coordinating Board shall be the “Hernando County Transportation Disadvantaged Local Coordinating Board” (also referred to as the “TDLCB”).

**Section 2: Purpose.** The purpose of the TDLCB is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (“CTC”) on the coordination of services to be provided to the transportation disadvantaged within Hernando County, through the Florida Coordinated Transportation System (“FCTS”), in accordance with § 427.0157, F.S., and Rule 41-2.012, F.A.C.

## ARTICLE III – MEMBERSHIP

**Section 1: Appointment of Members.** The members of TDLCB shall be appointed by the Hernando/Citrus Metropolitan Planning Organization (“MPO”)<sup>1</sup> pursuant to § 427.0157, F.S., and Rule 41-2.012, F.A.C.

**Section 2: Voting Members.** The MPO shall appoint/ratify individuals to serve as voting members on the TDLCB as follows:

- (1) Chairperson – the MPO shall appoint one elected official from Hernando County who shall serve as the Chairperson for the TDLCB at all of its meetings.
- (2) The following agencies and groups shall be represented as voting members on the TDLCB:
  - (a) A local representative of the Florida Department of Transportation;

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<sup>1</sup> The Hernando/Citrus Metropolitan Planning Organization is the Official Planning Agency (OPA) for Hernando County for purposes of Chapter 427, F.S.

- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the Hernando County District School Board, School Board Transportation Office, or Head Start Program in areas where the Hernando County School District is responsible;
- d) To the extent existing within Hernando County, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the Hernando County Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in Hernando County;
- (g) A person over sixty representing the elderly in Hernando County;
- (h) A person with a disability representing the disabled in Hernando County;
- (i) Two citizen advocate representatives in Hernando County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) To the extent existing within Hernando County, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator (the General Manager or designee of the County's Transit System (TheBus));
- (l) A local representative of the Florida Department of Elder Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;

- (o) A representative of the Regional Workforce Development Board established in Chapter 445, F.S.;
- (p) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.; and,
- (q) Such other voting members as may be designated under Rule 41-2.012(3), F.A.C., as such rule may be amended or renumbered from time to time.

**Section 3: Alternate Members.** The MPO shall appoint alternate members to serve in the absence of the primary member of the agencies. Each alternate may vote in the absence of the primary member representative on a one-vote-per member basis. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same interest as the primary member. Alternates would not be required to attend a meeting if the primary member is able to be present at the meeting.

**Section 4: Non-Voting Members.** The MPO may, but is not required to, appoint non-voting members to the TDLCB.

**Section 5: Terms of Appointment.** Except for the Chairperson and state agency representatives, the non-agency members of the TDLCB shall be appointed for three (3) year staggered terms with the initial membership being appointed equally for one, two, and three years. Upon expiration of a member's term, the individuals may be reappointed to serve an additional term or terms unless otherwise prohibited by statute or governing administrative rule.

**Section 6: Resignation; Termination of Membership.** A member of the TDLCB may resign at any time by providing notice in writing to the Chairperson. Unless otherwise specified in the notice, the resignation shall take effect when it is received by the Chairperson. Each member of the TDLCB is expected to demonstrate his/her interest in the TDLCB's activities by attending the scheduled meetings. If a voting non-agency member has three (3) or more un-excused absences, which are consecutive, the TDLCB may remove such member based upon a majority vote of the voting members where a quorum is present.

#### ARTICLE IV – OFFICERS AND DUTIES

**Section 1: Designated Officers.** The TDLCB shall have a Chairperson and a Vice-Chairperson as its officers.

**Section 2: Chairperson.** The Chairperson is appointed by the MPO in accordance with Article III above. The Chairperson shall preside at all meetings, review and sign the official meeting minutes, and be responsible for all notices and agendas for meetings. The Chairperson shall serve until replaced by the MPO or until the individual is no longer in office.

**Section 3: Vice-Chairperson.** The TDLCB shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a

majority vote of the voting members where a quorum is present. The Vice-Chairperson shall serve a term of one year starting with the first meeting after his/her election. In the event of the Chairperson's absence or at the direction of the Chairperson, the Vice-Chairperson shall assume the duties of the Chairperson and conduct meetings.

#### ARTICLE V – MEETINGS

**Section 1: Regular Meetings and an Annual Public Hearing.** The TDLCB shall meet at least quarterly, but may meet more often as necessary to meet its responsibilities. The TDLCB may adopt rules of procedure based upon a majority vote of the voting members where a quorum is present and such rules of procedure shall remain in force until repealed or amended in the same manner.

**Section 2: Notice of Meetings.** A notice stating the date, time and place of each meeting shall be sent to all TDLCB members, other interested parties and the news media at least fourteen (14) days in advance of the meeting. A meeting agenda shall be prepared and sent to all TDLCB members, other interested parties, and the news media approximately seven (7) days in advance of each meeting.

