



**CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD (LCB)**

REGULAR MEETING

Thursday, February 8, 2024, at 10:00 a.m.

MEETING LOCATION: Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, 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 9, 2023, LCB REGULAR PUBLIC MEETING**
- E. REPORTS**
 - 1. Quarterly Report of the Community Transportation Coordinator (CTC) - Joanne Granger, Transit Director
 - 2. Key Training Center Quarterly Report – Theresa Flick, Programs and Services Director
- F. ACTION ITEMS**
 - 1. Annual review and approval of the LCB Bylaws
 - 2. Annual review and approval of the LCB Grievance Procedures
 - 3. Election of Grievance Committee Members
- G. FEATURE PRESENTATION – Bud Osborne, Veteran Services Representative**
- H. CITIZEN COMMENTS**
- I. BOARD MEMBER COMMENTS**
- J. MPO STAFF COMMENTS**
- K. ADJOURNMENT AND NEXT MEETING –** The next regular meeting of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) is scheduled for Thursday, May 9, 2024, beginning at 9:30 a.m., at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida.

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

ELECTION OF VICE CHAIR FOR 2024

Pursuant to the Transportation Disadvantaged Local Coordinating Board (LCB) 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 Citrus County Board of County Commissioners appointed Ruthie Schlabach as the LCB 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 David Douglas.

Staff Recommendation: It is recommended the LCB elect a Vice Chair of the Citrus County LCB for 2024.

Attachment: Current LCB Roster

CITRUS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)
2023
(last updated November 8, 2023)

Member	Representing
Ruthie Schlabach, Chair	Citrus 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
Vacant	Representative from the Public Educational Community
Vacant	FL Division of Vocational Rehabilitation or Blind Services
Walter "Bud" Osborn	Veteran Services Office
Vacant	FL Association for Community Action for Economically Disadvantaged
Vacant	Person over 60+
Stephen C Brown	Person with a Disability
David Douglas, Vice Chair	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Deirdre Barrett LaBelle Sandra Woodard, Alternate	Local Representative for Children at Risk
Joanne Granger, Director	Mass Transit System Representative
Cara Brunk	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation
Emilio Santiago	FL Dept. of Health Care Administration
Debbie Letterman Jerry Flanders, Alternate	Regional Workforce Development Board
Katie Lucas	Local Medical Community Representative
Jeannette Estes Elizabeth Watson, Alternate	Agency for Persons with Disabilities Representative

Z:\MPO\5 LCB Citrus\Member Rosters-Attendance-Contact\2023\2023 LCB Member Info v3

REVIEW/APPROVAL OF MINUTES – NOVEMBER 9, 2023, LCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Thursday, November 9, 2023, meeting of the Citrus County Transportation Disadvantaged Local Coordinator Board (LCB).

Staff Recommendation: It is recommended the LCB review and approve the Minutes of the November 9, 2023, meeting.

Attachment: Meeting Minutes from Thursday, November 9, 2023, Regular Public Meeting



CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)

Thursday, November 9, 2023

MINUTES

The Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) held a regular quarterly meeting at 10:30 a.m. at the Lecanto Government Building, 3600 W. Sovereign Path, Room 166, Lecanto, Florida. The meeting was advertised in the Citrus Chronicle newspaper and the agenda was available on the Hernando/Citrus MPO website.

MEMBERS PRESENT

David Douglas, Vice Chair, Citizen Advocate – Transit User as Primary Means
Dave Newell, Florida Department of Transportation, District 7
Elizabeth Alacci, Florida Department of Children and Family Services
Joanne Granger, Transit Services Director, Mass Transit Coordinator
Cara Brunk, Florida Department of Elder Affairs
Emilio Santiago, Florida Department of Health Care Administration
Sheri Ellis, Local Representative for Children at Risk
Walter “Bud” Osborne, Veteran Services Office Alternate
Janet Clymer, Alternate, Regional Workforce Development Board
Katie Lucas, Local Medical Community Representative
Elizabeth Watson, Agency for Persons with Disabilities Representative

MEMBERS ABSENT

Ruthie Schlabach, Chair, Citrus County Commissioner
Elizabeth Watson, Agency for Persons with Disabilities Representative
Stephen Brown, Person with a Disability

OTHERS PRESENT

Robert Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Administrative Assistant III

MEETING CALLED TO ORDER

- Vice Chair Douglas called the meeting to order at 10:30 a.m. and led the moment of silence.
- The Pledge of Allegiance and the introductions of Board and staff followed the moment of silence.
- 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. Osborne to approve the agenda. The motion was seconded by Ms. Lucas and the motion passed unanimously.

