



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

**REGULAR MEETING**

**Thursday, February 8, 2024, at 2:00 p.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 Board Members and Staff
4. Declaration of Quorum
5. Enter Proof of Publication into the Record

**B. ELECTION OF VICE CHAIR FOR 2024**

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

**D. REVIEW/APPROVAL OF MINUTES – NOVEMBER 8, 2023, TDLCB REGULAR PUBLIC MEETING**

**E. REPORTS**

Quarterly Report of the Community Transportation Coordinator (CTC) Agency, Miranda Maldonado,  
Mid Florida Community Services

**F. ACTION ITEMS**

1. Annual review and approval of the TDLCB Bylaws
2. Annual review and approval of the TDLCB Grievance Procedures
3. Election of Grievance Committee Members

**G. FEATURE PRESENTATIONS**

1. Local Medical Community Representative – Kathleen Winters
2. Hope Florida presentation – Dawn Murray, Department of Children & Families

**H. CITIZEN COMMENTS**

**I. BOARD MEMBER COMMENTS**

**J. MPO STAFF COMMENTS**

**K. ADJOURNMENT AND NEXT MEETING – The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is scheduled for Thursday, May 9, 2024, beginning at 1:30 p.m., at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida.**

The meeting agenda and back-up materials are available online at:  
[www.hernandocounty.us/hernandocitrusmpo](http://www.hernandocounty.us/hernandocitrusmpo).

**ELECTION OF VICE CHAIR FOR 2024**

Pursuant to the Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws, the Board shall hold an organizational meeting each year and elect a Vice Chair by a majority vote from the quorum present. The Chair is appointed by the Designated Official Planning Agency (the MPO Board). The Hernando County Board of County Commissioners appointed John Allocco as the TDLCB Chair for 2024. In the event of the Chair's absence, or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct the meetings.

The 2023 Vice Chair was Shanika Figueroa Rodriguez.

**Staff Recommendation:** It is recommended the TDLCB elect a Vice Chair of the Hernando County TDLCB for 2024.

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Attachment: Current TDLCB Roster

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## HERNANDO COUNTY

### TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) 2023

(last updated November 8, 2023)

Member	Representing
John Allocco (Chair)	Hernando County Board of County Commissioners
Tracy Noyes Dave Newell, Alternate	FL Dept. of Transportation
David Knazur Elizabeth Alacci, Alternate	FL Dept of Children and Family Services
Anthony Cavaliere	Representative from the Public Educational Community
Kevin Bargerstock Karla Lagos, Alternate	FL Division of Vocational Rehabilitation or Blind Services
Tony Graham, Veterans Service Officer Robert Werts, Alternate	Veteran Services Office
Vacant	FL Association for Community Action for Economically Disadvantaged
Vacant	Person over 60+
Gretchen Samter	Person with a Disability
Gerry Whitted	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Shanika Figueroa Rodriguez (Vice-Chair)	Local Representative for Children at Risk
Oliver Cromwell, General Manager Beverly Yates, Alternate	Hernando County Public Transit System
Cara Brunk	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation
Emily Hughart Ian Martin, Alternate	FL Dept. of Health Care Administration
John Eberle	Regional Workforce Development Board
Kathleen Winters	Local Medical Community Representative
Jeannette Estes Elizabeth Watson, Alternate	Agency for Persons with Disabilities Representatives

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**REVIEW/APPROVAL OF MINUTES – NOVEMBER 8, 2023, TDLCB REGULAR PUBLIC MEETING**

Attached for approval are the Regular Public Meeting Minutes of the Wednesday, November 8, 2023, meeting of the Hernando County Transportation Disadvantaged Local Coordinator Board (TDLCB).

**Staff Recommendation:** It is recommended the TDLCB review and approve the Minutes of the November 8, 2023, meeting.

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Attachment: Meeting Minutes from Wednesday, November 8, 2023, Regular Public Meeting

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## HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Wednesday, November 8, 2023

### MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular quarterly meeting beginning at 10:00 a.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Hernando Sun newspaper and the agenda was available on the Hernando/Citrus MPO website.

