



**Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB)
February 10, 2021, at 10:00 a.m.
Hernando County Building Training Facility
1661 Blaise Drive, Brooksville 34601
The meeting is also being offered via ZOOM Webinar**

You may attend this meeting from a PC, Mac, iPad, iPhone, or Android device:
Please register in advance for this webinar at the URL listed below:

https://hernandoclerk.zoom.us/webinar/register/WN_BpyWz-miTRWa0t0SIBNJ2Q

AGENDA

A CALL TO ORDER

1. Moment of Silence
2. Pledge of Allegiance
3. New Member – Shanika Figueroa Rodriguez, Representing Children at Risk
4. Introduction of Committee Members and Staff
5. Declaration of Quorum

B ANNUAL BOARD ORGANIZATION

1. Nomination and Election of 2021 Vice-Chairperson
2. Committee Membership Appointments

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

D REVIEW/APPROVAL OF MINUTES – 11/18/2020

E CORRESPONDENCE/INFORMATIONAL ITEMS

1. UZURV Presentation
2. Mid Florida Community Services – Miranda Maldonado
3. Commission for the Transportation Disadvantaged (CTD) – 12/16/20 Meeting

F ACTION ITEMS

1. Grievance Procedures

G BOARD MEMBER UPDATES

1. Benita Dixon
2. Joe DeGeorge
3. Volunteers for next meeting

H CITIZEN COMMENTS

I STAFF/BOARD COMMENTS

J ADJOURNMENT AND NEXT MEETING – The annual public workshop and regular meeting will be held on Wednesday May 19, 2021, at 10:00 a.m. and 10:15 a.m. respectively at 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.

B ANNUAL BOARD AND COMMITTEE ORGANIZATION

1. NOMINATION AND ELECTION OF TDLCB 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 serve as TDLCB Chairman in 2021.

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.

Pursuant to the TDLCB By-laws, a vice-chairperson will be designated at the first calendar meeting of the year. The 2020 Vice-Chairperson was Kathleen Winters.

STAFF RECOMMENDATION: Nominate and elect a Vice-Chairperson for 2021

Attachment: N/A

B ANNUAL BOARD AND COMMITTEE ORGANIZATION

2. COMMITTEE MEMBER APPOINTMENT/REAPPOINTMENT

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 issue grievances. The Committee is required to include 3 regular voting members, and one alternate voting member. The current composition of the Grievance Committee is as follows:

- Robert Bradburn, Florida Department of Children and Family Services
- Kathleen Winters, Local Representative Medical Community
- Denise Clark, Public Education Community
- Ian Martin Alternate, Florida Agency for Health Care Administration

STAFF RECOMMENDATION: It is recommended that the TDLCB appoint/reappoint committee members as appropriate for the 2021 calendar year.

Attachment: N/A

D REVIEW OF MINUTES

The minutes from the Wednesday, November 18, 2020 TDLCB Meeting are attached for review and approval.

.....
Attachment: TDLCB draft minutes, November 18, 2020
.....

**HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD REGULAR MEETING
Wednesday, November 18, 2020 – 10:00 A.M.**

MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular meeting on Wednesday, November 18, 2020, beginning at 10:04 a.m. at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Tampa Bay Times and the agenda was available on the MPO Website.

MEMBERS PRESENT IN PERSON

John Allocco, TDLCB Chairman
Kevin Bargerstock, Florida Department of Education, Division of Vocational Rehabilitation
Tony Graham, Hernando County Veterans Services
Gretchen Samter, Public Transit User
Tracy Noyes, FDOT
Kathleen Winters, Local Representative Medical Community
Denise Clark, Hernando County School Board – Transportation
Benita Dixon, Private For-Profit Transportation

MEMBERS ABSENT

Emily Hughart, ACHA
Ian Martin, ACHA (Alternate)
John Eberle, Regional Workforce Development Board
Elizabeth Watson, Persons with Disabilities Agency
Robert Bradburn, Florida Department of Children & Family Services -- Access Florida

OTHERS PRESENT

Steve Diez, MPO Executive Director
Carlene Riecscs, Transportation Planner III
Terri Saenz, Administrative Assistant III
Miranda Maldonado, MidFlorida Community Services/Trans Hernando

A. CALL TO ORDER

Commissioner Allocco called the regular meeting of the TDLCB to order at 10:04 a.m.