REVIEW/APPROVAL OF MINUTES – AUGUST 10, 2023, LCB REGULAR PUBLIC MEETING

Motion: A motion was made by Ms. Lucas to approve the August 10, 2023, Minutes of the LCB's Regular Public Meeting. The motion was seconded by Mr. Newell and the motion passed unanimously.

REPORTS

Community Transportation Coordinator (CTC) Quarterly Report – Joanne Granger, Transit Director

Ms. Granger, representing the CTC, reported that from July through September 2023, the CTC averaged 4,300 total trips. September was low due to the short month caused by the holiday and hurricane impact. Most trips continue to be nutritional, medical, and employment related, respectively.

Key Training Center Quarterly Report – Theresa Flick, Programs and Services Director

The Key Training Center reported that 8,893 trips for medical purposes were provided July through September 2023. Ms. Flick indicated there were no employment trips due to the March 2023 requirement from Agencies for Persons with Disabilities to redesign and eliminate employment activities from day programs. Trips for educational purposes (8,004), shopping (356), and recreational (534) were also provided.

ACTION ITEMS

1. ANNUAL OPERATING REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Joanne Granger, Transit Director

Ms. Granger stated the report was for door-to-door (paratransit) services from July 1, 2022, through June 30, 2023, which is based on the State fiscal year versus the County fiscal year. She reported 26,697 trips were provided which is up from last year's 23,933. There is a significant increase in transportation disadvantaged (TD) trips totaling 22,256 versus 19,113 trips from the previous period. By category, most of the persons riding the bus are individuals over 60 (10,356), persons with disabilities (7,389), low income (5,034), and children at risk (133). Albeit individuals over 60 are only counted in their primary category, many are also persons with disabilities and/or low income. By trip purpose, nutritional was 8,957 trips because seniors are transported daily to dining centers, followed by medical (7,046), and employment (4,937). Ms. Granger noted more complaints are reported versus commendations; however, the process to document commendations has been modified and will be more significant for future reporting. The Key Training Center had a total of 61,847 trips of which the majority were for Agency for Persons with Disabilities (APD) at 56,280 trips.

Motion: A motion was made by Ms. Lucas 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. Osborne and the motion passed unanimously.

2. ANNUAL EXPENDITURE REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Joanne Granger, Transit Director

Motion: A motion was made by Mr. Newell 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 Operating Report to the Commission for Transportation Disadvantaged (CTD). The motion was seconded by Mr. Osborne and the motion passed unanimously.

CITIZEN COMMENTS - There were no citizen comments.

BOARD MEMBER COMMENTS

- Ms. Elwin shared that Elizabeth Alacci, Florida Department of Children and Family Services, gave a feature presentation at the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) meeting November 8, 2023. Ms. Elwin noted that Chair Schlabach would like to begin feature presentations on the services offered by the state agency the board member represents in order to foster dialog between the agencies and the public on what services are available. Ms. Alacci explained adult protective services for a vulnerable adult and how the Florida Department of Children and Family Services receives reports and investigates abuse. Furthermore, she explained 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.
- Bud Osborne volunteered to give a feature presentation at the February 8, 2024, regular public meeting and Ms. Lucas will give a feature presentation at the May 9, 2024, regular public meeting.

MPO DIRECTOR COMMENTS

- 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 LCB Annual Public Workshop will be held February 8, 2024, at 9:30 a.m. The LCB 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).