#### **MEMBERS PRESENT**

John Allocco, Chair, Hernando County Board of County Commissioners  
Shanika Figueroa Rodriguez, Vice Chair, Local Representative for Children at Risk  
Elizabeth Alacci, Florida Department of Children and Family Services  
Dave Newell, Florida Department of Transportation  
Kevin Bargerstock, Florida Division of Vocational Rehabilitation or Blind Services, Alternate  
Anthony Cavaliere, Representative from the Public Educational Community  
Gretchen Samter, Person with a Disability  
Gerry Whitted, Citizen Advocate – Transit User as Primary Means  
Oliver Cromwell, General Manager of RATPDev LLC, Transit Contractor of Public Transit System  
Cara Brunk, Florida Department of Elder Affairs  
Ian Martin, Florida Department of Health Care Administration  
Jeannette Estes, Agency for Persons with Disabilities Representative  
Kathleen Winters, Local Medical Community Representative  
John Eberle, Regional Workforce Development Board

#### **MEMBERS ABSENT**

Tony Graham, Veterans Service Officer

#### **OTHERS PRESENT**

Robert Esposito, MPO Executive Director  
Mary Elwin, MPO Coordinator  
Joy Turner, MPO Administrative Assistant III  
Via Zoom: Miranda Maldonado, Mid Florida Community Services, Community Transportation Coordinator

#### **MEETING CALLED TO ORDER**

- Vice Chair Allocco called the meeting to order at 10:00 a.m.
- The Pledge of Allegiance and the introductions of Board and staff followed the Invocation.
- A quorum was declared, and the affidavit of publication was read into the record.

#### **APPROVAL/MODIFICATION OF AGENDA**

**Motion:** A motion was made by Mr. Cromwell to approve the agenda. The motion was seconded by Mr. Martin and the motion passed 12-0.

*[It is noted for the record that Kevin Bargerstock, member representing Florida Division of Vocational Rehabilitation or Blind Services, arrived at the meeting.]*

#### **REVIEW/APPROVAL OF MINUTES – AUGUST 9, 2023, TDLCB REGULAR PUBLIC MEETING**

**Motion:** A motion was made by Mr. Martin to approve the August 9, 2023, Minutes of the TDLCB's regular public meeting. The motion was seconded by Mr. Newell and the motion passed 13-0.

*[It is noted for the record that Shanika Figueroa Rodriguez, Vice Chair member representing Local Representative for Children at Risk arrived at the meeting.]*

**QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Miranda Maldonado, Mid Florida Community Services**

The quarterly report was included in the agenda packet and Ms. Maldonado conveyed that the Innovative Service Development grant award for fiscal year 2023 provided 3,457 shuttle service trips for veterans and their families for medical, food, and trips to the Veterans Administration. Chair Allocco asked what caused the increase of trip requests for August. Ms. Maldonado explained the increase was produced by more requests due to the hurricane and the second call to cancel requests because of the hurricane.

**ACTION ITEMS**

**1. ANNUAL OPERATING REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Miranda Maldonado, Mid Florida Community Services**

**Motion:** A motion was made by Ms. Samter to approve the Annual Operating Report of the Community Transportation Coordinator (CTC) for Fiscal Year 2023, to authorize the Chair's signature thereon, and for submittal of the executed Annual Operating Report to the Commission for Transportation Disadvantaged (CTD). The motion was seconded by Mr. Martin and the motion passed 14-0.

**2. ANNUAL EXPENDITURE REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Miranda Maldonado, Mid Florida Community Services**

**Motion:** A motion was made by Mr. Martin to approve the Annual Expenditure Report of the Community Transportation Coordinator (CTC) for Fiscal Year 2023, to authorize the Chair's signature thereon, and for submittal of the executed Annual Expenditure Report to the Commission for Transportation Disadvantaged (CTD). The motion was seconded by Mr. Martin and the motion passed 14-0.

**FEATURE PRESENTATION**

- Elizabeth Alacci, from the Florida Department of Children and Family Services gave a feature presentation to explain what adult protective services for a vulnerable adult and how the Florida Department of Children and Family Services receives reports and investigates abuse, and how their agency works with other state agencies to provide services to a vulnerable adult. To report abuse, call the hotline at 1-800-96ABUSE (1-800-962-2873) or by completing a web report at [www.myflfamilies.com](http://www.myflfamilies.com). Ms. Rodriguez shared her experience of having web reports rejected and being on hold on the hotline for 2+ hours. Ms. Samter commented that it can be difficult to know where to send individuals for services. Ms. Estes suggested having a delegate from Hope Florida provide a presentation to the Board. Chair Allocco suggested using email to create a public record when requesting assistance from government agencies.
- Ms. Winters will provide a feature presentation at the February 8, 2024, TDLCB meeting. Ms. Estes will investigate having a delegate from Hope Florida provide a feature presentation at the February 8, 2024, TDLCB meeting.

**CITIZEN COMMENTS**

There were no citizens present.

