



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 10, 2024, | 2 PM

Sumter County TDCB Committee Meeting - June 2024

Jun 10, 2024, 2:00 – 4:00 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).

CALL REGULAR MEETING TO ORDER

Invocation / Pledge of Allegiance

Proper Noticing

Roll Call

Determination of Quorum

Chair Announcements Sumter County TDCB Chair, Commissioner Craig Estep

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. Approval of Sumter County TDCB Bylaws

Attachment A: Sumter County TDCB Bylaws

B. Approval of Sumter County TDCB Grievance Procedures

Attachment B: Sumter County TDCB Grievance Procedures

C. Approval of March 4, 2024, Quarterly Meeting Minutes

Attachment C: March 4, 2024, Sumter County TDCB Quarterly Meeting Minutes

D. Approval of March 4, 2024, Annual Public Hearing Meeting Minutes

Attachment D: March 4, 2024, Sumter County Annual Public Hearing Meeting Minutes

IV. ACTION ITEMS

A. Sumter County FY 2023 - 2024 CTC Evaluation

The Transportation Disadvantaged Coordinating Board is tasked with annually reviewing the CTC and evaluating the CTC's operations and performance. MPO staff is tasked with providing support to the CTC Evaluation Subcommittee in conducting the evaluation. The evaluation includes an assessment of compliance with Chapter 427 F.S., Rule 41-2 F.A.C., Commission and local standards, and the Americans with Disabilities Act (ADA), as well as onsite observations and rider surveys.

The CTC Evaluation Subcommittee recommendations will be presented for review and approval.

Attachment E: Sumter County FY 2023-2024 CTC Evaluation Workbook

B. Transportation Disadvantaged Service Plan (TDSP) Annual Update

The Lake-Sumter MPO and CTC are required to develop a Transportation Disadvantaged Service Plan (TDSP) every five years and update the plan annually, with review and approval from the TDCB. The current TDSP was developed in FY 2023 and is therefore due for an annual update in FY 2024. The Draft FY 2024 TDSP Annual Update was presented to the Sumter County TDCB at the March 4, 2024, Quarterly Meeting. Feedback from TDCB

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members and the public was incorporated into the final version. The FY 2024 TDSP Annual Update includes the following key changes, which will be presented for review and approval:

- Updated TDCB membership
- Addition of Sumter County Transit Rider Survey results
- Updated Annual Operating Report (AOR)
- Updated Implementation Schedule
- Updated Paratransit Vehicle Inventory
- Updated Rate Model
- Summary of FY 2023 – 2024 CTC Evaluation Results

Attachment F: Transportation Disadvantaged Service Plan FY 2024 Annual Update

C. Approval of FY 2025 TDCB Meeting Calendar

The proposed TDCB Meeting Dates for FY 2025 are:

- September 9, 2024
- December 2, 2024
- March 3, 2025
- June 2, 2025

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

B. Follow Up Items

This will be a recurring agenda item that provides a status update on items discussed at previous quarterly meetings.

- Driver training requirements

C. Legislative Update

On May 10, 2024, the Governor approved CS/SB 1380, which amended the Transportation Disadvantaged program in the Florida Statutes. Key revisions of the bill include:

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- Requires FDOT to ensure that grants and agreements between it and paratransit providers contain certain provisions, including performance requirements, minimum liability insurance requirements, and complaint and grievance processes.
- Increases CTD membership and amends the requirements and qualifications of members.
- Provides requirements for contracts with paratransit service providers, including requirements for the service provider to provide training to drivers that meet Agency for Persons with Disabilities standards, establish reasonable time periods between a request for service and arrival of the provider, and provide transparency regarding the quality of service provided.
- Requires contracts with paratransit service providers to be procured using competitive procurement.
- Requires updated standards for reporting adverse incidents.
- Requires research partners to provide reports by January 1, 2025, on best practices for completing trips within an acceptable time and technology and training improvements to better support persons with disabilities using paratransit services.
- Requires FDOT to provide a comprehensive report on transportation disadvantaged services and the CTD by January 1, 2025.