ADJOURNMENT AND NEXT MEETING

Vice Chair Douglas adjourned the meeting at 11:18 a.m. The annual public workshop of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) will be held on Thursday, February 8, 2023, beginning at 9:30 a.m., followed by the LCB regular meeting which will begin no earlier than 10:00 a.m. at the Lecanto Government Building, 3600 W Sovereign Path, Room 166, Lecanto, Florida. The meeting agenda and back-up materials are available online at: www.hernandocounty.us/hernandocitrusmpo.

QUARTERLY REPORT OF THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) – Joanne Granger, Transit Director

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 LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: CTC Quarterly Report

County:	Citrus			
CTC:	Citrus County Transit			
Contact:	Joanne Granger			
Email:	Joanne.Granger@citrusbocc.com			
	2023			
Trips By Type of Service	Oct	Nov	Dec	Average
Deviated Fixed Route*	1,968	1,808	1,701	1,826
Ambulatory	2,227	2,004	1,972	2,068
Wheelchair	253	199	156	203
Total Trips By Type of Service	4,448	4,011	3,829	4,096
Passenger Trips By Purpose				
Education/Training/Daycare	102	102	54	86
Employment	552	489	477	506
Medical	603	506	464	524
Nutritional	840	746	782	789
Life-Sustaining/Other	383	360	351	365
Total Trips by Purpose	2,480	2,203	2,128	
Passenger Trips by Funding Source				
CTD-Commission for the Transportation Disadvantaged	2,029	1,734	1,810	1,858
CTD-VA Hospital (Tampa/Gainesville/ The Villages)	41	28	22	30
APD-Agency for Persons with Disabilities	0	0	0	0
DOEA-Department of Elderly Affairs-Veterans	0	0	0	0
DOEA-Department of Elderly Affairs-Congregate Dining	0	0	0	0
Other-Public	410	441	296	382
Total Trips By Funding Source	2,480	2,203	2,128	2,270

Note:
November Holiday closures

KEY TRAINING CENTER QUARTERLY REPORT – Theresa Flick, Programs and Service Director

As an informational item, attached is the Key Training Center 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 LCB review the quarterly report and provide comments as desired. No action is required by the LCB at this time.

Attachment: Key Training Center Quarterly Report



KEY TRAINING CENTER
Kindness, Love, Dignity and Respect

Chester V. Cole
Forever in our hearts

Corporate Officers

Carolyn Zemanik
President, Board of Directors

Melissa Walker
Executive Director
(352) 795-5541 ext 203
kcenter@tampabay.rr.com

Programs and Services

Theresa Flick, Director
(352) 795-5541 ext 224
pdktc@keytrainingcenter.org

Social Services

Bill Rutterman, Supervisor
(352) 795-5541 ext 219
sss@keytrainingcenter.org

Day Services

Barbara Branch, Director
(352) 795-5541 ext 244
bbranchres@keytrainingcenter.org

Residential Services

Brian Kantorczyk, Director
(352) 795-5541 ext 227
resdir@keytrainingcenter.org

Fiscal Management

Leo Doucette, Director
(352) 795-5541 ext 303
super@keytrainingcenter.org

Human Resources

Stephen Arena, Director
(352) 795-5541 ext 308
hrdir@keytrainingcenter.org

Key Center Foundation

Tinker Bowen, Director KCF
(352) 795-5541 ext 106
tinker@keytrainingcenter.org

Community Relations

Amanda Oestreich, Development & Community Relations Manager
(352) 795-5541 ext 313
foundation@keytrainingcenter.org or amanda@keytrainingcenter.org

Retail Operations

Shaunn Grulkowski, Manager
(352) 795-5541 ext 101
ROM@keytrainingcenter.org
Inverness (352) 726-0271
Lecanto (352) 627-0037
Crystal River (352) 564-9477
Labels / Inverness (352) 419-7591
Delivery/Pickup (352) 726-0271

Maintenance

Chris Linhart, Director Fleet & Facilities
(352) 795-5541 ext 230
clinhart@keytrainingcenter.org

To: Joanne Granger, CCT
From: Theresa Flick, KTC *TLF*
Date: Jan. 17, 2024
Re: Quarterly data (Oct/Nov/Dec 2023)

Trips by type of Service:

Demand Response: 17,373
Ambulatory: 15,303
Wheelchair: 2,070

Passenger trips by purpose:

Medical: 8,687
Employment: 0
Educational : 7,818
Shopping : 347
Other (recreational): 521

CC: Day file

5399 W. Gulf to Lake Hwy. • Lecanto, Florida 34461
Phone: (352) 795-5541 • Fax: (352) 795-1805 • TDD: 1-800-545-1833, Ext. 347
www.keytrainingcenter.org • www.facebook.com/KeyTrainingCenter

REVISED 6/08/2020

ANNUAL REVIEW AND APPROVAL OF THE LCB BYLAWS

The Commission for the Transportation Disadvantaged (CTD) requires that the LCB 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 LCB review and approve the LCB Bylaws and authorize the Chair's signature thereon.

Attachment: Current Adopted LCB Bylaws, Updated Draft LCB Bylaws

DRAFT



**BYLAWS OF THE
CITRUS COUNTY
TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (LCB)**

**HERNANDO/CITRUS
METROPOLITAN PLANNING ORGANIZATION**

789 Providence Boulevard

Brooksville, FL 34601

Contact: 352-754-4082

www.HernandoCitrusMPO.us

email: mpo@hernandocounty.us

Approved February 10, 2022
Amended February 9, 2023, February 8, 2024

A. PREAMBLE

The following sets forth the Bylaws which shall serve to guide the functioning of the Citrus County Transportation Disadvantaged Local Coordinating Board (LCB). 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 Citrus County.

B. NAME AND PURPOSE

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

The purpose of the LCB 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 Citrus 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 LCB shall be appointed by the Hernando/Citrus Metropolitan Planning Organization ("MPO")¹ 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 LCB as follows:

- a. Chair - the MPO Board shall appoint one elected official from Citrus County who shall serve as the Chair for the LCB at all its meetings.
- b. The following agencies and groups shall be represented as voting members on the LCB:
 - (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 Citrus County District School Board, School Board Transportation Office, or Head Start Program in areas where the Citrus County School District is responsible.

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

- (4) To the extent existing within Citrus 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 Citrus 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 Citrus County.
- (7) A person over sixty representing the elderly in Citrus County.
- (8) A person with a disability representing the disabled in Citrus County.
- (9) Two citizen advocate representatives in Citrus 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 Citrus 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 LCB.

5. TERMS OF APPOINTMENT

Except for the Chair and state agency representatives, the non-agency members of the LCB 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 LCB 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 LCB is expected to demonstrate his/her interest in the LCB's activities by attending the scheduled meetings. If a voting non-agency member has three (3) or more un-excused consecutive absences, the LCB 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 LCB 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 LCB 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 LCB 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 LCB, 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 LCB, 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 LCB present.

F. STAFF

The LCB 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 LCB may also utilize volunteers to assist it.

G. DUTIES OF THE LCB

Pursuant to F.S. 427.0157 and Rule 41-2 the LCB 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 LCB 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 LCB 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 LCB shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the LCB 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 LCB.

- 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 LCB or to the Commission, when local resolution cannot be found, for improvement of service. The LCB 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 LCB 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 LCB 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 Citrus 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.

Ruthie Schlabach, Chair
Citrus County Local Coordinating Board

Dated: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY  _____
MPO Attorney

Citrus County Transportation Disadvantaged Local Coordinating Board (LCB) Bylaws

Amended February 9, 2023

Approved February 10, 2022

Metropolitan Planning Organization
1661 Blaise Drive
Brooksville, FL 34601
352-754-4082

ARTICLE I. PREAMBLE

The following sets forth the bylaws, which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Citrus 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 41-2, Florida Administrative Code (F.A.C.), setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

ARTICLE II. NAME AND PURPOSE

The name of the Coordinating Board shall be the "CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)".

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

ARTICLE III. ADMINISTRATION OF THE LCB

PLANNING AGENCY RESPONSIBILITIES:

The Hernando/Citrus Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA), also uniformly referred to as the Planning Agency, shall provide the Local Coordinating Board (LCB) with sufficient staff support and resources to enable the LCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. This responsibility includes providing sufficient staff to manage and oversee the responsibilities of the LCB. This includes, but is not limited to, assistance in the scheduling of meetings, training board members, evaluating cost effectiveness of the coordinated system in the designed service area, reviewing the local Transportation Disadvantaged Service Plan, preparing, duplicating and distributing meeting packets, and other necessary administrative duties and cost, as appropriate.