**BOARD MEMBER COMMENTS**

- There was Board discussion on the possibility of conducting joint meetings with the Hernando and Citrus Transportation Disadvantaged Local Coordinating Boards and the meeting start time for 2024. Chair Allocco emphasized the need for the public to have access to these meetings and the challenges a joint meeting would present to the transportation disadvantaged public. Mr. Martin asked if there was an option for the public to attend these meetings virtually and Mr. Esposito acknowledged MPO staff will investigate the need for public virtual attendance.
- Ms. Samter noted that the sub-committee established during the August 8, 2023, TDLCB meeting to find ways to more effectively assist the transportation disadvantaged with specific action steps that can be

taken with community partners will meet the first Tuesday of the month beginning December 5, 2023, at 2:30 p.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meetings are currently scheduled for December 5, 2023; January 9, 2024; February 6, 2024; and March 5, 2024. MPO staff will be send out meeting invites, and the meetings will be open to the public.

Subcommittee members include Messrs. Cromwell, Whitted, and Mss. Noyes, Rodriguez, and Ms. Samter, but Ms. Samter encouraged all board members to participate if they were available.

- Chair Allocco asked if the MPO had access to Public Service Announcements (PSAs) on local radio stations. Ms. Elwin indicated information is being provided to the county Public Information Officers and the MPO can review establishing PSAs for future use on the radio.
- Chair Allocco wished everyone a Happy Thanksgiving, Merry Christmas, and a Happy New Year, and expressed his appreciation for the time and commitment of the Board.

### **MPO STAFF COMMENTS**

Mr. Esposito reviewed the following items with the Board:

- FDOT Project #257165-3 US 41 from SR 44 to S of Withlacoochee Trail Bridge: Construction started October 3rd, 2023 (anticipated to last 2 years) and there will be a groundbreaking ceremony November 30, 2023. Location to be determined.
- Outlook meeting notices will be sent out for the 2024 Committees and Transportation Disadvantaged meetings.
- The TDLCB Annual Public Workshop will be held February 8, 2024, at 1:30 p.m. The TDLCB Regular Meeting will follow.
- 2050 Long-Range Transportation Plan (LRTP) – Scope A was completed, and Scope B is underway. The final scopes, C and D, will need to be issued immediately after the new GPC contracts are approved by the MPO Board which is tentatively scheduled for December 7, 2023.
- Traffic Segment Studies in Citrus County (US41 and SR 200) and Hernando County (County Line Road and US 41) will commence upon the approval of new GPC contracts (anticipated December 7, 2023).
- Chair Allocco shared that the MPO Board expressed their support at the November 7, 2023, board meeting to pursue applying to the Florida Turnpike Enterprise (FTE) for a study to be conducted for an interchange on Centralia Road in Hernando County. Mr. Esposito affirmed the study request would have to come from Hernando County and he has forwarded the application to Scott Herring and Todd Crosby, Hernando County Department of Public Works. Hernando County Administrator, Jeff Rogers, was copied on the request.

### **ADJOURNMENT AND NEXT MEETING**

Chair Allocco adjourned the meeting at 11:00 a.m. The annual public workshop of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is scheduled for Thursday, February 8, 2024, beginning at 1:30 p.m., followed by the TDLCB regular meeting which will begin no earlier than 2:00 p.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting agenda and back-up materials are available online at: [www.hernandocounty.us/hernandocitrusmpo](http://www.hernandocounty.us/hernandocitrusmpo).

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**QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY,  
Miranda Maldonado, Mid Florida Community Services**

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of October 1, 2023, through December 31, 2023.

This is an informational item; no action is required.

**Staff Recommendation:** It is recommended the TDLCB review the quarterly report and provide comments as desired. No action is required by the TDLCB at this time.

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Attachment: CTC Quarterly Report

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# **COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT**

**Hernando County, Florida**

**Quarterly System Report for Fiscal Period  
JULY 1, 2023 THROUGH JUNE 30, 2024**

**PREPARED FOR:**

**Hernando County Transportation Disadvantaged Coordinating Board**

**PREPARED BY:**

**TRANS HERNANDO**

Mid Florida Community Services, Inc.  
Phone (352) 799-1510 Fax: (352) 754-9390

## 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 general public.

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. State assistance for 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 6:00 a.m. to 4:30 p.m. except County recognized holidays.

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

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 4:00 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 8:00 a.m. and 4:30 p.m.

