



# Transportation Disadvantaged Coordinating Board Agenda

Date | Time: June 12, 2023, | 10 AM

## Lake County TDCB Committee Meeting - June 2023

Jun 12, 2023, 10:00 AM – 12:00 PM (America/New York)

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The Transportation Disadvantaged Coordinating Board (TDCB) serves to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD program. The TDCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry and is established pursuant to Rule 41- 2.012(3), Florida Administrative Code (FAC).

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## CALL REGULAR MEETING TO ORDER

**Invocation / Pledge of Allegiance**

**Proper Noticing**

**Roll Call**

**Determination of Quorum**

**Chair Announcements** Lake County TDCB Chair, Commissioner Leslie Campione

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## I. AGENDA UPDATE

A. Proposed revisions to today's agenda (if any)

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## II. OPPORTUNITY FOR PUBLIC COMMENT (ON AGENDA ITEMS OR GENERAL COMMENTS)

At this point in the meeting, the Board will hear citizens' questions, comments, and concerns. If the issue raised is not on today's Agenda, the Board will not take action at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Public comment shall be limited to three minutes per person.

## III. CONSENT ITEMS

### A. Annual Approval of Lake County TDCB Bylaws

*Attachment A: Lake County TDCB Bylaws*

### B. Annual Approval of Lake County TDCB Grievance Procedures

*Attachment B: Lake County TDCB Grievance Procedures*

### C. Approval of March 13, 2023, Quarterly Meeting Minutes

*Attachment C: March 13, 2023, Lake County TDCB Quarterly Meeting Minutes*

### D. Approval of March 13, 2023, Public Hearing Minutes

*Attachment D: March 13, 2023, Lake County TDCB Public Hearing Meeting Minutes*

## IV. ACTION ITEMS

### A. Transportation Disadvantaged Service Plan (TDSP) that corresponds with the Memorandum of Agreement

The Lake-Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was updated in FY 2018-2019 and is therefore due for a new update in FY 2023-2024 that corresponds with the Memorandum of Agreement between the Florida Commission for the Transportation Disadvantaged and Lake County Board of County Commissioners, the Community Transportation Coordinator (CTC). The Draft of the new FY 2023-2024 TDSP was presented to the Lake County TDCB at the March 13, 2023, Quarterly Meeting and published to the MPO website on March 6, 2023, for official public review. Feedback from TDCB members and public comments have been incorporated into the final version.

*Attachment E: Lake County DRAFT FY 2023-2024 TDSP*

### B. Approval of FY 2024 TDCB Meeting Calendar

Draft TDCB Meeting Dates for FY 2024:

- September 18, 2023

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- December 4, 2023
- March 4, 2024
- June 10, 2024

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## V. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

### A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report

The Lake County TDCB is required to review the CTD Ombudsman's Report quarterly. *The CTD received no calls for Lake County this quarter.*

### B. Board Membership – Recommendations Needed to Fill Vacancies

The Lake County TDCB is seeking members to fill the following vacancies:

- Local Private For-Profit Transportation
- Medical Community

### C. “Why It Matters To Me”

This will be a recurring agenda item which focuses on various aspects of TD planning and why it is important to the Board members.

- Chantel Buck will be providing a JAWS Presentation to demonstrate the use of a screen reader.

### D. Upcoming Conferences/Meetings

- CTD Business Meeting, June 15, 2023, Charlotte County
- Transportation Disadvantaged Annual Training Workshop & EXPO, August 29-30, 2023, Orlando, FL

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## VI. REPORTS

- A. FDOT – Jamie Kersey
- B. Lake County CTC – Amy Bradford, [Lake County Transit Report \(Attachment F\)](#)
- C. Lake County CTD Compliance Review – Amy Bradford
- D. RATP Dev – Anthony Heyward
- E. Lake-Sumter MPO Quarterly Progress Report – Michael Woods,

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## VII. BOARD MEMBER COMMENTS





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## VIII. ADJOURNMENT

## IX. NEXT MEETING: September 4, 2023

Pursuant to the provisions of Chapter 286, Florida Statutes, Section 286.0105, if any person decides to appeal any decision made by the above named board with respect to any matter considered at the meeting, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. All interested citizens are welcome to attend. Persons with disabilities needing assistance to participate in any of the proceedings should contact (352) 315- 0170, 48 hours in advance of the meeting.

**BYLAWS OF THE LAKE COUNTY  
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

**ARTICLE I: PREAMBLE**

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

**ARTICLE II: NAME AND PURPOSE**

Section 1: Name: The Coordinating Board shall be the Lake County Transportation Disadvantaged Coordinating Board, hereinafter referred to as the TDCB.

Section 2: Purpose: Pursuant to F.S. 427.0157, the primary purpose of the TDCB is to develop local service needs and to provide information, advice, and direction to the Community Transportation Coordinator (C.T.C.) on the coordination of services to be provided to the transportation disadvantaged.

**ARTICLE III: MEMBERSHIP**

Section 1: Appointment of Members: In accordance with F.S. 427.0157 and Rule 41-2.012, F.A.C., members of the TDCB shall be appointed by the Lake-Sumter Metropolitan Planning Organization, hereinafter referred to as the M.P.O.

Section 2: Voting Members: In accordance with Rule 41-2.012(3), F.A.C., in addition to the Chairperson, the following agencies or groups shall be represented on the TDCB as voting members:

1. A local representative of the Florida Department of Transportation.
2. A local representative of the Florida Department of Children & Families;
3. A local representative of the Public Education Community may include but is not limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible.
4. 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 local Veterans Service Office representing the veterans of the County;
6. A person who is recognized by the Florida Association for Community Action (President) as representing the economically disadvantaged in the County;
7. A person over sixty years of age representing the elderly in the County.
8. A person with a disability representing the disabled in the County;
9. A citizen's advocate representative in Lake County;
10. A citizen's advocate representative in Lake County who uses the transportation services of the system as that person's primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;

13. An experienced representative of the local private for-profit transportation industry or, in an area where such a representative is not available, a local private non-profit representative except where the said representative is also the C.T.C.;
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.; and
16. A representative of the local medical community may include. Still, it is not limited to kidney dialysis centers, long-term care facilities, assisted living facilities, hospitals, local health departments, or other home and community-based services.

Section 3: Alternate Members: All members of the TDCB may have their agency or organization designate, in writing, an alternate who may vote only in the absence of that member. All members not representing an agency or organization may have an alternate appointed by the M.P.O, who may vote only in the absence of that member.

Section 4: Technical Advisors – Non-voting Members: Non-voting technical advisors may be approved upon a majority vote of a quorum of the TDCB members to provide the TDCB with technical advice.

Section 5: Terms of Appointment: Except for the Chairperson and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms. The Chairperson shall serve until the elected term of office has expired or until the M.P.O. Individuals replacing the Chairperson may be reappointed to serve an additional three (3) year term. No employee of a C.T.C. shall serve as a voting member of the TDCB in an area where the C.T.C. serves.

Section 6: Termination of Membership: A member of the TDCB may resign at any time by giving notice in writing to the Chairperson. Unless otherwise specified in such notice, the resignation shall take effect when the Chairperson receives it. Each member of the TDCB is expected to demonstrate their interest in the TDCB's activities by attending the scheduled meetings. If a voting member cannot attend a meeting, they should ensure that their alternate will attend. The M.P.O. shall review and consider rescinding the appointment of any voting member of the TDCB who fails to attend three (3) consecutive meetings. The TDCB shall notify the Florida Transportation Disadvantaged Commission (Commission) of any agency voting member or their alternate failing to attend three (3) consecutive meetings.

## **ARTICLE IV: OFFICERS AND DUTIES**

Section 1: Officers: The officers of the TDCB shall include a Chairperson and a Vice-Chairperson.

Section 2: Chairperson: The M.P.O. shall appoint an elected official from Lake County to serve as the official Chairperson for all TDCB meetings. The Chairperson shall preside at all meetings, review and sign the official meeting minutes, and be responsible for all notices and agendas for future meetings. The Chairperson shall serve until the elected term of office has expired or otherwise replaced by the M.P.O., in accordance with Rule 41-2.012(4), F.A.C.

Section 3: Vice-Chairperson: The TDCB shall hold an organizational meeting each year to elect a Vice-Chairperson. A majority vote of the voting TDCB members present shall elect the Vice-Chairperson. The Vice-Chairperson's term of office shall be for one (1) year starting with the first meeting after their election, but the Vice-Chairperson may be re-elected to an additional term or terms of office. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

Section 4: Absence of Chairperson and Vice Chairperson: In the event of the TDCB Chairperson's and the Vice-Chairperson's absence, the TDCB will, if a quorum is present, elect a voting member of the TDCB to assume the duties of the Chairperson for that meeting and conduct the meeting.

## **ARTICLE V: COORDINATING BOARD MEETINGS**

Section 1: Regular Meetings: The TDCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Section 427.0157, F.S. and Rule 41-2.012(5), F.A.C., it shall meet at least quarterly. All meetings, including committee meetings, shall function under Florida's "Government in the Sunshine Law."