B. REVIEW/APPROVAL OF AGENDA

Motion: A motion was made to approve the November 18, 2020, regular meeting agenda. The motion was seconded, and the carried unanimously. (the recording was unclear as to the motion makers; however, it was a unanimous approval)

C. REVIEW/APPROVAL OF MINUTES – August 19, 2020

Motion: Denise Clark made a motion to approve the August 19, 2020 minutes. Gretchen Samter seconded, and the motion carried unanimously.

D. CORRESPONDENCE/INFORMATION ITEMS

1. Commission for the Transportation Disadvantaged (CTD) 10/28 Business meeting

Mr. Diez reported the CTD's October 28, 2020 business meeting addressed several issues which may be of interest to the LCB. A copy of the agenda is attached, and the full packet can be found at: https://ctd.fdot.gov/docs/MeetingPackages/2020Meetings/20201028_CTDAgendapkg.pdf

- Trip and Equipment Grants

The Commission conducted a study to explore changes to the Trip and Equipment Grant funding allocation methodology. The Commission approved the final report of the study on August 26, 2020, which included recommendations for the Commission to adopt changes within rule to implement a new funding methodology, effective July 1, 2021. The CTD staff has been working on amendments to the formula in an effort to promote year-over-year stability while incentivizing cost effective deliver of trip and equipment grant funded services.

The proposed language amends the current allocation methodology to include four variables to the methodology: TD eligible population, centerline miles, trip and equipment grant services and base funding.

The proposed changes are not anticipated to negatively impact the Hernando TD program.

Ms. Riecss clarified that the Community Transportation Coordinator (Mid Florida Community Services) applies for the grants.

- Quorum Requirements for Local Coordinating Boards

LCB meetings are required to have a minimum number of board members physically present in the same location to establish a quorum. On March 20, 2020, Governor Ron DeSantis issued Executive Order 20-69 in response to the COVID-19 public health emergency, which suspended the requirements for local government bodies to

hold in-person meetings. This allowed local government bodies, including LCBs, to hold meetings through virtual or telephonic means. The executive order expired November 1, 2020.

Ms. Riecss stated that an in person quorum is required. statutorily and via the TDLCB bylaws. We would like to offer virtual/via telephone to our more vulnerable population, but we may not have enough members in physical attendance to conduct meetings.

Chairman Allocco indicated that in person meetings are preferable because often people do not actively participate in meetings when they are conducted virtually.

Ms. Riecss voiced another concern was that a lot of state agencies were not allowed to travel to attend meetings in person.

Chairman Allocco questioned if we could amend the bylaws.

Ms. Riecss suggested that the bylaws scheduled later in the agenda could be modified to lower the physical quorum which would allow the option of ZOOM.

Ms. Samter stated state agencies should have to be in attendance.

Chairman Allocco stated Ms. Samter is a good example of why ZOOM should be offered. He further stated we need consistency among state agencies attending in person meetings

2. Annual CTD Training Conference

Ms. Riecss stated she attended the conference via ZOOM and there was a segment on human trafficking that was of interest on public transportation being used with the exploitation. There was discussion about developing a standard protocol to train transit operators to recognize signs associated with trafficking situations.

Chairman Allocco mentioned that it is important to have standard processes for reporting potential issues without feeling threatened.

3. 2020 Legislative Policy Positions – State Transportation Trust Fund

Mr. Diez stated that current law for the State Transportation Trust (TD) Fund does not earmark funds to make sure they go to the trust fund and not somewhere else. A proposal to make FDOT and Transportation Disadvantaged Trust Fund (TDTF) grants more flexible was put forth by the FPTA:

- extend TDTF grants for each county to the next year,
- allow TDTF to be used for meal, grocery and prescription deliveries,
- at a minimum earmark, the TDTF dollars to ensure the funds go back to the TD trust fund and not elsewhere,
- allow other FDOT grants to be used on transit improvement and operating funds.

Chairman Allocco expressed concern over the monies going towards services such as Uber Eats.