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2023 through June 30, 2024**

<i>Month</i>		<i>Jul-23</i>	<i>Aug-23</i>	<i>Sep-23</i>	<i>Oct-23</i>	<i>Nov-23</i>	<i>Dec-23</i>	<i>Jan-24</i>	<i>Feb-24</i>	<i>Mar-24</i>	<i>Apr-24</i>	<i>May-24</i>	<i>Jun-24</i>	<i>TOTAL</i>
<b>Work Days</b>		<b>20</b>	<b>23</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>18</b>							<b>122</b>
Overview of Total Trip Requests	Total incoming calls received	2658	2984	2656	2830	2604	2266							15,998
	Average number calls received per day	133	130	133	129	137	126							131
	Total trip requests received	1329	1492	1328	1415	1302	1133							7,999
	Total cancelled trips	180	347	218	227	250	266							1,488
	Total ASAP Trips	18	21	28	16	29	9							121
	Total NS trips	19	39	38	41	29	30							196
	Total trip requests provided	1112	1085	1044	1131	994	828							6,194
% of Trip Requests Provided		83.7%	72.7%	78.6%	79.9%	76.3%	73.1%							77.4%
% of Trip Requests Cancelled		13.5%	23.3%	16.4%	16.0%	19.2%	23.5%							18.6%
% of No Show Trip Requests		1.4%	2.6%	2.9%	2.9%	2.2%	2.6%							2.5%

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2023 through June 30, 2024**

Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>18</b>							<b>122</b>
<b>REASON FOR UNPROVIDED REQUESTS</b>													
% of Trip Requests unable to Provide	1.13%	1.14%	0.60%	0.00%	1.54%	1.94%							1.0%
Same day Request	3	7	3	7	8	5							33
Out-of-county request	6	3	2	4	7	2							24
Stretcher	2	1	0	2	0	1							6
Holiday/Weekend	1	3	0	5	2	9							20
Before 8 a.m./after 3:00 p.m. appointments	3	3	3	8	3	5							25
<b>Total Unprovided</b>	<b>15</b>	<b>17</b>	<b>8</b>	<b>0</b>	<b>20</b>	<b>22</b>							<b>82</b>
<b>TRIP PURPOSE</b>	Medical	716	712	614	621	552	468						3,683
	Nutritional/Shop	197	176	190	243	252	200						1,258
	Connector	0	0	0	0	0	0						0
	Education	78	80	87	98	88	67						498
	Employment	60	72	106	123	80	54						495
	Other	61	45	47	46	22	39						260
	<b>Total</b>	<b>1,112</b>	<b>1,085</b>	<b>1,044</b>	<b>1,131</b>	<b>994</b>	<b>828</b>						

TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2023 through June 30, 2024

	Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL
	<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>18</b>							<b>122</b>
TRIP TYPE	Elderly (Over 60)	847	809	727	766	654	559							4,362
	Adult	265	276	317	365	340	269							1,832
	Child (Under 16)	0	0	0	0	0	0							0
	<b>Total</b>	<b>1,112</b>	<b>1,085</b>	<b>1,044</b>	<b>1,131</b>	<b>994</b>	<b>828</b>							<b>6,194</b>
UNDUPLICATED COUNT	Elderly (Over 60)	129	123	116	124	110	102							575
	Percent %	81.6%	81.5%	80.6%	81.6%	76.9%	77.3%							65.3%
	Adult	29	28	28	28	33	30							176
	Percent %	18.4%	18.5%	19.4%	18.4%	23.1%	22.7%							20.0%
	Child (Under 16)	0	0	0	0	0	0							0
	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0%
<b>Total</b>	<b>158</b>	<b>151</b>	<b>144</b>	<b>152</b>	<b>143</b>	<b>132</b>							<b>880</b>	
TRIP MODE	AMBI	718	703	666	743	668	534							4,032
	WHLI & SCOI	394	382	378	388	326	294							2,162
	AMBO	0	0	0	0	0	0							0
	<b>Total</b>	<b>1,112</b>	<b>1,085</b>	<b>1,044</b>	<b>1,131</b>	<b>994</b>	<b>828</b>							<b>6,194</b>
FUNDING SOURCE	TRIP & EQUIP	640	629	581	671	578	501							3,600
	ISD	296	295	283	223	188	161							
	DOEA	176	161	180	237	228	166							1,148
	<b>Total</b>	<b>1,112</b>	<b>1,085</b>	<b>1,044</b>	<b>1,131</b>	<b>994</b>	<b>828</b>							<b>6,194</b>
NO SHOW	CTD - T&E	16	29	30	35	28	23							161
	DOEA	3	10	8	6	1	7							35
	<b>Total No Shows</b>	<b>19</b>	<b>39</b>	<b>38</b>	<b>41</b>	<b>29</b>	<b>30</b>							<b>196</b>