Section 2: Notice of Meetings and Meeting Agendas: A notice stating the date, time, and place of each meeting shall be publicly advertised and sent to all TDCB members and other interested parties at least fourteen (14) days in advance of the meeting. A meeting agenda shall be sent to all TDCB members and other interested parties at least seven (7) days in advance of each meeting. They shall be made available to the public at least four (4) days in advance of the meeting in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws). Agenda changes may be made at any meeting by a two-thirds (2/3) vote of the TDCB members present, provided that all agenda changes are made in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws).

Section 3: Emergency Meetings: If determined by the Chairperson to be necessary, the Chairperson may call an emergency meeting. A notice stating the emergency meeting's date, time, and place shall be publicly advertised and sent to all TDCB members and other interested parties at least seven (7) days, if possible, in advance of the meeting. A meeting agenda shall be sent to all TDCB members as soon as possible.

Section 4: Quorum: At all meetings of the TDCB, the presence of a majority of the currently seated members shall be necessary and sufficient to constitute a quorum for the business transaction.

Section 5: Voting: Unless otherwise expressly required by law or these Bylaws, all matters to be voted on shall be decided by a majority vote of those TDCB members present. TDCB members can participate in meetings via conference call. However, a physical quorum must be present to vote for the business transaction.

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the M.P.O. Public Participation Policy (Section 6.0, Lake~Sumter M.P.O. Bylaws).

## **ARTICLE VI: STAFF**

The M.P.O. shall provide the TDCB with sufficient staff support and resources to enable the TDCB to fulfill its responsibilities as outlined in Chapter 427, F.S., and Chapter 41-2, F.A.C. This includes providing sufficient staff to manage and oversee the responsibilities of the TDCB. This includes but is not limited to assistance in the scheduling of meetings, preparing meeting agenda packets, training board members, evaluating cost-effectiveness, reviewing the local Transportation Disadvantaged Service Plan (TDSP), and other necessary administrative duties as appropriate.

## **ARTICLE VII: COORDINATING BOARD DUTIES**

Section 1: Coordinating Board Duties: Pursuant to F.S. 427.0157 and Rule 41-2.012, the TDCB shall perform the following duties:

1. Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the M.P.O.;
2. Review and approve the C.T.C.'s Memorandum of Agreement and the C.T.C.'s Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. Continually evaluate services provided under the approved Service Plan. Annually, provide the M.P.O. with an evaluation of the C.T.C.'s performance in general and relative to Commission standards and the completion of current Service Plan elements. Recommendations relative to performance and the renewal of the C.T.C.'s Memorandum of Agreement shall be included in the report;
4. In cooperation with the C.T.C., review and provide recommendations to the Commission and the M.P.O. on all applications for local government, state, or federal funds relating to the transportation of the transportation disadvantaged in Lake County to ensure that any expenditures within the County are provided most cost-effectively and efficiently;
5. Review the coordination strategies of service provision to the transportation disadvantaged in the County to seek innovative ways to improve cost-effectiveness, efficiency, safety, working hours, and types of service to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area C.T.C.s and consolidation of adjacent designated service areas when it is appropriate and cost-effective to do so;
6. Appoint a Grievance Subcommittee to serve as a mediator to process, investigate and decide grievances or complaints from agencies, users, and potential users of the system and the C.T.C. in the County, and make recommendations to the Coordinating Board for improvement of service. The Coordinating Board shall establish procedures to provide regular opportunities for grievances and issues to be brought before the committee and to address them in a timely manner. The Coordinating Board shall hear grievances and appeals itself as provided for in the grievance procedures. Members appointed to the Subcommittee shall be voting members of the Coordinating Board;
7. Annually review coordination contracts to advise the C.T.C. whether the continuation of said contract provides the most cost-effective and efficient transportation available;
8. Review and approve the C.T.C.s Annual Operating Report by September 15<sup>th</sup> of each year;
9. Review and approve the TDSP for consistency with approved minimum guidelines and the goals and objectives of the Coordinating Board. The TDSP shall include a vehicle inventory of those vehicles purchased with transportation-disadvantaged funds;
10. Assist the C.T.C. in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund monies;
11. Hold at least one public hearing per year for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services;
12. Work cooperatively with regional workforce boards established in Chapter 445, F.S., to assist in the development of innovative transportation services for participants in the welfare transition program; and



13. Evaluate multi-county or regional transportation opportunities.

#### **ARTICLE VIII: COMMITTEES**

Section 1: Grievance Subcommittee: The Grievance Subcommittee shall be appointed and function pursuant to Grievance Procedures adopted by the TDCB.

Section 2: Other Committees: Other committees may be designated by the Chairperson as necessary to investigate and report on specific subject areas of interest to the TDCB and to deal with administrative and legislative matters.

#### **ARTICLE IX: COMMUNICATION WITH OTHER AGENCIES AND ENTITIES**

The M.P.O. authorizes the TDCB to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Chapter 427, F.S., and Chapter 41-2, F.A.C.

#### **ARTICLE X: AMENDMENTS**

The Bylaws shall be reviewed, updated (if necessary), and adopted annually.

#### **ARTICLE XI: CERTIFICATION**

The undersigned hereby certifies that they are the Chairperson of the Lake County Transportation Disadvantaged Coordinating Board and that the foregoing is a full, true, and corrected copy of the Bylaws of this Coordinating Board as adopted by Lake County Transportation Disadvantaged Coordinating Board on the 8<sup>th</sup> day of June 2020.

#### **LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

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Leslie Campione, Chairman

# GRIEVANCE PROCEDURES OF THE LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

## ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Lake County Transportation Disadvantaged Coordinating Board (TDCB), serving to assist the Lake-Sumter Metropolitan Planning Organization (MPO). The intent is to provide policies and procedures pursuant to Chapter 427, Florida Statutes, and Rule 41-2.012, Florida Administrative Code, for the resolution of formal grievances concerning paratransit services from agencies, users, potential users, sub-contractors, and other interested parties.

## ARTICLE II: GRIEVANCE SUBCOMMITTEE NAME, PURPOSE, AND MEMBERSHIP

Section 1: Name: The name of the subcommittee to process, investigate, hear and decide grievances or complaints for the Lake County TDCB shall be the Grievance Subcommittee.

Section 2: Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate, hear and decide grievances or complaints from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator (CTC), to review and make recommendations, as necessary, for amendments to paratransit eligibility guidelines, and to make recommendations to the TDCB for improvement of services. The Grievance Subcommittee shall meet as often as necessary to process grievances and complaints in a timely manner.

Section 3: Membership: The Grievance Subcommittee shall consist of five (5) voting members chosen from the TDCB. The TDCB shall approve the Grievance Subcommittee appointees by a two-thirds (2/3) vote of a quorum of the members present and voting. The members of the Grievance Subcommittee shall be appointed at the first quarterly meeting and shall serve for a period of one year.

## ARTICLE III: DEFINITIONS

Section: 1: Definitions: For the purpose of the TDCB and the Grievance Subcommittee, the following definitions shall apply:

1. *Community Transportation Coordinator (CTC)*: The Lake County Board of County Commissioners serves as the CTC for Lake County.
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 Transportation Disadvantaged Program and/or ADA services by the Transportation Operator, CTC, MPO or the TDCB. The grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible. Formal Grievances may include, but are not limited to:
  - a. Chronic or recurring or unresolved Service Complaints.

- b. Violations of specific laws governing the provision of Transportation Disadvantaged services (i.e., Chapter 427 of the Florida Statutes, Chapter 41-2 of the Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations).
  - c. Contract disputes (Agencies/Operators).
  - d. Bidding disputes.
  - e. Agency compliance.
  - f. Conflicts of interest.
  - g. Supplanting of funds.
  - h. Billing and/or accounting procedure violation.
  - i. Denials of applications for paratransit services.
3. *Service Complaints:* Service complaints are routine incidents that occur on a daily basis that are reported to the CTC, Operator, drivers or dispatchers, or to other individuals involved with the daily operations, and are resolved within the course of a reasonable time period suitable to the complainant. Service standards are established by the CTC and the TDCB. Service complaints may include, but are not limited to:
- a. Late trips (late pickup, late drop off, and/or late returns).
  - b. No-show by Transportation Operator.
  - c. No-show by client.
  - d. Client Behavior.
  - e. Driver Behavior.
  - f. Passenger discomfort.
  - g. Refusal of service to client for any reason.

#### **ARTICLE IV: GRIEVANCE AND COMPLAINT PROCEDURES**

Section 1: General: The following procedures are established to provide regular opportunities for grievances and appeals to be brought before the Grievance Subcommittee and the TDCB.

Section 2: Filing a Grievance: Should a grievant wish to file a formal grievance, the grievant shall provide a written statement of their grievance, containing the name, address, telephone number and any other contact information for the grievant, a clear and concise statement of the grounds for the grievance, supporting documentation, if any, and an explanation of the improvements needed to address the complaint by the grievant. Assistance in filing a formal grievance shall be provided by the Lake-Sumter MPO staff, if requested by the grievant.