REGULAR MEETINGS

The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, F.S., the Board shall meet at least quarterly with a quorum of its membership. All meetings, including committee meetings, will function under the "Government in the Sunshine Law". All meetings will provide opportunity for public comments on the agenda.

QUORUM

At all meetings of the Board, 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. In the absence of a quorum, those present may cancel the meeting and reschedule the meeting at a later date.

MEETING NOTICES

Section 1. Full Board Meeting Notice

- A All LCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.
- B Meeting notice shall include date, time, location, general nature/subject of the meeting, a contact person and number to call for additional information and request accessible formats.
- C Planning agency staff shall provide the agenda meeting package to the Commission for the Transportation Disadvantaged (Commission), LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

Section 2. Emergency Meeting Notices and Committee Meeting Notices

- A The Planning Agency shall give LCB members and others one-week notice, if possible, of the date, time, and proposed agenda for the LCB committee meetings as soon as possible for all emergency meetings.
- B Meeting materials shall be provided as early as possible. Emergency/Committee meetings shall be advertised in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

Section 3. Minutes

Planning Agency staff is responsible for preparing and maintaining official set of minutes for each LCB meeting. The minutes shall be prepared in a reasonable time following the meeting and shall include an attendance roster indicating what agency or organization or position each member represents and reflect a summary of official actions taken by the LCB. The record of official actions shall include who made and seconded the motion(s), as well as who voted for and against motions. Meeting Minutes shall be provided at the next regularly scheduled LCB meeting for approval. Copies

of approved minutes shall be sent to the Commission in the Quarterly Report. Committee meeting minutes may be in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board.

ARTICLE IV. MEMBERSHIP

OFFICERS

Section 1. Chairman

The DOPA shall appoint one of the Board of County Commissioners of Citrus County to serve as the official Chairperson for all Board meetings.

The DOPA will replace the Chairperson before the two-year term is completed if the Chairperson is no longer in office. The Chairperson may serve more than one consecutive term.

The Chairperson shall preside at all meetings, and in the event of his/her absence, or at his/her discretion; the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson is responsible for the minutes of the meetings and for all notices and agendas for future meetings. The DOPA staff shall assist the Chairperson with the preparation, duplication, and distribution of all materials necessary for Board members.

Section 2. Vice Chairperson

At the first quarterly business meeting each year, the Board will elect a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one (1) year. The Vice-Chairperson may serve more than one consecutive term. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

VOTING MEMBERS

All members of the Board shall be appointed by the DOPA. The DOPA is the Hernando/Citrus Metropolitan Planning Organization (MPO).

The following agencies and groups shall be represented as voting members on the LCB

1. An elected official from the Board of County Commissioners of the service area, serving as the chairperson.
2. A local representative of the Florida Department of Transportation.
3. A local representative of the Florida Department of Children and Family Services.
4. A local representative of the Public Education Community which could include, but not be limited to, a representative of the Citrus County District School Board, School Board

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- Transportation Office, or Head Start Program in areas where the Citrus County School District is responsible.
5. To the extent existing within Citrus County, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
 6. A person recommended by the Citrus County Veterans Service Office representing the veterans of the county.
 7. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in Citrus County.
 8. A person over sixty representing the elderly in Citrus County.
 9. A person with a disability representing the disabled in Citrus County.
 10. Two citizen advocate representatives in Citrus County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation.
 11. A local representative for children at risk.
 12. To the extent existing within Citrus 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).
 13. A local representative of the Florida Department of Elder Affairs.
 14. 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.
 15. A local representative of the Florida Agency for Health Care Administration.
 16. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.
 17. 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,
 18. 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.

It is the intent of the Commission for the membership of every LCB to not only consist of individuals who represent the appropriate governmental agencies and groups of people as defined above, but also

for the membership to represent, to the maximum degree possible, a cross section of their local community/service area.