**TRANS HERNANDO  
MID FLOIRDA COMMUNITY SERVICES, INC.  
QUARTERLY SYSTEM REPORT  
FOR FISCAL PERIOD  
July 1, 2023 through June 30, 2024**

	<i>Month</i>	<i>Jul-23</i>	<i>Aug-23</i>	<i>Sep-23</i>	<i>Oct-23</i>	<i>Nov-23</i>	<i>Dec-23</i>	<i>Jan-24</i>	<i>Feb-24</i>	<i>Mar-24</i>	<i>Apr-24</i>	<i>May-24</i>	<i>Jun-24</i>	<i>TOTAL</i>
	<b>Work Days</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>18</b>							<b>122</b>
<b>OPERATING DATA</b>	Suspended	0	0	0	0	0	0							<b>0</b>
	System Miles	16150	16689	14417	16540	14374	11823							<b>89,993</b>
	Revenue Miles	13858	14086	12554	13720	11535	9624							<b>75377</b>
	Average System Miles per trip	12.5	13.0	12.0	12.1	11.6	11.6							<b>12.2</b>
	System Hours	922.32	961.57	784.02	991.67	793.62	718.32							<b>5,172</b>
	Revenue Hours	793.30	818.17	673.08	836.88	670.72	601.43							<b>4,394</b>
	Cost Per Trip	\$26.00	\$26.04	\$25.96	\$25.97	\$25.93	\$25.93							<b>\$25.97</b>
	System Cost per Mile	\$2.06	\$1.98	\$2.13	\$2.11	\$2.20	\$2.20							<b>2.10</b>

**COMPLIMENTS/COMPLAINTS**

		Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL	
		Work Days	20	23	20	22	19	18	21	20	21	21	22	19	TOTAL	
<b>TRANS HERNANDO</b>	COMPLIMENT	Driver	3	5	4	8	3	8								31
		Vehicle	0	0	0	0	0	0								0
		Service	0	1	0	1	1	0								3
		Policy	1	0	0	1	1	0								3
		Other	0	0	0	0	0	0								0
	COMPLAINT	Driver	0	0	0	0	0	1								1
		Vehicle	0	0	0	0	0	0								0
		Service	0	0	0	2	0	0								2
		Policy	0	1	0	0	1	0								2
		Other	0	0	0	0	0	0								0

**BREAKDOWNS/ACCIDENTS**

		Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	TOTAL	
		Work Days	20	23	20	22	19	18	21	20	21	21	22	19	TOTAL	
<b>TRANS HERNANDO</b>	TOWS	0	3	0	0	0	0								3	
	ROAD CALLS	0	0	0	0	0	0								0	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0								0
		NON-CHARGEABLE	0	0	0	0	0	0								0

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**ANNUAL REVIEW AND APPROVAL OF THE TDLCB BYLAWS**

The Commission for the Transportation Disadvantaged (CTD) requires that the TDLCB review and approve their Bylaws on an annual basis.

Staff is proposing the following changes:

- Florida Statute citations were added.
- The absenteeism process was updated to report to the CTD versus state representatives.
- Verbiage for alternate members, non-voting members, and the grievance committee process was updated.

**Staff Recommendation:** It is recommended the TDLCB review and approve the TDLCB Bylaws and authorize the Chair's signature thereon.

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Attachment: Current Adopted TDLCB Bylaws, Updated Draft TDLCB Bylaws

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**DRAFT**



**BYLAWS OF THE  
HERNANDO COUNTY  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD (TDLCB)**

**HERNANDO/CITRUS  
METROPOLITAN PLANNING ORGANIZATION**

**789 Providence Boulevard**

**Brooksville, FL 34601**

**Contact: 352-754-4082**

**[www.HernandoCitrusMPO.us](http://www.HernandoCitrusMPO.us)**

**email: [mpo@hernandocounty.us](mailto:mpo@hernandocounty.us)**

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 27, 2017, September 12, 2018, February 19, 2020, November 18, 2020, February 9, 2022, February 22, 2023, February 8, 2024

A. PREAMBLE

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

B. NAME AND PURPOSE

The name of the Coordinating Board shall be the "Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB)."

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.

C. MEMBERSHIP

1. APPOINTMENT OF MEMBERS

Pursuant to Chapter 427.0157, Florida Statutes and Rule 41-2.012, F.A.C., the directors of the public agencies and local government departments and/or divisions identified shall each appoint one (1) person to represent it on the Committee. Persons appointed to the Committee shall be technically qualified representatives employed by that agency, department, or division for the purpose of planning, engineering, and/or administration, with responsibility for comprehensive planning or the operation, control, development, or improvement of the transportation system. Each member will have one (1) vote.