The grievance shall be sent to the Transit Division Manager for the CTC, who shall render a decision in writing within fifteen (15) days of receipt of the grievance, giving the grievant an explanation of the facts that lead to the CTC's decision, providing any suggestions for resolution and providing information as to the appeals process. If the grievant is not satisfied with the decision or proposed resolution of the CTC Transit Division Manager, the grievant may appeal by sending the written formal grievance, the CTC response and any information or documentation the grievant wishes to add for scheduling of a hearing before the Grievance Subcommittee for the TDCB, at the following address:

Lake-Sumter Metropolitan Planning Organization  
Attn: Transportation Disadvantaged Coordinating Board, Grievance Subcommittee  
1300 Citizens Boulevard, Suite 175, Leesburg, FL 34748

Within seven (7) working days following the date of receipt of the formal grievance, the MPO shall schedule a meeting of the Grievance Subcommittee, unless there is a TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, in which case the MPO may schedule the formal grievance to be heard directly by the TDCB at that upcoming meeting. The process outlined in Section 3 of these procedures shall be utilized in such an instance.

If there is no TDCB meeting that is scheduled within thirty (30) days of the date of the MPO's receipt of the formal grievance, then the MPO shall ensure that the meeting of the Grievance Subcommittee to hear the grievance within thirty (30) days of receipt of the formal grievance to address it and any other appeal from any other party received by the MPO at least fourteen (14) days prior to the meeting of the Subcommittee.

The Grievance Subcommittee shall send a notice of the scheduled meeting in writing to the grievant. The notices shall clearly state:

- a. The date, time, and location of the meeting; and
- b. The purpose of the discussion and a statement of issues involved.

The Grievance Subcommittee shall have the power to hear and decide formal grievances. Within fifteen (15) days of the meeting of the Subcommittee, the Subcommittee shall render a decision in writing to the grievant. Written decisions shall include the following information:

- a. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position; and
- b. A statement that clearly defines the issues discussed; and
- c. The decision of the Grievance Subcommittee based on the information presented.

The Grievance Subcommittee shall submit a report to the TDCB for the TDCB's information and review at the next regularly scheduled TDCB meeting, containing a brief summary of each grievance and the Subcommittee's decision. All documents pertaining to the grievance process will be made available, upon request of the grievant, in a format accessible to persons with disabilities.

**Section 3: Grievances Before and Appeals to the TDCB:** The TDCB may hear grievances scheduled before it by MPO staff pursuant to Section 2 of these procedures. In addition, the grievant may appeal the written decision of the Grievance Subcommittee to the TDCB, if the grievant is not satisfied with the decision or proposed resolution of the Grievance Subcommittee, by notifying the MPO, in writing, that the grievant wishes to appeal the decision of the Grievance Subcommittee.

Assistance in filing a grievance or an appeal shall be provided by staff to the MPO, if requested. The grievance or appeal shall be heard at the next regularly scheduled TDCB meeting, and the grievant shall be notified in writing of the date, time, and place of the TDCB meeting where the grievance or appeal shall be heard. This written notice shall be mailed at least ten (10) days in

advance of the meeting. The TDCB shall render its written decision as to the grievance or appeal within fifteen (15) days of the regularly scheduled TDCB meeting when the grievance or appeal was heard. A copy of the written decision made by the TDCB shall be mailed to the grievant.

Section 4: Notices: All written correspondence between the Grievance Subcommittee, MPO and the TDCB to the grievant/appellant shall be sent via email or USPS Return Receipt service. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

Section 5: Commission for Transportation Disadvantaged: If the grievant is dissatisfied with the decision of the TDCB, he/she may continue the process with the Florida Commission for the Transportation Disadvantaged Ombudsman Program. The customer may begin this process by contacting the Commission Ombudsman through the TD Helpline at (800) 983-2435 or e-mail: [CTDOmbudsman@dot.state.fl.us](mailto:CTDOmbudsman@dot.state.fl.us) or via mail at: Florida Commission for the Transportation Disadvantaged, 605 Suwannee St., MS-49, Tallahassee, FL 32399-0450 or online at [www.fdot.gov/ctd](http://www.fdot.gov/ctd).

#### **ARTICLE V: SCHEDULED MEETINGS**

When a meeting of the Grievance Subcommittee is necessary, staff to the MPO shall schedule a meeting for the Grievance Subcommittee.

#### **ARTICLE VI: RECORDS RETENTION**

Records retention shall be in accordance with the retention schedules prescribed by the Secretary of State of the State of Florida.

#### **ARTICLE VII: AMENDMENTS**

The TDCB Grievance Procedures may be amended by a two-thirds (2/3) vote of a quorum of the members of the TDCB present and voting, provided the proposed change(s) is/are made available for review to all members at least seven (7) days in advance of the meeting.

#### **ARTICLE VIII: CERTIFICATION**

The undersigned hereby certifies that he/she is the Chair of the TDCB and that the foregoing is a full, true and correct copy of the Grievance procedures of this TDCB as adopted by the TDCB on the 11<sup>th</sup> day of March 2019.

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Leslie Campione, Chair  
Lake County  
Transportation Disadvantaged Coordinating Board



LAKE COUNTY GRIEVANCE FORM

Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Other Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Grievance: \_\_\_\_\_ Approximate Time: \_\_\_\_\_

Are you filing this grievance on your own behalf? \_\_\_\_\_

If not, please supply the name and relationship of the person for whom you are registering this grievance:

Grievance Statement: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Below to be Filled out by Lake County Transit:**

Report Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Action/Results: \_\_\_\_\_



**Lake County Transportation Disadvantaged Coordinating Board  
Minutes March 13, 2023  
Lake~Sumter MPO  
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

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**Members Present**

Leslie Campione, Chair  
Jamie Kersey Ledgerwood  
Sheri Peterson  
Jim Lowe  
Timothy Bridges  
Chantel Buck  
Cyndi North  
Emilio Santiago

**Representing**

Lake~Sumter MPO  
FDOT  
Department of Children & Families  
FL Association CAA/Economically Disadvantaged  
FL Association CAA/Economically Disadvantaged  
Citizens Advocate  
Citizens Advocate/User of System  
Florida Agency for Healthcare Administration

**Members Absent**

Scott Pfender  
Jennilyn Green  
Kirk Armstrong  
Linda Diaz  
Rebecca Matthews  
Lesha Buchbinder, Vice Chair  
Steve Homan  
Gustavo Henriquez

**Representing**

Public Education/Lake County Schools  
Vocational Rehabilitation/Dept. of Education  
Veterans Service Office Representing Veterans  
Persons over 60, representing elderly  
Person with a Disability representing Disabled  
Children at Risk  
FL Department of Elder Affairs  
Regional Workforce Development Board

**Staff Present**

Michael Woods  
Doris LeMay

**Representing**

Lake~Sumter MPO  
Lake~Sumter MPO

**CALL TO ORDER**

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:11 a.m. Chair Commissioner Campione. Commissioner Campione observed a moment of silence followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and a quorum was present. (5 Voting members present – 3 online).

**I. AGENDA UPDATE**

Move June 5, 2023, meeting to June 12, 2023. Item will be discussed on Action Item Agenda. Item E Discussion will be moved to later date.

**II. OPPORTUNITY FOR PUBLIC COMMENT** (on agenda items or general comments) – None

**III. CONSENT AGENDA**

A. Approval of December 5, 2023, Meeting Minutes

*On a motion by Chantel Buck, seconded by Jim Lowe and carried unanimously by an 5-0 vote, the Board approved Item A of the Consent Agenda as presented.*

**IV. ACTION ITEMS:**

A. Draft Transportation Disadvantaged Service Plan (TDSP) Major Update  
Kelsey Peterson, WSP provided a brief overview of the Draft TDSP. Discussion continued.

*On a motion by Chantel Buck, seconded by Jim Lowe and carried unanimously by an 5-0 vote, the Board approved the releasing the Draft TDSP for public review.*

B. Move June 5, 2023, meeting to June 12, 2023.

*On a motion by Jim Lowe, seconded by Chantel Buck and carried unanimously by an 5-0 vote, the Board approved moving the June 5<sup>th</sup> meeting to June 12<sup>th</sup>.*

**V. DISCUSSION ITEMS:**

- A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
- B. Recommendation of Community Transportation Coordinator (CTC – Michael Woods
- C. Use of Electronic Signatures – Michael Woods
- D. Board Membership – Recommendations Needed to Fill Vacancies – Michael Woods
- E. Why It Matters To Me – Chantel Buck postponed until later date
- F. Innovative Service Development Grant – Bill Hearndon – Amy Bradford
- G. Upcoming Conferences / Meetings – Michael Woods



**VI. REPORTS**

- A. FDOT -Jamie Kersey Ledgerwood - None
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Ricky Mack
- D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

**VII. BOARD MEMBER COMMENTS**

Chantel Buck thanked MPO for call in number. Check about Dial Pad meeting Option. March 18<sup>th</sup> Transit Driver Appreciation Day. Thanked Drivers.

**VIII. ADJOURNMENT**

**IX. NEXT MEETING: June 12, 2023 @ 10AM**

There being no further business to discuss, the meeting adjourned at 11:30.