Ms. Samter intervened that delivery services have provided a safety barrier to her and her family during the current COVID-19 situation. She noted that grocery delivery services are very expensive. Although she understood concerns regarding Uber Eats, she thought consideration needed to be afforded to those people who cannot prepare their own meals at home and now have a safety risk with being able to leave their residence. On the surface you may not want money going towards Uber Eats but for those people who cannot safely get food, it may be something that should be considered.

Chairman Allocco was concerned about the potential for fraud to occur and worried that if the legislators act too quickly, there could be negative consequences to people in need.

Mr. Diez mentioned that he will find out more about this.

Chairman Allocco asked if there was additional discussion,

Ms. Noyes advised they held a workshop last month to discuss the checks and balances that need to be followed.

Ms. Maldonado voiced that possibly CTC's can look into this further because Mid Florida has senior services which provides Meals on Wheels.

Chairman Allocco stated you would need background checks, liability insurance etc.

With regards to virtual meetings, Commissioner Allocco noted that they will affect the airline industry as well as the hotel industry because it is more economical to participate in virtual meetings without incurring additional expenses.

4. TDLCB Vacancies

Mr. Diez revealed that Ms. Kurtz, Hernando County resident representing the disabled whose term expired on October 31, 2020 and has declined to serve an additional term. This means we have 5 current vacancies on this board.

Discussion ensued that the membership of the TDLCB is established by Statutes. Mr. Diez noted that we have historically had difficulty filling several of the state agency positions.

Chairman Allocco suggested we need to be reaching out to our representative and senators to make sure they are aware the state is not providing members to serve on the TD Boards.

Chairman Allocco asked that Mr. Diez prepare a letter and he will sign it.

Ms. Winters offered to reach out to the Department of Elder Affairs

Ms. Samter commented that she is currently considered the citizen transportation user but since she is disabled, it may be beneficial for her to switch her role to make it easier to fill the other member position.

Ms. Maldonado offered to post flyers on their busses to recruit members.

Ms. Riecss advised Ms. Samter that her term expires in 2021, and if she were willing to serve again, she could apply for the disabled citizen position if it is vacant.

Ms. Clark inquired about the local representative Children at Risk position, if the liaison for the McKinney-Vento Homeless Assistance Act, Shanika Figueroa Rodriguez might be a likely candidate.

Chairman Allocco believed so because she deals with children at risk which is very broad along with Transportation Disadvantaged.

5. 2021 Meeting Calendar

Chairman Allocco mentioned it was only for information only. It was to be approved at the MPO meeting on November 12th, that was cancelled due to thought of possible hurricane.

Ms. Riecss advised that the calendar was presented to Admin to verify any conflicts with his calendar.

No comments or questions.

6. Voting Conflict

Mr. Diez mentioned that no appointed public officer shall participate in any matter which would inure to the officer's special private gain or loss. Per the Statutes, the term "public officer" includes any person elected or appointed to hold office in any agency including any person serving on an advisory board.

Chairman Allocco commented that the definition of "personal gain" is broad but in the court system as a county commissioner it means that you are actually having some sort of a "financial gain." If you gain a new travel opportunity, that is not personal gain because it does not improve your status in society.

No comments or questions.

7. Medicare Open Enrollment Period

Chairman Allocco referenced we are still in open enrollment for those dealing with clients in Medicare. He thought that this was originally addressed because of challenges with participants getting to their local office.

Ms. Riecss stated there were problems with recipients getting to their local Social Security Offices which are in Pasco County because TD services cannot cross the county lines. She did call social security offices and local providers and was advised they are encouraging online applications and conference calls to limit office visits.

Ms. Maldonado communicated that with their new connector service they are able to get clients to the border point of the county using "The Bus" to meet the bus system in Pasco County in order to get to the two offices.

Mr. Diez stated that TBARTA received the grant they applied for with UZURV to provide intercounty service.

Ms. Samter voiced that it takes her 2.5 hours one-way by using TheBus to travel from the Spring Hill (Pasco-Hernando State College) campus to the West campus which by car is a half hour drive.