Non-agency members of TDLCB shall be appointed by the Hernando/Citrus Metropolitan Planning Organization ("MPO")<sup>1</sup> Board. Each volunteer member will have one (1) vote.

2. VOTING MEMBERS

The MPO Board shall appoint individuals to serve as voting members on the TDLCB as follows:

- a. Chair - the MPO Board shall appoint one elected official from Hernando County who shall serve as the Chair for the TDLCB at all its meetings.
- b. The following agencies and groups shall be represented as voting members on the TDLCB:
  - (1) A local representative of the Florida Department of Transportation.
  - (2) A local representative of the Florida Department of Children and Family Services.
  - (3) 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.

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

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- (4) 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.
- (5) A person recommended by the Hernando County Veterans Service Office representing the veterans of the county.
- (6) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in Hernando County.
- (7) A person over sixty representing the elderly in Hernando County.
- (8) A person with a disability representing the disabled in Hernando County.
- (9) 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.
- (10) A local representative for children at risk.
- (11) To the extent existing within Hernando County, the Chair 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).
- (12) A local representative of the Florida Department of Elder Affairs.
- (13) 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.
- (14) A local representative of the Florida Agency for Health Care Administration.
- (15) A representative of the Regional Workforce Development Board established in Chapter 445, F.S.
- (16) 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,
- (17) 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.

### 3. ALTERNATE MEMBERS

Alternate representatives may be designated to act on behalf of represented agency members with the privileges accorded thereto, except nominating, voting for office or standing for office. Alternate agency representatives must be employed or designated by the represented agency. Alternates would not be required to attend a meeting if the primary member is able to be present at the meeting.

The MPO Board shall appoint non-agency 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.

### 4. NON-VOTING MEMBERS

The MPO Board may appoint non-voting members to the TDLCB.

5. TERMS OF APPOINTMENT

Except for the Chair 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.

6. RESIGNATION; TERMINATION OF MEMBERSHIP

A member of the TDLCB may resign at any time by providing written notice to the MPO staff. Unless otherwise specified in the notice, the resignation shall take effect when it is received by the MPO staff. 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 consecutive absences, the TDLCB may remove such member upon a majority vote of the voting members. If that voting member is an agency representative rather than a citizen member, the MPO staff shall notify the Florida Transportation Disadvantaged Commission (CTD).

D. OFFICERS AND DUTIES

The TDLCB shall have a Chair and a Vice Chair as its officers.

1. CHAIR

The Chair is appointed by the MPO Board in accordance with Section C above. The Chair shall preside at all meetings and review the official meeting minutes. The Chair shall serve until replaced by the MPO Board or until the individual is no longer in office, in accordance with Rule 41-2.012(4), F.A.C.

2. VICE CHAIR

The TDLCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of the voting members where a quorum is present. The Vice Chair shall serve a term of one year starting with the first meeting after his/her election. In the event of the Chair's absence or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct meetings.

3. ABSENCE OF CHAIR OR VICE CHAIR

If both officers are absent from a meeting, an acting Chair will be elected by those members present for the purpose of presiding over that specific meeting.

E. MEETINGS

1. REGULAR MEETINGS AND ANNUAL PUBLIC WORKSHOP

The TDLCB shall meet at least quarterly as required by Section 427.0157, F.S. and Rule 41-2.012(5), F.A.C., but may meet more often as necessary to meet its responsibilities.

2. NOTICE OF MEETINGS

Meetings will be noticed in accordance with the Hernando/Citrus MPO Public Participation Plan (PPP). The meeting notice and associated agendas will be transmitted to the Transportation Disadvantaged Local Coordinating Board Members and posted to the MPO website approximately one week prior to meetings.

3. QUORUM

At all meetings of the TDLCB, the presence in person of a majority of the voting members currently seated shall be necessary and sufficient to constitute a quorum for the transaction of business.

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 Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

F. STAFF

The TDLCB utilizes the staff of the Hernando/Citrus MPO to assist it in fulfilling its responsibilities as set forth in Chapter 427, F.S., and Chapter 41-2, F.A.C. The TDLCB may also utilize volunteers to assist it.