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Chairman Campione

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Date



**Lake County Transportation Disadvantaged Coordinating Board  
Minutes – Annual Public Hearing  
March 13, 2023  
Lake~Sumter MPO  
1300 Citizens Blvd. Suite 175 Leesburg, FL 34748**

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**Members Present**

Leslie Campione, Chair  
Jamie Kersey Ledgerwood  
Sheri Peterson  
Jim Lowe  
Timothy Bridges  
Chantel Buck  
Cyndi North  
Leshia Buchbinder, Vice Chair  
Emilio Santiago

**Representing**

Lake~Sumter MPO  
FDOT  
Dept. of Children & Families  
FL Association CAA/Economically Disadvantaged  
FL Association CAA/Economically Disadvantaged  
Citizens Advocate  
Citizens Advocate/User of System  
Children at Risk Representative  
Florida Agency for Healthcare Administration

**Members Absent**

E. Scott Pfender  
Jennilyn Green  
Kirk Armstrong  
Linda Diaz  
Rebecca Matthews  
Steve Homan  
Gustavo Henriquez

**Representing**

Public Education Community  
Vocational Rehabilitation/Dept. of Education  
Veterans Service Office Representing Veterans  
Persons over 60, representing elderly  
Person with a Disability representing Disabled  
Florida Dept. of Elder Affairs  
Regional Workforce Development Board

**Staff Present**

Mike Woods  
Doris LeMay

**Representing**

Lake~Sumter MPO  
Lake~Sumter MPO

**CALL TO ORDER ANNUAL PUBLIC HEARING**

The Annual Public Hearing was called to order by Chair Leslie Campione at 10:00 a.m. Staff announced that the meeting was properly noticed. Staff determined there was a quorum (5 in person – 4 online). Commissioner Campione welcomed new board member Cyndi North to the board.

**I. PUBLIC COMMENT PERIOD**

- A. In-person public comments – Randie Argenziano Thanked the Board for the transportation. Paperwork is overwhelming.
- B. Virtual public comments –Bebe Chudeusz thanked MPO for establishing a call-in number.
- C. Written public comments – None.
- D. Board Member comments – Cyndi North inquired about weekend bus routes.

**ADJOURNMENT:** There being no public comments, the chairman closed the meeting at 10:11 a.m.

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Chairman Leslie Campione

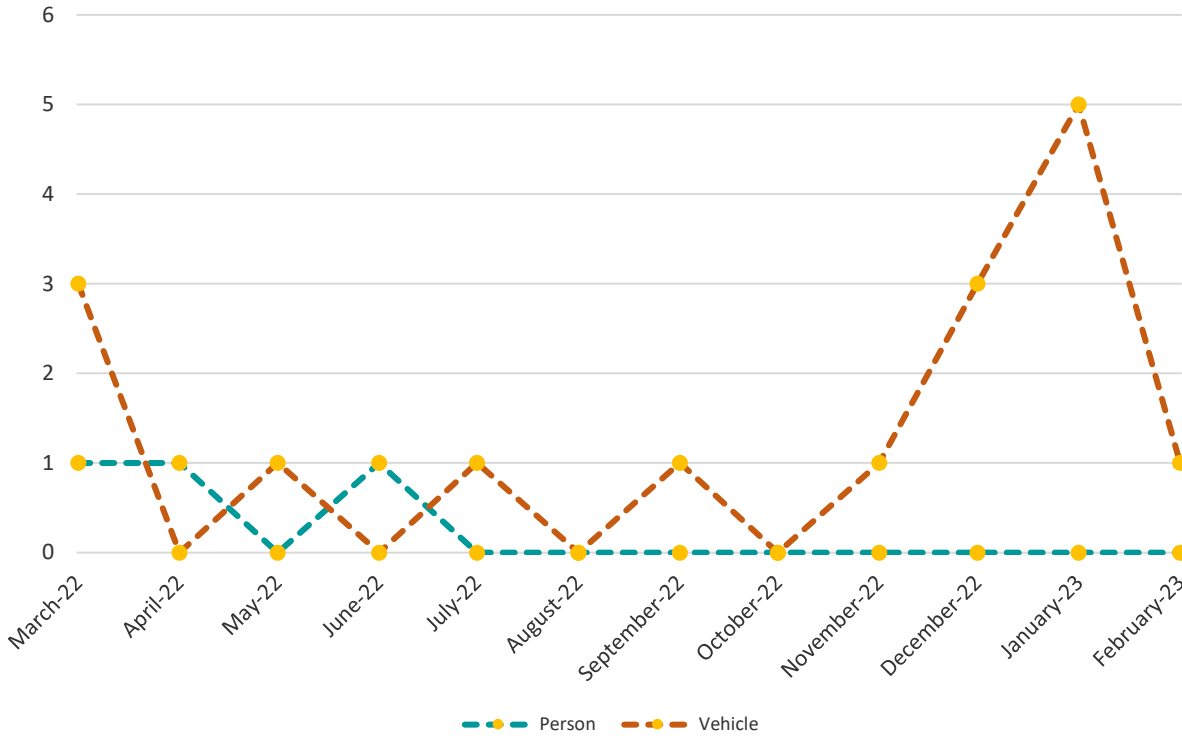
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Date

# Lake County Transit Report

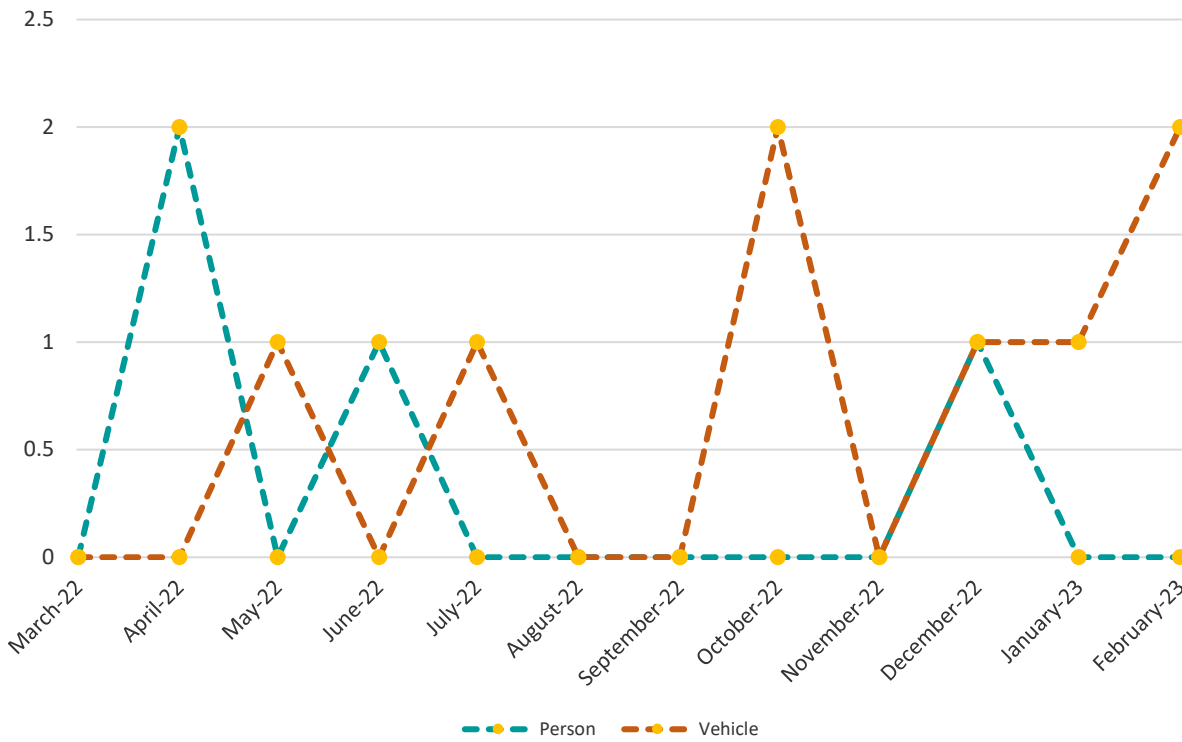
June 12, 2023

The data contained herein has been provided by Lake County Transit.