Ms. Samter asked Mr. Diez how she could find out more about the UZURV (cross county) program

Ms. Maldonado stated the services begins December 1st and she will send brochures/early materials to Mr. Diez. It costs \$6.00 each way.

E. ACTION ITEM

1. Annual Operating Report (AOR)

Mr. Diez explained that the AOR is an annual requirement that is submitted to the Commission to the Transportation Disadvantaged (CTD).

There was no comments or questions.

Motion: Tony Graham made a motion to approve that the annual AOR. Benita Dixon seconded, and it carried unanimously.

2. TDLCB Annual Bylaws Approval

Mr. Diez stated the annual TDLCB Bylaws, are required to be reviewed and submitted annually pursuant to Rule 41-2.012(5)(a) F.A.C. Minor edits were made to the formatting of the bylaws, but none involved content.

Discussion ensued regarding whether or not the quorum requirement should be lowered. It was noted there are 18 statutorily required member positions and 14 are currently filled. A physical quorum of seven (7) members is required for the TDLCB to conduct business.

The Board discussed options to include:

- Lowering the quorum to five (5)
- Establishing the quorum as a percentage of positions that are actually filled.
- Lower the physical quorum while establishing a minimum to attend via ZOOM or teleconference

For now, it was decided to leave as is until the problem arises again.

Motion: Kathleen Winters made a motion to approve the bylaws as presented. Tony Graham seconded, and it carried unanimously.

F. MID FLORIDA COMMUNITY SERVICES – Miranda Maldonado

Ms. Maldonado stated their trips have increased from 1,000 in October to 1,200 in November. It is much lower than it was last year around this time.

G. VETERANS SERVICES – Tony Graham

Mr. Graham reported that Mid Florida took over the veteran’s local transportation. This will reduce their reliance on James A. Haley, VA Hospital in Tampa, FL which provides their vans and volunteer drivers.

The Pinebrook Facility was recently transferred to the Veterans Administration and was approved, giving them approximately 40,000 square feet of office space. This will tremendously help with Citrus and Hernando County veterans and possibly parts of eastern Pasco and Sumter Counties. By reducing travel to Gainesville or Tampa.

Ms. Maldonado stated they continue to provide free trips for the veterans to the local Pinebrook VA.

H. COMMITTEE MEMBER PRESENTATION

Kathleen Winters from Alzheimer’s Family Organization stated they have had a lot of changes due to COVID-19. Financially 90 percent of their income is from in person fund raising and they have had to cancel four events. In March, they had their big walk in the Villages but then the office closed down. They are in a financial hardship and closed their office in Spring Hill. They have lost 2 staff members which leaves 4 staff members, including herself to service 8 counties. They have tried a virtual fundraiser but only had two participants so right now they are literally hanging on by a thread. The upside is that they are still around to provide services the best they can. A lot of their clients cannot be served because they are in adult living facilities or do not want people in their homes. A lot of their services are being provided via telephone.

I. CLOSING COMMENTS

Commissioner Allocco asked for another volunteer to speak about their organization. Ms. Dixon volunteered to do so at the February 10, 2021 meeting. We look forward to hearing from her along with Joe DeGeorge who is on vacation.

ADJOURNMENT AND NEXT MEETING

Chairman Allocco advised that the next MPO Meeting is on February 10, 2021 here in Hernando County, Building Department Training Room, Brooksville.

There being no further business, Chairman Allocco adjourned the meeting at 11:21 am.

DRAFT

E CORRESPONDENCE/INFORMATION ITEMS

1 UZURV – Presentation

TBARTA is partnering with UZURV, an adaptive transportation network and mobility platform technology company to enhance Transportation Disadvantaged (TD) service across the five county region they service which includes: Hernando, Pasco, Hillsborough, Pinellas, and Manatee Counties.

UZURV has requested to make a presentation to the TDLCB.

Attachments: N/A

E CORRESPONDENCE/INFORMATION ITEMS

2 Mid Florida Community Services – Miranda Maldonado

The Community Transportation Coordinator has provided a copy of the quarterly report for the period from October 1, 2020-December 31, 2020.