**Section 3: Quorum.** At all meetings of the TDLCB, the presence in person of at least seven (7) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

**Section 4: Voting.** At all meetings of the TDLCB, at which a quorum is present, all matters, except as otherwise expressly required by law or these by-laws, shall be decided by the vote of a majority of the members of the TDLCB present.

#### ARTICLE VI – STAFF

The TDLCB may request and utilize the staff of the Hernando/Citrus MPO, as such staff is available, to assist it in fulfilling its responsibilities. The TDLCB may also utilize volunteers to assist it.

#### ARTICLE VII – DUTIES OF THE TDLCB

The TDLCB shall perform the following duties:

- (1) Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the Commission for the Transportation Disadvantaged (also referred to as the “Commission”);
- (2) Evaluate services provided in meeting the approved plan;

- (3) In cooperation with the community transportation coordinator, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged;
- (4) Assist the community transportation coordinator in establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (5) Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area;
- (6) Evaluate multicounty or regional transportation opportunities;
- (7) Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants on public assistance;
- (8) Upon request by the MPO, review and make recommendations to the MPO on those matters so designated; and,
- (9) The TDLCB shall have such additional duties as set forth in Rule 41-2.012, F.A.C., as such rule may be amended or renumbered from time to time, including to:
  - (a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the MPO Chairperson.
  - (b) Annually, provide the Hernando/Citrus MPO with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in Rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the TDLCB shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the TDLCB shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the TDLCB to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the TDLCB.
  - (c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service ~~area, and~~ **area and** make recommendations to the TDLCB or to the Commission, when local resolution cannot be found, for improvement of



service. The TDLCB shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Only voting members of the TDLCB may be appointed to the Grievance Committee. Appointments to the Grievance Committee shall be for one year unless otherwise provided.

- (d) Receive training on, and comply with, the requirements of § 112.3143, F.S., concerning voting conflicts of interest.

#### ARTICLE VIII – COMMITTEES

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

#### ARTICLE IX – AMENDMENTS TO THESE BY-LAWS

These by-laws may be amended by a majority vote of the voting members where a quorum is present, provided the proposed change(s) is/are mailed to all members at least fourteen (14) days in advance of the meeting. Amendments may be proposed by: (i) MPO staff; or (ii) by the voting members of the TDLCB at any prior meeting, where a majority of the quorum present approves such amendment or amendments to these by-laws, with the actual ratification of such amendment or amendments to be voted on at the subsequent meeting.

#### ARTICLE X – CERTIFICATION

The undersigned is the Chairperson of the Hernando County Transportation Disadvantaged Local Coordinating Board and certifies that the foregoing is a correct copy of the by-laws of the TDLCB, as amended/re-adopted, by a majority of the voting members where a quorum was present.

\_\_\_\_\_  
John Mitten, Chairperson  
Hernando County TDLCB

Dated: ~~September 12, 2018~~  
February 19, 2020

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY

BY \_\_\_\_\_  
MPO Attorney

## **AGENDA ITEM G**

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### **G. TRANS HERNANDO – COMMUNITY TRANSPORTATION COORDINATOR**

1. Miranda Maldonado - Quarterly Report – October 1, 2019 - December 31, 2019

The quarterly report is attached to the TDLCB packet for review.

2. Ashley Hofecker - Service Update

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Attachment: Quarterly Report

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# **COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT**

**Hernando County, Florida**

**Quarterly System Report for Fiscal Period  
JULY 1, 2019 THROUGH JUNE 30, 2020**

**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](mailto: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-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL	
<b>Work Days</b>	22	22	20	23	18	20	21	19	22	21	20	22	250	
Overview of Total Trip Requests	Total incoming calls received	2463	2391	1972	2581	2188	2168	0	0	0	0	0	13,763	
	Average number calls received per day	112	109	99	112	122	108	0	0	0	0	0		
	Total trip requests received	2072	2021	1647	2165	1778	1766	0	0	0	0	0	11,449	
	Total cancelled trips	348	332	294	365	383	357							2,079
	Total ASAP Trips	42	32	13	30	39	38							194
	Total NS trips	43	38	31	51	27	45							235
	Total trip requests provided	1681	1651	1322	1749	1368	1364							9,135