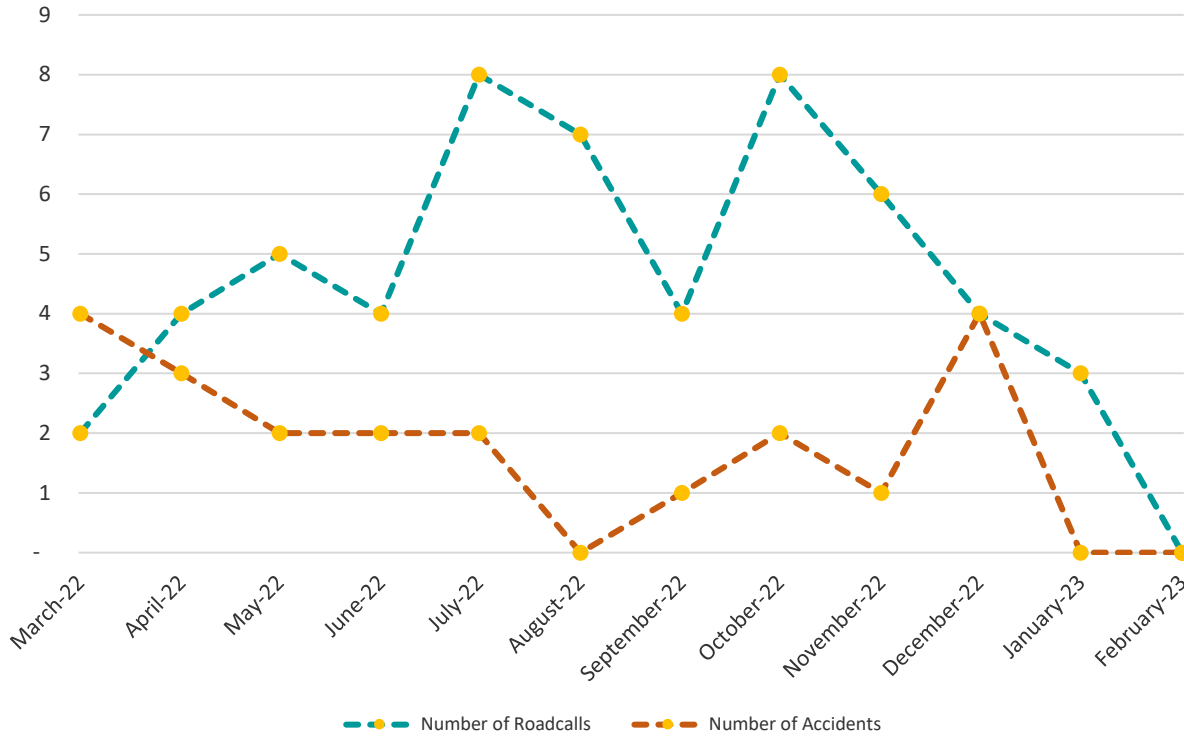
### Lake County Connection Preventable Accidents



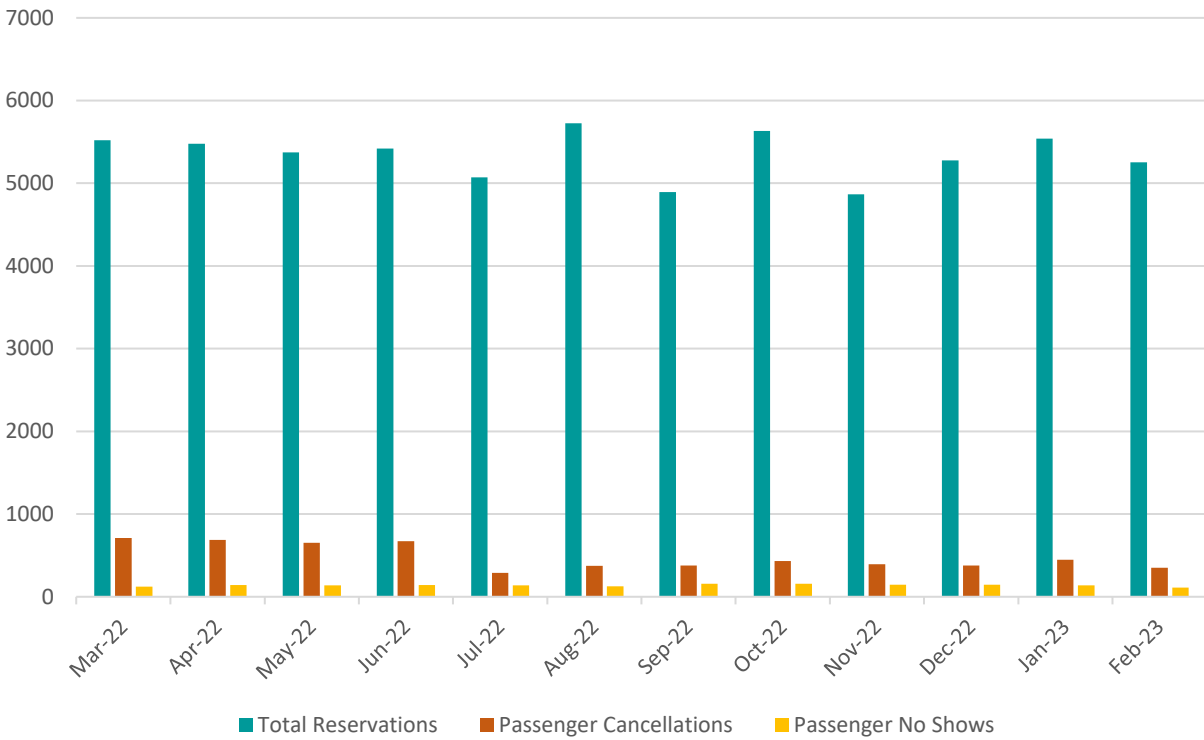
### Lake County Connection Non-Preventable Accidents