Please note a correction was made to the July 1, 2020-September 30, 2020, quarterly report presented at the TDLCB November meeting (total number of trips for each program were inadvertently entered into the section reflecting no shows by program. (ISD, RD or DOEA)). The report has been updated in the attached.

Attachments: Quarterly Report

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2020 through June 30, 2021**

Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL	
Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247	
Overview of Total Trip Requests	Total incoming calls received	2032	1760	2156	2274	1906	2054	0	0	0	0	0	12,182	
	Average number calls received per day	92	84	103	103	112	103	0	0	0	0	0		
	Total trip requests received	1016	880	1078	1137	953	1027	0	0	0	0	0	6,091	
	Total cancelled trips	307	155	182	160	235	271							1,310
	Total ASAP Trips	12	7	10	19	18	16							82
	Total NS trips	15	13	16	24	18	19							105
	Total trip requests provided	682	705	870	934	682	721							4,594

% of Trip Requests Provided	67.1%	80.1%	80.7%	82.1%	71.6%	70.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
% of Trip Requests Cancelled	30.2%	17.6%	16.9%	14.1%	24.7%	26.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
% of No Show Trip Requests	1.5%	1.5%	1.5%	2.1%	1.9%	1.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2020 through June 30, 2021**

Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL
Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247
REASON FOR UNPROVIDED REQUESTS													
% of Trip Requests unable to Provide	0.69%	1.02%	1.30%	0.00%	1.57%	1.66%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Same day Request	4	3	6	5	8	5							31
Out-of-county request	0	5	2	3	0	1							11
Stretcher	0	0	1	0	0	1							2
Holiday/Weekend	2	1	2	0	5	8							18
Before 8 a.m./after 3:00 p.m. appointments	1	0	3	4	2	2							12
Total Unprovided	7	9	14	0	15	17	0	0	0	0	0	0	62
TRIP PURPOSE	Medical	559	604	695	762	552	567						3,739
	Nutritional/Shop	67	56	90	75	65	76						429
	Connector	0	0	0	0	0	0						0
	Education	0	0	30	29	8	13						80
	Employment	26	24	27	33	30	34						174
	Other	30	21	28	35	27	31						172
	Total	682	705	870	934	682	721	0	0	0	0	0	0

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2020 through June 30, 2021**

	Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL
	Work Days	22	21	21	22	17	20	19	19	23	21	20	22	247
TRIP TYPE	Elderly (Over 60)	587	590	698	767	559	580	.						3,781
	Adult	95	115	172	167	123	141							813
	Child (Under 16)	0	0	0	0	0	0							0
	Total	682	705	870	934	682	721	0	0	0	0	0	0	4,594
TRIP MODE	AMBI	301	356	454	471	372	372							2,326
	WHLI & SCOI	381	349	416	463	310	349							2,268
	AMBO	0	0	0	0	0	0							0
	Total	682	705	870	934	682	721	0	0	0	0	0	0	4,594
UNDUPLICATED COUNT	Elderly (Over 60)	104	103	128	131	113	118							697
	Percent %	84.6%	87.3%	87.7%	83.4%	85.0%	85.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			85.5%
	Adult	19	15	18	26	20	20							118
	Percent %	15.4%	12.7%	12.3%	16.6%	15.0%	14.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			14.5%
	Child (Under 17)	0	0	0	0	0	0							0
	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			0%
Total	123	118	146	157	133	138	0	0	0	0	0	0	815	
NO SHOW, BY PROGRAM	CTD - T&E	14	11	11	19	15	12							82
	CTD - ISDG	1	2	5	5	3	7							23
	DOEA	0	0	0	0	0	0							0
	Total No Shows	15	13	16	24	18	19	0	0	0	0	0	0	105

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2020 through June 30, 2021**

Month		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	TOTAL
Work Days		22	21	21	22	17	20	19	19	23	21	20	22	247
OPERATING DATA	Suspended	0	0	0	0	0	0							0
	System Miles	12685	12886	14259	15197	10452	10813							76,292
	Revenue Miles	9650	9747	11216	11939	8522	8890							59964
	Average System Miles per trip	14.1	13.8	12.9	12.8	12.5	12.3	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	13.1
	System Hours	673	721.0	840	877	582	598							4,291
	Revenue Hours	561	581.0	699	733	487	484							3,545
	Cost Per Trip	\$26.13	\$26.11	\$26.03	\$26.02	\$26.00	\$25.99	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	
	System Cost per Mile	\$1.81	\$1.86	\$1.98	\$2.00	\$2.05	\$2.07	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	

E CORRESPONDENCE/INFORMATION ITEMS

- 3 Commission for the Transportation Disadvantaged (CTD) – December 16, 2020,
 business meeting

For the TDLCB's information, attached please find a copy of the December 16, 2020, CTD business meeting agenda.