% of Trip Requests Provided	81.1%	81.7%	80.3%	80.8%	76.9%	77.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of Trip Requests Cancelled	16.8%	16.4%	17.9%	16.9%	21.5%	20.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
% of No Show Trip Requests	2.1%	1.9%	1.9%	2.4%	1.5%	2.5%	#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-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
<b>Work Days</b>	22	22	20	23	18	20	21	19	22	21	20	22	250
<b>REASON FOR UNPROVIDED REQUESTS</b>													
% of Trip Requests unable to Provide	0.63%	0.74%	1.21%	0.92%	1.52%	1.93%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Same day Request	5	5	8	5	4	6							33
Out-of-county request	1	2	3	3	5	2							16
Stretcher	0	1	2	1	1	0							5
Holiday/Weekend	2	1	1	3	12	18							37
Before 8 a.m./after 3:00 p.m. appointments	5	6	6	8	5	8							38
<b>Total Unprovided</b>	13	15	20	20	27	34	0	0	0	0	0	0	129
<b>TRIP PURPOSE</b>	Medical	1,150	1,061	872	1268	963	912						6,226
	Nutritional/Shop	337	346	266	258	223	317						1,747
	Connector	0	0	0	0	1	0						1
	Education	0	26	43	66	49	49						233
	Employment	81	69	46	62	44	42						344
	Other	113	149	95	95	88	44						584
	<b>Total</b>	1,681	1,651	1,322	1,749	1,368	1,364	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-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
	<b>Work Days</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>23</b>	<b>18</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>20</b>	<b>22</b>	<b>250</b>
TRIP TYPE	Elderly (Over 60)	1,398	1,388	1089	1,465	1,154	1,138							7,632
	Adult	283	254	219	254	183	199							1,392
	Child (Under 17)	0	9	14	30	31	27							111
	<b>Total</b>	<b>1,681</b>	<b>1,651</b>	<b>1,322</b>	<b>1,749</b>	<b>1,368</b>	<b>1,364</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,135</b>
TRIP MODE	AMBI	992	994	798	1,027	817	770							5,398
	WHLI & SCOI	689	657	524	722	551	594							3,737
	AMBO	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,681</b>	<b>1,651</b>	<b>1,322</b>	<b>1,749</b>	<b>1,368</b>	<b>1,364</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,135</b>
UNDUPLICATED COUNT	Elderly (Over 60)	204	205	176	207	197	189							1,178
	Percent %	85.4%	83.7%	85.4%	85.2%	85.7%	87.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			85.5%
	Adult	35	39	29	34	31	24							192
	Percent %	14.6%	15.9%	14.1%	14.0%	13.5%	11.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			13.9%
	Child (Under 17)	0	1	1	2	2	2							8
	Percent %	0.0%	0.4%	0.5%	0.8%	0.9%	0.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			1%
<b>Total</b>	<b>239</b>	<b>245</b>	<b>206</b>	<b>243</b>	<b>230</b>	<b>215</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,378</b>	
NO SHOW, BY PROGRAM	CTD - T&E	43	38	30	42	24	35							212
	CTD - ISDG	0	0	0	0	1	6							7
	DOEA	0	0	1	9	2	4							16
	<b>Total No Shows</b>	<b>43</b>	<b>38</b>	<b>31</b>	<b>51</b>	<b>27</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>235</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-19</i>	<i>Aug-19</i>	<i>Sep-19</i>	<i>Oct-19</i>	<i>Nov-19</i>	<i>Dec-19</i>	<i>Jan-20</i>	<i>Feb-20</i>	<i>Mar-20</i>	<i>Apr-20</i>	<i>May-20</i>	<i>Jun-20</i>	<i>TOTAL</i>	
	<b>Work Days</b>	<b>22</b>	<b>22</b>	<b>20</b>	<b>23</b>	<b>18</b>	<b>20</b>	<b>21</b>	<b>19</b>	<b>22</b>	<b>21</b>	<b>20</b>	<b>22</b>	<b>250</b>	
<b>OPERATING DATA</b>	Suspended	0	0	0	0	0	1							1	
	System Miles	20235	18969	16780	22622	17875	16697							113,178	
	Revenue Miles	17267	15933	13947	18514	14976	13816							94453	
	Average System Miles per trip	12.0	11.5	12.7	10.6	10.9	10.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#VALUE!	12.4
	Average Revenue Miles per trip	10.3	9.7	10.5	10.6	10.9	10.1	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#VALUE!	10.3
	Average Rides per Day	76	75	66	76	76	68	0	0	0	0	0	0	0	
	System Hours	1058	1014	874	1204	904	881								5,935
	Revenue Hours	914	861	742	1022	769	752								5,060

**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	3	4	2	3								12
		Vehicle	0	0	0	0	0								0
		Service	0	1	1	2	1								5
		Policy	0	0	0	0	0								0
		Other	0	0	0	0	0								0
	COMPLAINT	Driver	0	1	1	0	2								4
		Vehicle	0	0	0	0	0								0
		Service	0	0	0	0	1								1
		Policy	0	0	0	0	0								0
		Other	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	1	0	1	1	1	2								0	
	ROAD CALLS	0	0	0	0	1	1								0	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0								0
		NON-CHARGEABLE	0	0	0	0	0	0								0