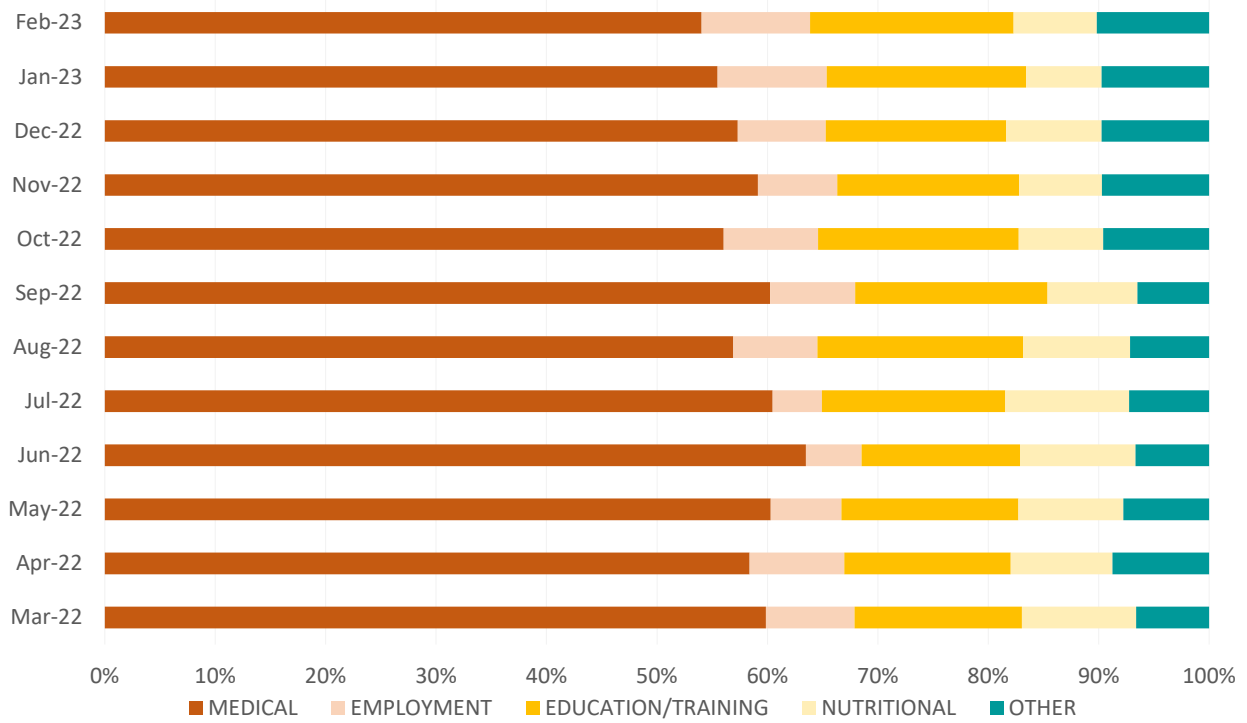
### Accidents and Roadcalls



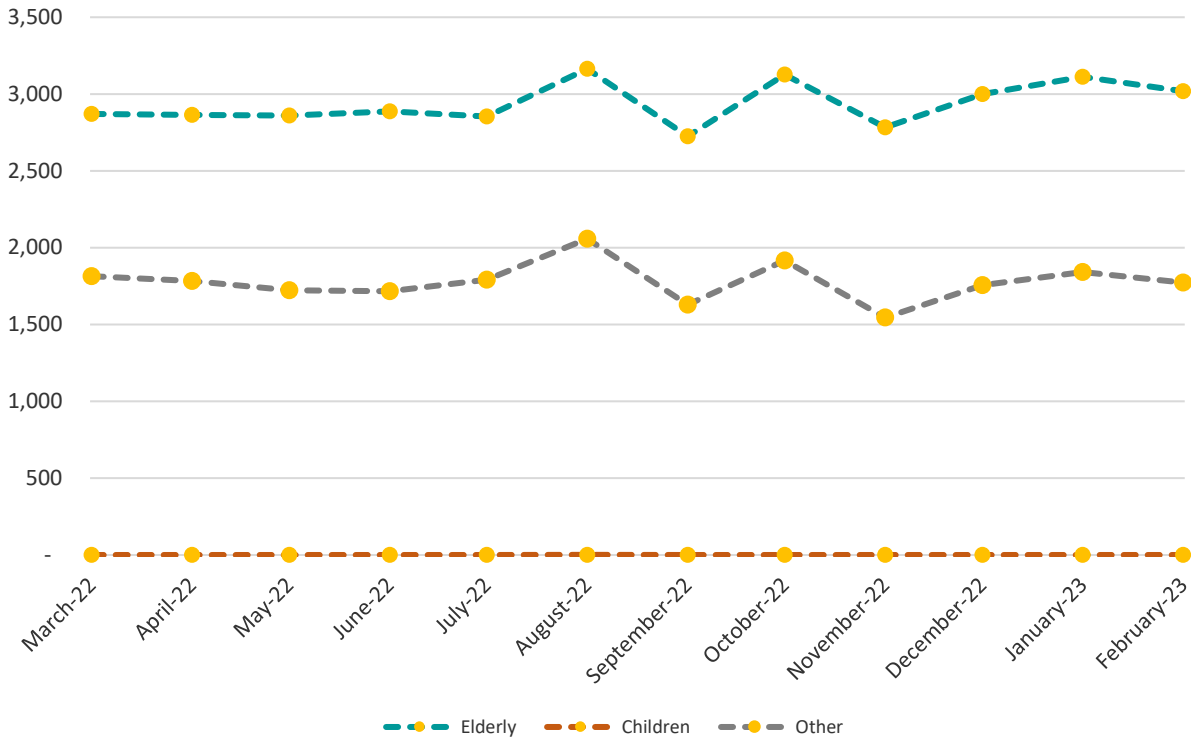
### Lake County Transit Trips



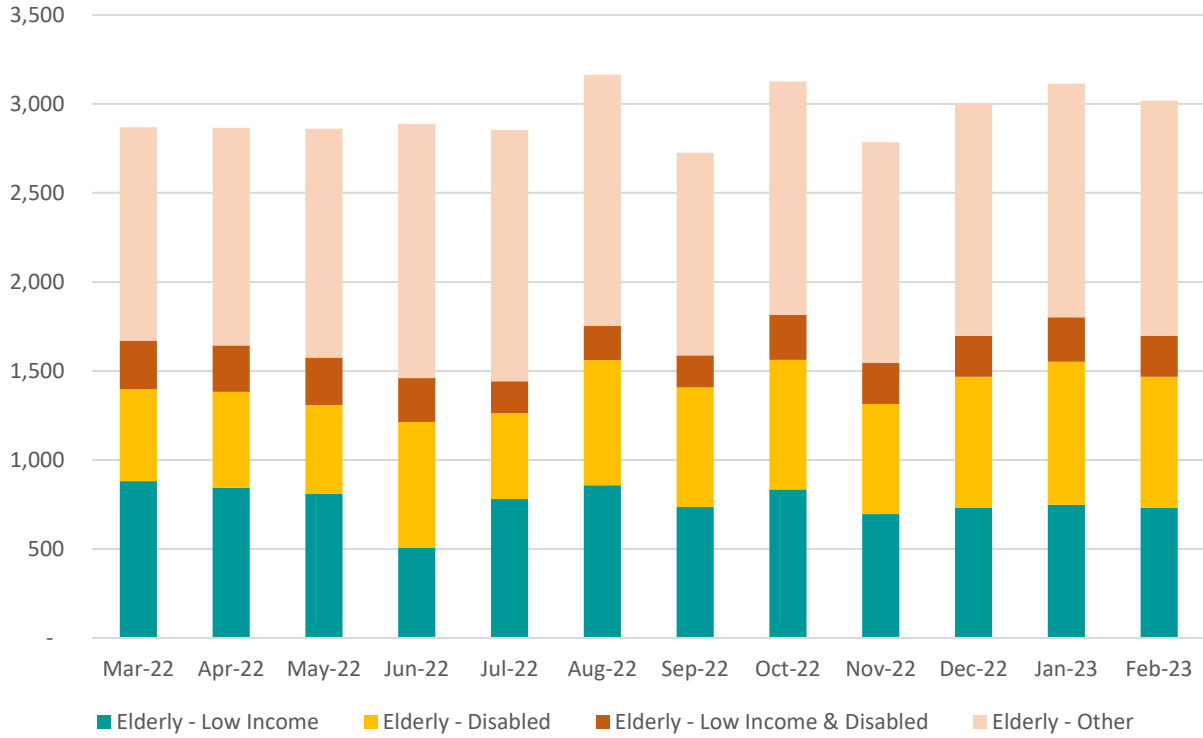
### Trip Purpose



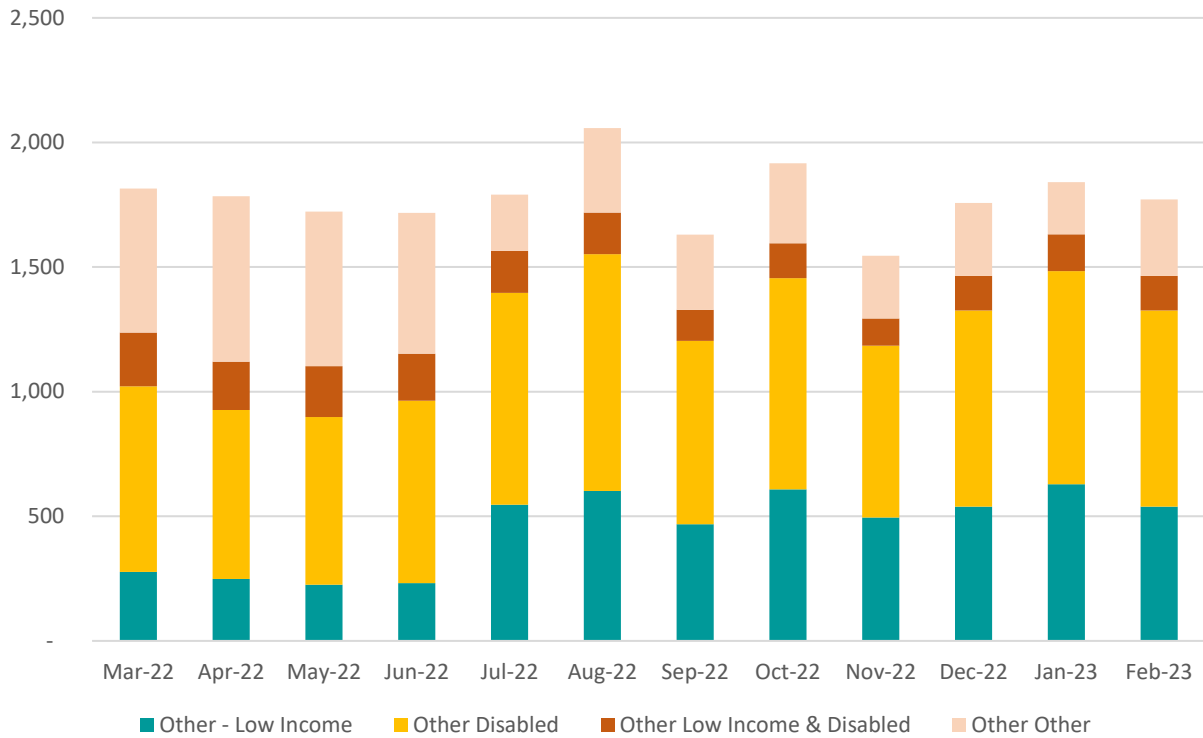
### Passenger Types



### Lake County Connection