On an annual basis, the CTD prepares a report summarizing operation information for the State of Florida, and for each county. The summaries are being provided.

Attachments: 12/16/20 Agenda, operational reports

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda December 16, 2020 1:30PM until Completion

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

GoToMeeting Webinar:
<https://global.gotomeeting.com/join/709216101>
Alternative Conference Call-In Number:
888-585-9008; Conference Code: 837-653-349

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chairman Marion Hart
II.	Pledge of Allegiance	Chairman Marion Hart
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
Action Items		
V.	Approval of October 28, 2020 Meeting Minutes	Chairman Marion Hart
VI.	Community Transportation Coordinator Designation for Monroe County	Venessa Naranjo, Health Council of South Florida
VII.	2020 Annual Performance Report	David Darm
VIII.	2021 Commission Business Meeting Calendar	Chairman Hart
Information Items		
IX.	Executive Director Report	David Darm

X.	Commissioner and Advisor Reports	Commissioners and Advisors
XI.	Public Comments	Public
XI.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
X.	Adjournment	Chairman Hart

Next Meeting: March 29, 2021

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. This meeting will be recorded and a summary of the discussion will be published at a future date.

Members of the public interested in speaking during the "Public Comments" segments are encouraged to complete the attached public comment card and return to David Darm prior to the meeting date at: David.Darm@dot.state.fl.us. The chairman will call on each speaker in the order public comment cards are received. Public comments are limited 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 email David Darm or contact our office listed below, at least 48 hours before the meeting:

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.

FISCAL YEAR 2019-2020 STATEWIDE SUMMARY

Florida Commission for the
 Transportation Disadvantaged
 Contact: 605 Suwannee Street, MS 49
 Tallahassee, FL 32399-0450
 850-410-5700
 800-983-2435

Website: <https://ctd.fdot.gov>

Demographics	Number
Statewide Population	20,901,636
Unduplicated Head Count	259,473



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	11,150,598	10,063,915	8,109,202
Deviated FR	701,241	576,343	437,359
Complementary ADA	0	2,758,483	2,472,749
Paratransit	10,617,336	7,448,940	5,173,999
TNC	0	24,500	21,470
Taxi	0	188,693	150,612
School Board (School Bus)	45,678	26,265	14,982
Volunteers	0	16,224	10,234
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	4,744,140	4,387,367	3,405,522
Employment	3,752,285	3,025,009	2,485,224
Ed/Train/DayCare	2,805,745	3,232,580	2,539,793
Nutritional	3,925,897	1,908,632	1,390,337
Life-Sustaining/Other	7,286,786	8,549,775	6,569,731
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Passenger Trips By Revenue Source	2018	2019	2020
CTD	10,669,884	9,941,361	7,679,816
AHCA	574,430	331,430	301,787
APD	1,441,942	1,379,161	861,555
DOEA	611,331	638,836	483,883
DOE	228,920	174,085	170,528
Other	8,988,346	8,638,490	6,893,038
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Trips by Provider Type	2018	2019	2020
CTC	14,487,753	13,107,576	10,059,065
Transportation Operator	4,068,352	4,498,188	3,789,792
Coordination Contractor	3,958,748	3,497,599	2,541,750
TOTAL TRIPS	22,514,853	21,103,363	16,390,607

Vehicle Data	2018	2019	2020
Vehicle Miles	99,057,595	95,241,016	75,325,995
Roadcalls	2,592	4,140	3,574
Accidents	457	497	520
Vehicles	4,105	4,580	4,779
Drivers	6,177	6,831	7,205