No employee of a CTC shall serve as a voting member of the LCB. However, an elected official serving as Chairperson of the LCB, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the CTC shall not be precluded from serving as voting members of the LCB.

TECHNICAL ADVISORS

Upon majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice, as necessary.

ALTERNATE MEMBERS

Governmental Agencies having representation on the Board may appoint an alternate-voting representative as necessary to assure their respective agency representation at Board meetings. Alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency, if desired.

1. Each alternate may vote only in the absence of that member on a one vote per member basis.
2. LCB member alternates must be a representative of the same interest as the primary member.

ARTICLE V. TERMS, RESIGNATION AND TRAINING

TERMS OF APPOINTMENT

Except for the Chairperson and state agency representatives, the members of the LCB shall be appointed for three (3) year staggered terms with the initial membership being appointed equally for one (1), two (2), and three (3) years. The Chairperson shall serve until replaced by the Board of County Commissioners. All members of the Board may be reappointed for more than one term.

Each LCB member is expected to demonstrate his or her interest in the LCB activities through regular attendance at scheduled meetings. If any voting member misses three (3) consecutive meetings for unexcused reasons, the LCB Chairman shall review and determine if a recommendation for removal should be provided to the DOPA. 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.

MEMBER RESIGNATION

Any member of the Board may resign at any time by a written notice to the DOPA. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

TRAINING LCB MEMBERS

All LCB members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest.

ARTICLE VI BYLAWS AND PARLIAMENTARY PROCEDURES

BYLAWS

The LCB shall develop and adopt a set of bylaws. Citrus County Code of Ordinances Section 2-41 to 2-49 shall govern the proceedings at the meeting of the LCB. The bylaws shall be reviewed, updated, approved annually, and submitted to the Commission for the Transportation Disadvantaged (CTD).

Outside of the regular annual adoption the bylaws may be recommended for amendment or restatement by a two-thirds (2/3) vote of members present, if a quorum exists, providing the proposed change(s) are mailed to all members at least seven (7) days in advance of the meeting. Any amendment or restatement must be consistent with Rule 41-2 F.A.C. and Chapter 427 F.S. and must be approved by the LCB.

VOTING

At all meetings of the Board 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 Board present. All members present at any given meeting shall vote as required unless said member has a conflict of interest by Florida Law.

ARTICLE VII BOARD RESPONSIBILITIES

The LCB Shall:

1. Review and approve the Memorandum of Agreement including the Coordinated Community Transportation Disadvantaged Service Plan, between the Coordinator and the State Commission for the Transportation Disadvantaged (Commission).
2. Annually review, make recommendations, and approve the Transportation Disadvantaged Service Plan (TDSP). The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
3. Annually, provide the MPO/planning agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where

a planning agency serves as the CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC.

4. In cooperation with the CTC, review and provide recommendations to the Hernando/Citrus Metropolitan Planning Organization (MPO) and the Commission for the Transportation Disadvantaged (CTD) on all applications for local, state, or federal funds relating to transportation of the transportation disadvantaged in the county to ensure that any expenditures within the county are provided in the most cost effective and efficient manner. The accomplishment of this requirement shall include the development and implementation of a process by which the LCB and CTC have an opportunity to become aware of any federal, state, or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:
 - A. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - i. The need for the requested funds or services.
 - ii. Consistency with local government comprehensive plans.
 - iii. Coordination with local transit agencies, including the CTC.
 - iv. Consistency with the TDSP.
 - v. Whether such funds are an adequately budgeted amount for the services expected; and,
 - vi. Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 - B. Notify the Commission of any unresolved funding requests without delays in the application process.
5. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:
 - A. Supporting inter-county and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies.
 - B. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.

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6. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance.

Guidelines: 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 a citizen. Members appointed to the committee shall be voting members of the LCB pursuant to (41-2.012(5) (c), FAC).

The CTC does not provide Medicaid Non-Emergency Transportation and therefore does not handle Medicaid Expedited Appeals.

7. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
8. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the LCB meeting). A public hearing held jointly with the Commission will satisfy this annual requirement.
9. All coordinating board members should be trained and should comply with the requirements of Section 112.3145, Florida Statutes concerning voting conflicts of interest (41-2.012(5)(d)FAC).
10. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
11. Evaluate multi-county or regional transportation opportunities (427.0157(6), FS).

ARTICLE VIII. COMMITTEES

The Grievance Committee shall serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service

area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service.

GRIEVANCE COMMITTEE

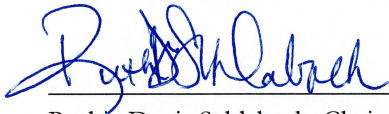
The Grievance Committee shall be comprised of five (5) members of the LCB, with one (1) of the five serving as an alternate in case any of the four are unable to participate (four regular voting members and one member alternate). Members of this committee shall be elected by the LCB at the first meeting of the calendar year. A Chair and a Vice-Chair shall also be elected during this time. Members of this committee shall serve for one (1) year and may serve more than one consecutive term. If at any time a grievance committee member is no longer able to serve, a new member shall be elected as a replacement as soon as possible. There does not need to be a public notification period between the resignation announcement and the election of a replacement.

ARTICLE IX. GRIEVANCE PROCEDURES

Grievance procedures are incorporated into the Transportation Disadvantaged Service Plan (TDSP).


ARTICLE X. CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the LCB and that the foregoing is a full, true, and correct copy of the Bylaws of the LCB as adopted by the LCB on the 9th day of February 2023.



Ruthie Davis Schlabach, Chairperson
Citrus County Local Coordinating Board

Dated: 02-09-2023
February 09, 2023

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY
BY 
County Attorney's Office

ANNUAL REVIEW AND APPROVAL OF THE LCB 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 LCB 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 LCB review and approve the LCB Grievance Procedures and authorize the Chair's signature thereon.

Attachment: LCB Grievance Procedures



**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD FOR
CITRUS 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):
Citrus County Board of County Commission
Lecanto Government Building
3600 W. Sovereign Path
Suite 267
Lecanto, Florida 34461
352-527-5210
www.citrusbocc.com**

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

CITRUS COUNTY TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD

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

Adopted in regular session the 8th day of February 2024.

Dated: _____

Chair

Citrus County Local Coordinating Board

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY  _____
MPO Attorney

GRIEVANCE PROCEDURES

- A. Establishment - It is the intent of the LCB (Local Coordinating Board) to encourage resolution of grievances at the lowest level and to educate passengers, funding agencies and any other interested parties about the grievance process(es).

A grievance committee is established under Article VII of the Citrus County Transportation Disadvantaged Coordinating Board by-laws and shall be applied as it becomes necessary under conditions described in Section D below.

- B. Hearing vs. Hearing and Determining - There is a distinct difference between “hearing” a grievance and “hearing and determining” a grievance. There is no bar to a person or entity listening to or “hearing” a grievance. An entity may investigate a grievance as long as it does not impose requirements on third parties that are not supported by statute or contractual agreement. However, when an entity makes a determination of the rights, duties, privileges, benefits or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. It should be noted that Chapter 427, F.S grants no “adjudicative” powers to any party or entity “hearing” a grievance.
- C. This section will delineate the difference between a formal grievance pursuant to Chapter 427 F.S. and Rule 41-2 F.A.C., and a service complaint.

1. Service Complaint- service complaints are routine incidents that occur on a daily basis, and are reported to the driver, dispatcher or other individuals involved with the daily operations. Service complaints are to be resolved within a reasonable period of time and followed up by the CTC (Community Transportation Coordinator).

Service complaints may include but not limited to:

- I. Late trips (late pick-up and or late drop off)
- II. No-show by transit operator
- III. No-show by client
- IV. Client behavior
- V. Driver behavior
- VI. Service denial to client
- VII. Passenger discomfort

2. Formal Grievance- a formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD, (Transportation Disadvantaged), services by the CTC, DOPA (Designated Official Planning Agency), or LCB.