G. DUTIES OF THE TDLCB

Pursuant to F.S. 427.0157 and Rule 41-2 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 the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Funds.
  5. Evaluate multi-county or regional transportation opportunities.
  6. Work cooperatively with regional workforce boards established in Chapter 445, Florida Statutes, to assist in the development of innovative transportation services for participants on public assistance.
  7. Upon request by the MPO Board, review and make recommendations to the MPO Board on those matters so designated; and
  8. The TDLCB shall have the following duties as set forth in Rule 41-2.012, F.A.C., as may be amended:
    - a. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission for Transportation Disadvantaged.
    - b. Annually provide the Hernando/Citrus MPO Board 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 for Transportation Disadvantaged 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 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 Chapter 112.3143, F.S., concerning voting conflicts of interest.

## H. 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.

## I. AMENDMENTS TO THESE BYLAWS

These bylaws serve as the rules of procedure for the Board and may be amended by a majority vote of the voting members where a quorum is present provided all members have received written copies of proposed amendments with the regular agenda prior to the meeting.

J. CERTIFICATION

The Hernando County Transportation Disadvantaged Local Coordinating Board certifies these Bylaws were approved by a majority of the voting members where a quorum was present on the date shown below.

\_\_\_\_\_  
John Allocco, Chair  
Hernando County Local Coordinating Board

Dated: \_\_\_\_\_

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY

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

# **Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws**

**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)**

**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 27, 2017, September 12, 2018, February  
19, 2020, November 18, 2020, February 9, 2022, February 22, 2023**



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## **ARTICLE I - PREAMBLE**

The following sets forth the bylaws 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.
  - 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,

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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.

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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

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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. If that voting member is an agency representative rather than a citizen member, the DOPA shall send written communication to the agency head, Speaker of the Florida House of Representatives, and the Florida Senate President to report the three consecutive un-excused absences and request a recommendation for a replacement to be appointed by that agency.

**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

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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 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.**

Meetings will be noticed in accordance with the Hernando/Citrus MPO Public Participation Plan (PPP). Legal advertisement will be published in a newspaper of general circulation in the home county 5-10 days prior to any public Transportation Disadvantaged Local Coordinating Board meeting. The meeting notice and associated agendas will be transmitted to the Transportation Disadvantaged Local Coordinating Board Members and posted to the MPO website approximately one week prior to meetings

### **SECTION 3: QUORUM.**

At all meetings of the TDLCB, the presence in person of a majority 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 Bylaws, 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 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

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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

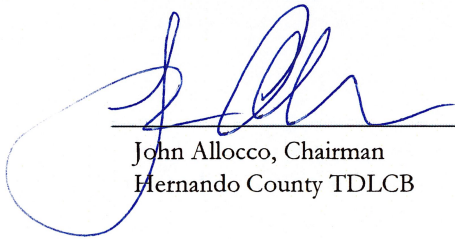
In addition to the Grievance Committee, the TDLCB may appoint such other committees necessary to fulfill its responsibilities. The designation and appointment of any committee shall be based upon a majority vote of the voting members where a quorum is present.

### ARTICLE IX – AMENDMENTS TO THESE BYLAWS

These bylaws 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 bylaws, with the actual ratification of such amendment or amendments to be voted on at the subsequent meeting.

### ARTICLE X – CERTIFICATION

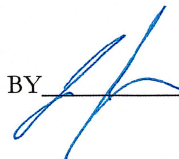
The undersigned is the Chairperson of the Hernando County Transportation Disadvantaged Local Coordinating Board and certifies that the foregoing is a correct copy of the bylaws of the TDLCB, as amended/re-adopted, by a majority of the voting members where a quorum was present.



\_\_\_\_\_  
John Allocco, Chairman  
Hernando County TDLCB

Dated: 02/22/2023  
\_\_\_\_\_  
February 22, 2023

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY

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

**ANNUAL REVIEW AND APPROVAL OF THE TDLCB GRIEVANCE PROCEDURES**

As part of the grant agreement with the Commission for Transportation Disadvantaged (CTD), the MPO is required to annually review and approve the TDLCB Grievance Procedures. Attached are the updated procedures which have been modified to include the ability of a complainant to utilize or contact the ombudsman at the Commission for the Transportation Disadvantaged (CTD) if dissatisfied with the local steps to resolve an issue. The Transportation Disadvantaged Service Plan (TDSP) will be updated with the approved procedures.

**Staff Recommendation:** It is recommended the TDLCB review and approve the TDLCB Grievance Procedures and authorize the Chair's signature thereon.