Financial and General Data	2018	2019	2020
Expenses	\$284,081,695	\$302,854,277	\$291,219,584
Revenues	\$274,544,299	\$301,051,923	\$296,229,425
Commendations	5,064	4,114	3,218
Complaints	12,275	12,243	10,091
Passenger No-Shows	272,321	211,526	189,550
Unmet Trip Requests	1,345,805	245,556	117,320

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0.46	0.52	0.69
Miles between Roadcalls	38,217	23,005	21,076
Avg. Trips per Passenger	71.90	75.36	63.17
Cost per Trip	\$12.62	\$14.35	\$17.77
Cost per Paratransit Trip	\$24.24	\$26.93	\$34.02
Cost per Total Mile	\$2.87	\$3.18	\$3.87
Cost per Paratransit Mile	\$2.77	\$3.10	\$3.72

County: Orlando
 CTC: Mid Florida Community Services, Inc.
 Contact: Miranda Maldonado
 1122 Ponce De Leon Blvd
 Brooksville, FL 34601
 352-799-1510
 Email: mimaldonado@mfcs.us.com

Demographics	Number
Total County Population	186,313
Unduplicated Head Count	871



Trips By Type of Service	2018	2019	2020
Fixed Route (FR)	0	0	0
Deviated FR	0	0	0
Complementary ADA	0	0	0
Paratransit	114,114	73,644	55,794
TNC	0	0	0
Tax	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	114,114	73,644	55,794

Passenger Trips By Trip Purpose	2018	2019	2020
Medical	27,603	20,461	14,076
Employment	823	5,202	2,956
Ed/Train/DayCare	75,541	26,706	25,748
Nutritional	3,279	7,978	4,693
Life-Sustaining/Other	6,868	13,297	8,321
TOTAL TRIPS	114,114	73,644	55,794

Passenger Trips By Revenue Source	2018	2019	2020
CTD	17,857	16,126	12,488
AHCA	47,228	0	0
APD	423	50,765	12,467
DOEA	2,506	2,308	1,750
DOE	2,474	0	0
Other	43,626	4,445	29,089
TOTAL TRIPS	114,114	73,644	55,794

Trips by Provider Type	2018	2019	2020
CTC	20,643	18,434	14,238
Transportation Operator	0	0	0
Coordination Contractor	93,471	55,210	41,556
TOTAL TRIPS	114,114	73,644	55,794

Vehicle Data	2018	2019	2020
Vehicle Miles	681,248	677,101	569,720
Roadcalls	3	2	5
Accidents	0	0	0
Vehicles	16	46	46
Drivers	32	34	34

Financial and General Data	2018	2019	2020
Expenses	\$1,343,292	\$1,699,762	\$1,232,559
Revenues	\$1,512,746	\$1,720,957	\$1,223,813
Commendations	138	46	29
Complaints	12	20	13
Passenger No-Shows	364	352	352
Unmet Trip Requests	0	0	0

Performance Measures	2018	2019	2020
Accidents per 100,000 Miles	0	0	0
Miles between Roadcalls	227,083	338,550	113,944
Avg. Trips per Passenger	101.34	72.48	64.06
Cost per Trip	\$11.77	\$23.08	\$22.09
Cost per Paratransit Trip	\$11.77	\$23.08	\$22.09
Cost per Total Mile	\$1.97	\$2.51	\$2.16
Cost per Paratransit Mile	\$1.97	\$2.51	\$2.16

F ACTION ITEMS

Annual Grievance Procedures

The local complaint and grievance procedure/process is required to be approved on an annual basis. The grievance process includes steps that would be taken directly by the coordinator, and procedures for TDLCB involvement. No changes are proposed.

Staff Recommendation: It is recommended that the TDLCB approve the annual update to the Grievance Procedures and authorize staff to forward to the Commission for the Transportation Disadvantaged.

Attachment: Grievance Procedures

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The LCB is not granted determinative or adjudicative powers through the legislature; however, the LCB does retain certain powers of influence through its contractual relationship with the CTC, and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances.

Definitions

“Agency” as defined in Rule 41-2.002(1) F.A.C., means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter. For the purposes of these procedures, the definition of “agency” also includes a private-for-profit provider of transportation services.