Formal Grievances may include but are not limited to:

- I. Chronic or reoccurring or unresolved service complaints
- II. Violations of specific laws governing the provision of TD services i.e., Charter 427 F.S., Rule 41-2 FAC and accompanying documents,
- III. Sunshine Law and ADA
- IV. Contract disputes (agencies/operators)
- V. Bidding disputes
- VI. Agency compliance
- VII. Conflicts of interest
- VIII. Billing and or accounting procedures

- D. These procedures will apply to all service complaints and formal grievances brought to the attention of the CTC or the DOPA staff.
1. Passengers who are trespassed from Citrus County Transit by law enforcement and have been identified as a safety issue are NOT eligible for the Grievance process.
 2. If a service complaint cannot be resolved after all efforts by the CTC to reach an amicable resolution, it may be treated as a formal grievance if it is submitted in writing to the CTC. All grievances must contain the following:
 - I. Name and Address of the complainant,
 - II. A statement of the grounds for the grievance with supporting documentation, made in a clear and concise manner.
 - III. An explanation of the relief desired by the complainant.

The CTC will issue a decision in writing, delivered via regular mail, no later than 20 working days after the formal grievance is filed with the CTC. The decision will give the complainant an explanation of the facts that led to the CTC's decision and will provide a method by which a resolution might be reached. Copies of all correspondence must be submitted to the LCB.

3. If an amicable resolution cannot be reached with the CTC, then the written grievance and the CTC's written report will be submitted to the Grievance Committee. The Grievance Committee must schedule a meeting at which the grievance will be heard, with the aggrieved party present. The grievance committee must respond in writing, by certified mail, to the complaint no later than 30 days after the meeting. If the majority of the grievance committee cannot satisfy the complainant or deems the complaint to be of a nature requiring the LCB's attention the matter will next be referred to the LCB.
4. The written grievance and written reports will be submitted to the LCB. The LCB shall meet with the aggrieved party and hear the grievance. The LCB shall have a maximum of 60 days to respond in writing, by certified mail, to the complainant.
5. If a resolution cannot be reached by the LCB, the written grievance and written reports will be submitted to the CTD, (Transportation Disadvantaged Commission). The CTD will review the written grievance and the written reports and will issue a written determination no later than sixty (60) days after its receipt of the case file. This written determination will be sent via Certified Mail to the complainant. Upon the CTD entering its determination, the CTD's direction will be followed, or the grievance matter will be closed with no further proceedings on the grievance at the County level.

Contacting the Ombudsman or Other Processes

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.

At any time, an aggrieved party with proper standing may elect to seek recourse in other proceedings outside of this grievance process, through Chapter 120, Florida Statutes, the administrative hearing process or the judicial system.

ELECTION OF GRIEVANCE COMMITTEE MEMBERS

Pursuant to the Transportation Disadvantaged Service Plan (TDSP), the LCB is required to appoint a Grievance Committee composed of LCB regular voting members. On February 10, 2022, the LCB appointed the following members to the Grievance Committee:

- 1. David Douglas, Chair
- 2. William Burda, Vice Chair
- 3. Jeffrey Aboumrad
- 4. Deirdre Barrett-LaBelle
- 5. Stephen Brown (Alternate)

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

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

Attachment: Current LCB Roster

CITRUS COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)
2023
(last updated November 8, 2023)

Member	Representing
Ruthie Schlabach, Chair	Citrus 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
Vacant	Representative from the Public Educational Community
Vacant	FL Division of Vocational Rehabilitation or Blind Services
Walter "Bud" Osborn	Veteran Services Office
Vacant	FL Association for Community Action for Economically Disadvantaged
Vacant	Person over 60+
Stephen C Brown	Person with a Disability
David Douglas, Vice Chair	Citizen Advocate - transit user as primary means
Vacant	Citizen Advocate
Deirdre Barrett LaBelle Sandra Woodard, Alternate	Local Representative for Children at Risk
Joanne Granger, Director	Mass Transit System Representative
Cara Brunk	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation
Emilio Santiago	FL Dept. of Health Care Administration
Debbie Letterman Jerry Flanders, Alternate	Regional Workforce Development Board
Katie Lucas	Local Medical Community Representative
Jeannette Estes Elizabeth Watson, Alternate	Agency for Persons with Disabilities Representative

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