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Attachment: TDLCB Grievance Procedures

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**TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD FOR  
HERNANDO COUNTY, FLORIDA**

**GRIEVANCE PROCESS**

**Effective: February 8, 2024 – February 7, 2025**

**Hernando/Citrus Metropolitan Planning Organization  
789 Providence Boulevard  
Brooksville, Florida 34601  
352-754-4082**

**<https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization>**

**Community Transportation Coordinator (CTC):  
Mid Florida Community Services, Inc. DBA Trans Hernando  
1122 Ponce De Leon Boulevard  
Brooksville, Florida 34601  
352-799-1510**

**<https://www.mfcs.us.com/>**

**In partnership with the Florida Commission for the  
Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399  
1-800-383-2435**



**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

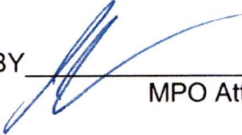
The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) has reviewed and approved this Grievance Process which is included and a part of the Transportation Disadvantaged Service Plan.

Adopted in regular session the 8<sup>th</sup> day of February 2024.

\_\_\_\_\_  
John Allocco, Chair  
Hernando County Local Coordinating Board

Dated: \_\_\_\_\_

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY

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

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## **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 Transportation Disadvantaged Local Coordinating Board (TDLCB) is not granted determinative or adjudicative powers through the legislature; however, the TDLCB does retain certain powers of influence through its contractual relationship with the Community Transportation Coordinator (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 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 Transportation Disadvantaged (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 Chair and Vice Chair. 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 Local 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  
789 Providence Boulevard  
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus Metropolitan Planning Organization (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/Citrus MPO 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.

### **Contacting the Ombudsman.**

An Ombudsman is a person who works to resolve complaints and grievances at the office of the Commission for Transportation Disadvantaged. 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. The email for the Ombudsman is:

[CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us).

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.

**Hernando County Transportation Disadvantaged  
Grievance Procedure**

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(Please print in ink only)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

AGENCY CONTACT (If Applicable): \_\_\_\_\_

STATEMENT OF GRIEVANCE: \_\_\_\_\_

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RELIEF SOUGHT: \_\_\_\_\_

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STATUTE, RULES, ETC. (If Applicable): \_\_\_\_\_

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Grievances may be mailed to:

Coordinating Board Grievance Committee  
Transportation Disadvantaged Program  
c/o Hernando/Citrus MPO  
789 Providence Boulevard  
Brooksville, Florida 34601

Grievant  
Signature: \_\_\_\_\_

Provide the Coordinator's process for resolving complaints. This would include any steps that would be taken directly by the Coordinator. Provide the process that the Local Coordinating Board uses to hear complaints and grievances regarding service. The grievance process should include the identification of the manner in which a user is made aware of the grievance process.

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**ELECTION OF GRIEVANCE COMMITTEE MEMBERS**

Pursuant to the Transportation Disadvantaged Service Plan (TDSP), the TDLCB is required to appoint a Grievance Committee composed of TDLCB regular voting members. On November 9, 2022, the TDLCB appointed the following members to the Grievance Committee:

1. Oliver Cromwell, Chair
2. Gretchen Samter, Vice Chair
3. Kevin Bargerstock
4. Elizabeth Watson

The TDLCB will need to appoint Grievance Committee members for 2024 to include a Chair and Vice Chair.

**Staff Recommendation:** It is recommended the TDLCB appoint three voting members, and at least one alternate voting member to the TDLCB Grievance Committee to include a Chair and Vice Chair.

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Attachment: Current TDLCB Roster

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## HERNANDO COUNTY

### TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB) 2023

(last updated November 8, 2023)

Member	Representing
John Allocco (Chair)	Hernando County Board of County Commissioners
Tracy Noyes Dave Newell, Alternate	FL Dept. of Transportation
David Knazur Elizabeth Alacci, Alternate	FL Dept of Children and Family Services
Anthony Cavaliere	Representative from the Public Educational Community
Kevin Bargerstock Karla Lagos, Alternate	FL Division of Vocational Rehabilitation or Blind Services
Tony Graham, Veterans Service Officer Robert Werts, Alternate	Veteran Services Office
Vacant	FL Association for Community Action for Economically Disadvantaged
Vacant	Person over 60+
Gretchen Samter	Person with a Disability
Gerry Whitted	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Shanika Figueroa Rodriguez (Vice-Chair)	Local Representative for Children at Risk
Oliver Cromwell, General Manager Beverly Yates, Alternate	Hernando County Public Transit System
Cara Brunk	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation
Emily Hughart Ian Martin, Alternate	FL Dept. of Health Care Administration
John Eberle	Regional Workforce Development Board
Kathleen Winters	Local Medical Community Representative
Jeannette Estes Elizabeth Watson, Alternate	Agency for Persons with Disabilities Representatives