“Complaint” means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue or several issues concerning transportation services of the CTC or operators used by the CTC. Service complaints are routine incidents that occur daily and are reported to the driver, dispatcher or others involved in the daily operation of the system. A complaint may include but is not limited to late trips (pick-up and/or drop-off); no-show by transit operator, no-show by client; client or driver behavior; passenger discomfort; denial of service.

“Grievance” means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to: recurring or unresolved complaints; violations of specific laws governing the provision of TD services, i.e., Chapter 427 F.S., Rule 41-2 F.A.C., Sunshine Law and ADA; contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

Grievance Committee

The Grievance Committee shall be composed of three regular voting members, and at least one alternate voting member, all being current members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting and shall elect a Grievance Committee Chairperson and Vice-Chairperson. Members appointed shall serve until the next organizational meeting. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee’s consideration of that grievance. No member of the Coordinating Board may appear before the Grievance Committee in a representative capacity.

Procedures

Filing a Grievance with the Grievance Committee

A grievance must be presented in writing and include the following:

1. The complainant’s name, address, and telephone number
2. The name of a contact person if the complainant is an agency

3. A concise but complete statement of the grievance (and relief sought) which is signed, dated, and supplemented by supporting documentation as appropriate
4. A copy of all documents considered and produced in connection with the complainant's utilization of the CTC's grievance process if applicable
5. Phone calls will not be an acceptable means of conveying a grievance. Calls may be directed to the CTC to register complaints (not grievances) during normal business hours
6. The grievance should identify any statutes, rules or contractual obligations alleged to have been violated, if applicable. Grievances should be mailed to:

Coordinating Board Grievance Committee
Hernando County Transportation Disadvantaged Program
c/o Hernando/Citrus MPO
1661 Blaise Drive
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus MPO. Forms will be available at the following locations:

1. Trans Hernando vans and offices
2. Hernando/Citrus MPO

Consideration of a Grievance by the Grievance Committee

Processing and Investigation

Upon receipt of a grievance by the MPO, staff shall distribute a copy of the grievance to the CTC within two (2) working days of receipt. Staff will immediately proceed to investigate and shall prepare a written report on their findings of fact to the Grievance Committee and the CTC. Upon the Committee's receipt of the report, the Committee shall give appropriate notice and schedule a public meeting to hear the grievance.

Notice of Meeting

The MPO staff shall mail a notice of the meeting to all interested parties at least ten (10) days prior to the meeting date. Notices shall also be mailed to the other persons who have expressed an interest in attending the meeting. The notice shall:

1. State the date, time, and location of the meeting
2. Include a brief description of the grievance(s)
3. Describe the procedures that will be followed during the meeting.

Meeting Procedures

The meeting shall commence with a presentation of the grievance by the Hernando/Citrus MPO staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents, and other relevant materials, and call and question witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting will be informal in the sense that rules of evidence will not be applied, and parties may represent themselves.

Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Any party not present at the meeting shall be notified in writing of the date, time, and location of the follow-up meeting by the Hernando County Planning Department staff. No more than two follow-up meetings will be convened to process a grievance.

Written Report to Coordinating Board

Following the final meeting on a grievance, the Grievance Committee shall prepare a written report, which shall include, at a minimum:

1. A copy of the grievance submitted by the complainant
2. A copy of all meeting notices
3. A list of the names and affiliations of those giving testimony during the processing and investigation phase
4. A list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance
5. A summary of the issues addressed
6. Findings and a recommendation or recommendations for improvement of service, if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy of the report shall be mailed to the parties, the CTC if it is not a party and any other persons who have requested a copy.

Coordinating Board Review, Use and Dissemination of Grievance Committee Reports

At each regular Local Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports that address contractual or systemic issues of potential interest to the Commission.

Other Grievance Processes and Forums

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate. This will include the use of an impartial mediator with knowledge of the TD system, as a Certified Community Transportation Manager. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the Transportation Disadvantaged.

At any time, an aggrieved party with proper standing may elect to seek recourse apart from the grievance process through Chapter 120, F.S., the administrative hearing process or the judicial court system.