Passenger Types - Elderly

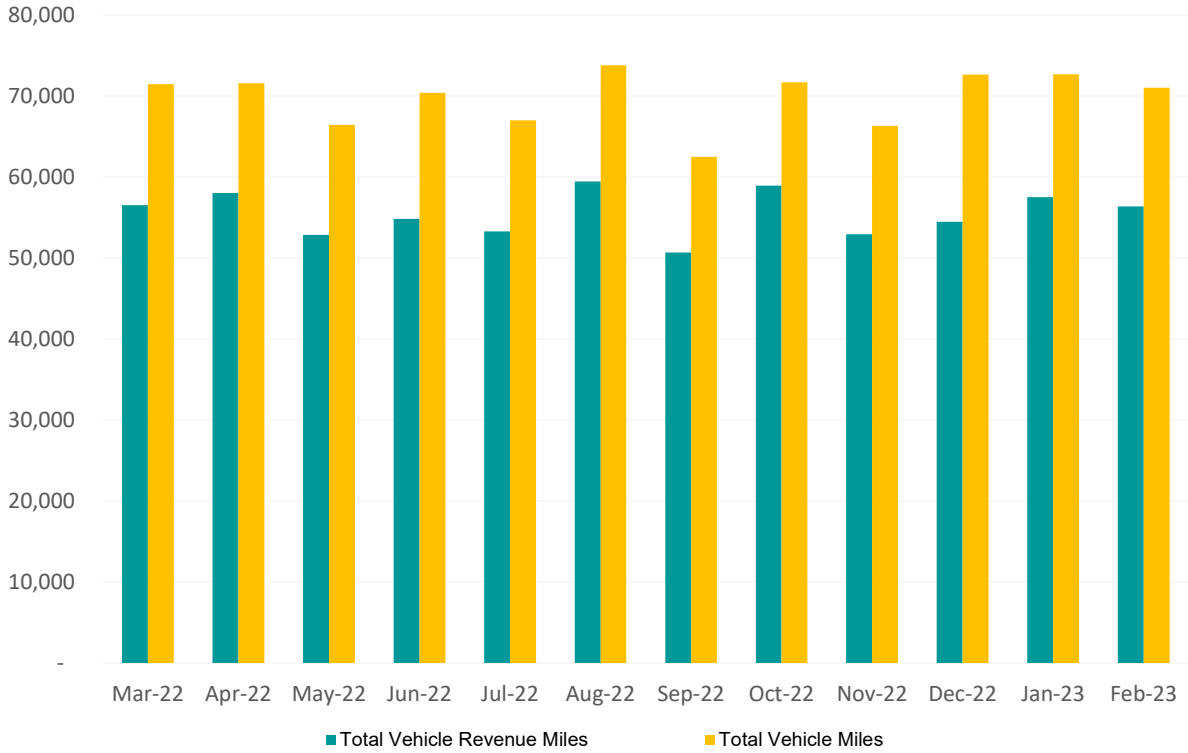


### Lake County Connection Passenger Types - Other

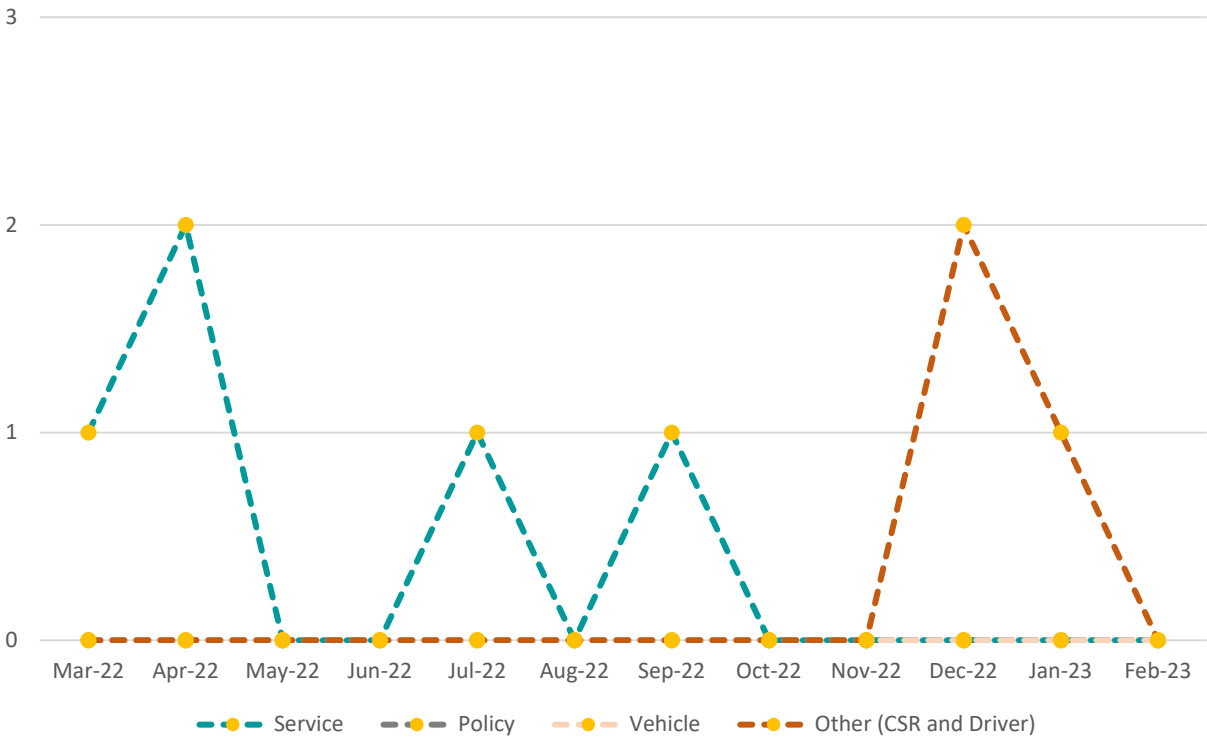




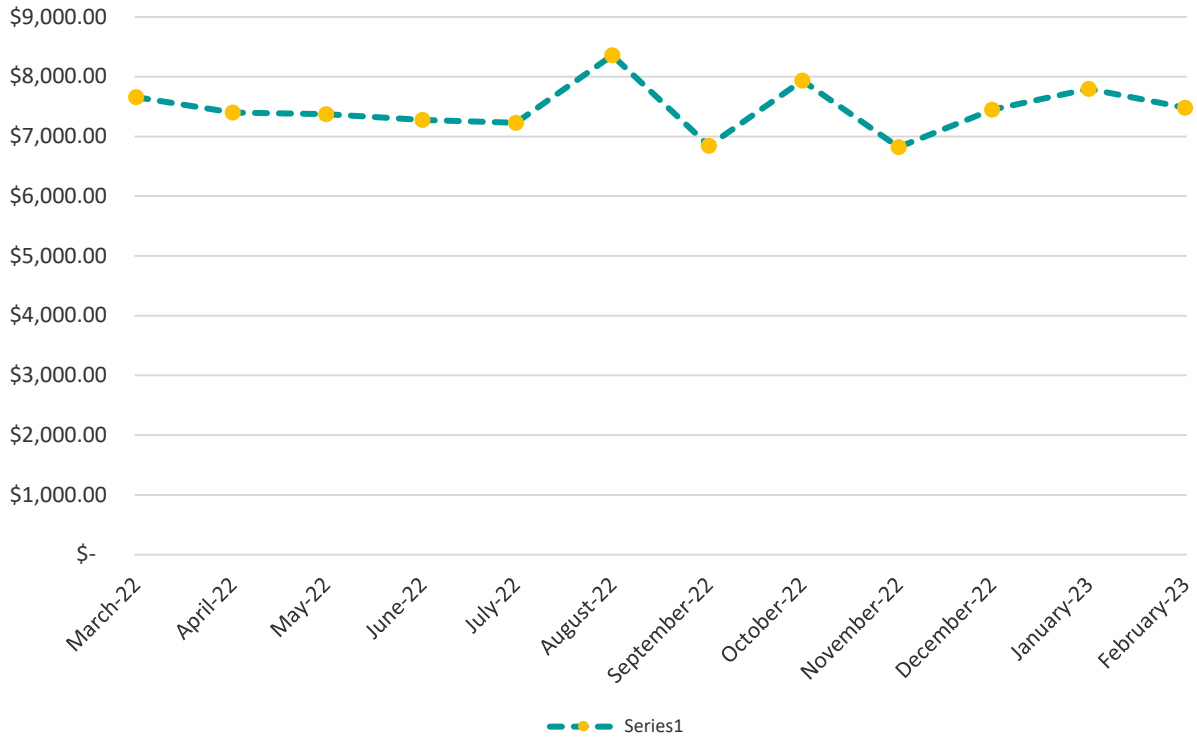
### Vehicle Miles



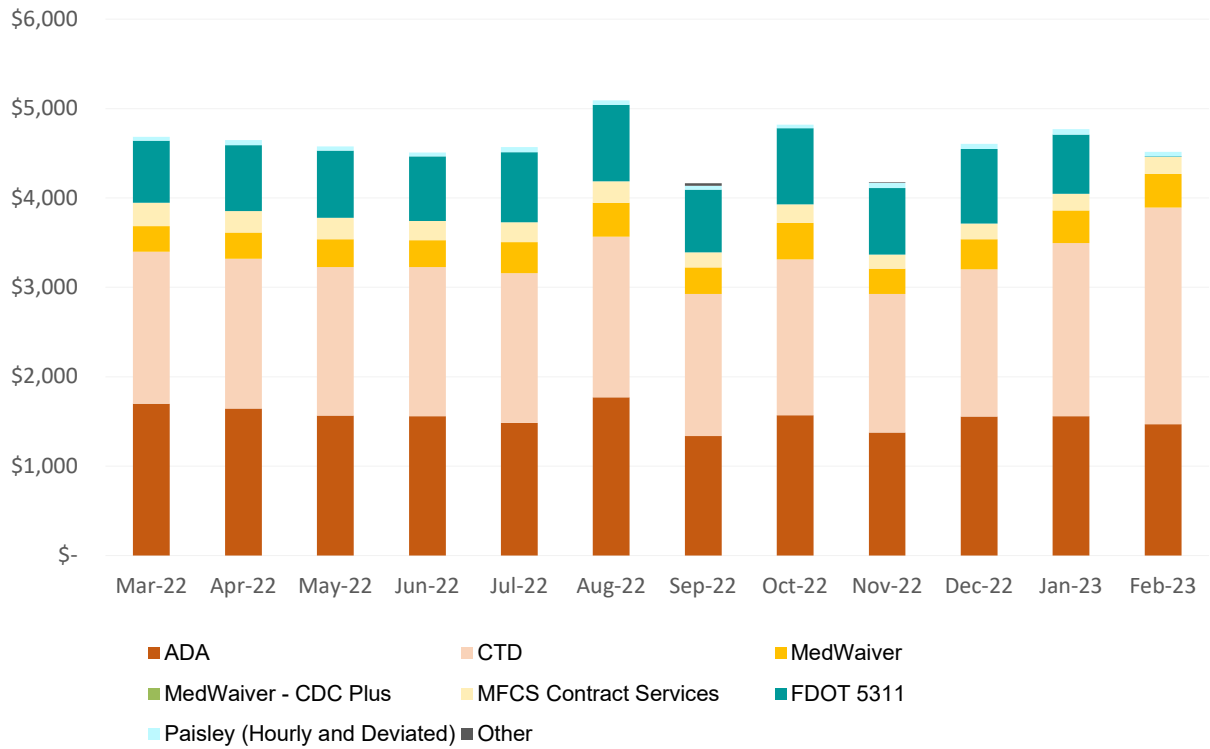
### Valid Complaints



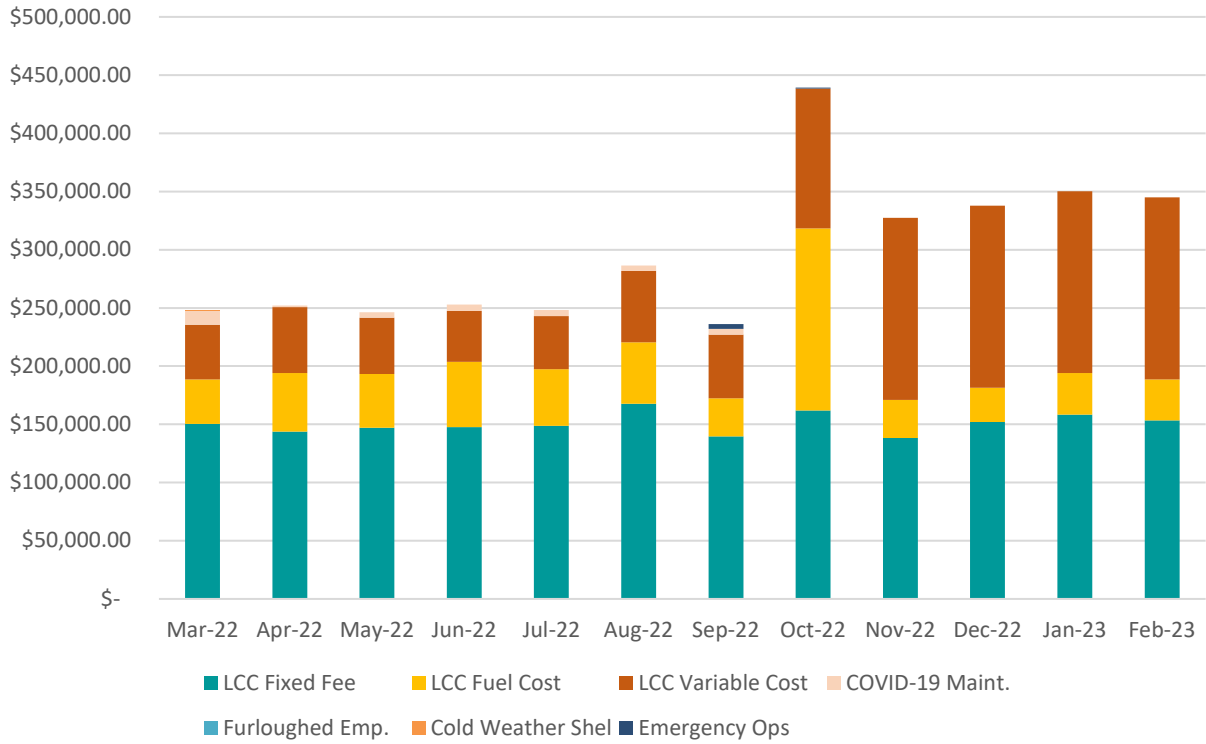
### Farebox Revenue



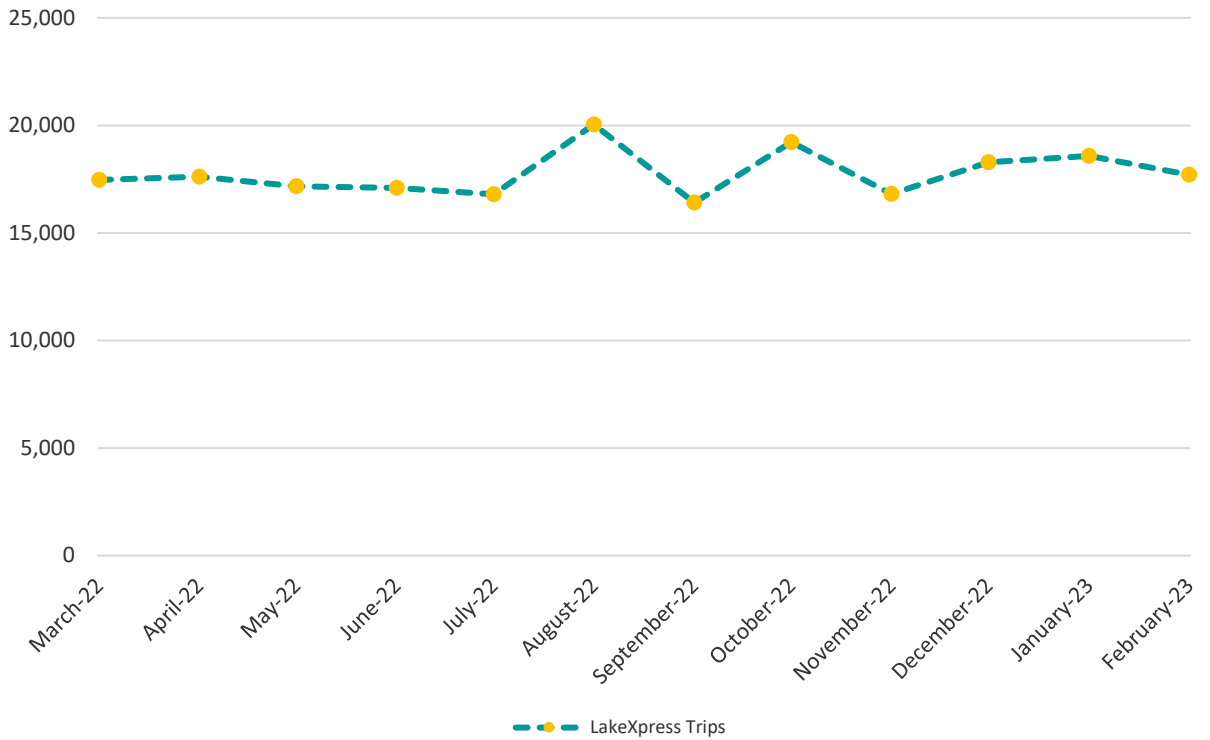
### Funding Source



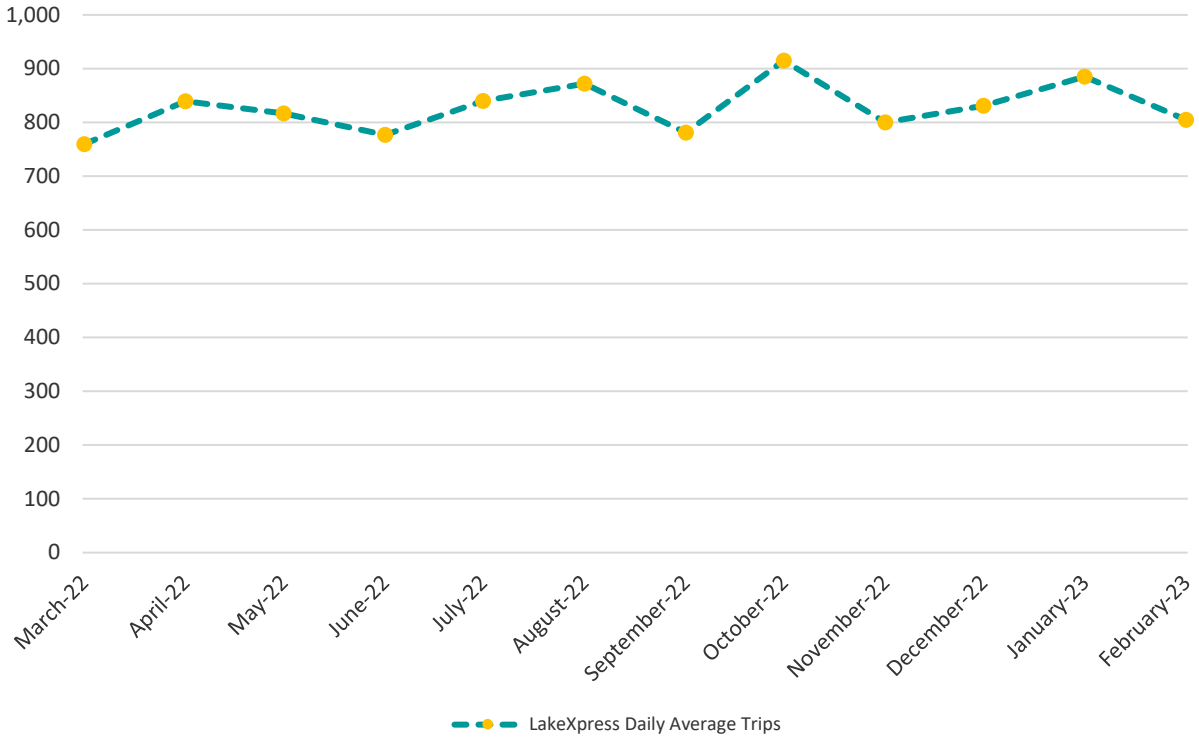
## Lake County Connection Contract Amount



## LakeXpress Monthly Trips



### LakeXpress Daily Average Trips



### LakeXpress Contract Amount