D. Board Membership Updates

The MPO Board approved Vicki Wynns to serve on the Sumter County TDCB as the alternate member for the Medical Community.

E. Upcoming Conferences/Meetings

- CTAA Expo – June 9-12, 2024, West Palm Beach
- FPTA/CTD Annual Conference and EXPO – September 23-25, 2024, West Palm Beach
- CTD Business Meeting – September 25, 2024, West Palm Beach

VI. REPORTS

- A. FDOT – Jamie Ledgerwood
- B. Sumter County CTC – Deborah Snyder, [Sumter County Transit Report \(Attachment G\)](#)
- C. Lake~Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment H\)](#)

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

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VIII. BOARD MEMBER COMMENTS

IX. ADJOURNMENT

X. NEXT MEETING: September 9, 2024

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 SUMTER COUNTY
TRANSPORTATION DISADVANTAGED COORDINATING BOARD**

ARTICLE I: PREAMBLE

The following sets forth the Bylaws which shall serve to guide the functioning of the Sumter 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 name of the Coordinating Board shall be the Sumter 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 (CTC) 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 MPO.

Section 2: Voting Members: In accordance with Rule 41-2.012(3), F.A.C., in addition to the Chair, 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 and Families;
3. A local representative of the Public Education Community, which 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 advocate representative in Sumter County;
10. A citizen advocate representative in Sumter 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 Elderly 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 said representative is also the CTC;
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, which may include, but is not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department 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, who may vote only in the absence of that member, appointed for them by the MPO.

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 for the purpose of providing the TDCB with technical advice.

Section 5: Terms of Appointment: Except for the Chair and state agency representatives, the members of the TDCB shall be appointed for three (3) year terms. The Chair shall serve until elected term of office has expired or until the Chair is otherwise replaced by the MPO. Individuals may be reappointed to serve an additional three (3) year term. No employee of a CTC shall serve as a voting member of the TDCB in an area where the CTC serves.

Section 6: Termination of Membership: A member of the TDCB may resign at any time by providing notice in writing to the Chair. Unless otherwise specified in the notice, the resignation shall take effect when it is received by the Chair. Each member of the TDCB is expected to demonstrate his/her interest in the TDCB's activities by attending the scheduled meetings. If a voting member is unable to attend a meeting, he/she should ensure that his/her alternate will attend. The MPO shall review, and consider rescinding, the appointment of any voting member who fails to attend three (3) consecutive meetings. The TDCB shall notify the Florida Transportation Disadvantaged Commission (Commission) of any state agency voting member or his/her alternate failing to attend three (3) consecutive meetings.

ARTICLE IV: OFFICERS AND DUTIES

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

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

Section 3: Vice-Chair: The TDCB 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 TDCB members present. The Vice-Chair's term of office shall be for one (1) year starting with the first meeting after his/her election, but the Vice-Chair may be re-elected to an additional term or terms of office. In the event of the Chair's absence, the Vice-Chair shall assume the duties of the Chair and conduct the meeting.

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

ARTICLE V: COORDINATING BOARD MEETINGS

Section 1: Regular Meetings and Procedures: 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, and shall be made available to the public at least four (4) days in advance of the meeting in accordance with the MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO 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 MPO Public Participation Policy (Section 6.0, Lake~Sumter MPO Bylaws).

Section 3: Emergency Meetings: If determined by the Chair to be necessary, the Chair may call an emergency meeting. A notice stating the date, time and place of the emergency meeting 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 early as possible.

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

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 transaction of business.

Section 6: Public Participation: All TDCB meetings shall be held in accordance with the MPO Public Participation Plan..

ARTICLE VI: STAFF

The MPO shall provide the TDCB with sufficient staff support and resources to enable the TDCB to fulfill its responsibilities as set forth 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 also 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 Chair of the MPO;
2. Review and approve the CTC's Memorandum of Agreement and the CTC's Transportation Disadvantaged Service Plan (TDSP) prior to submittal to the Commission;
3. On a continuing basis, evaluate services provided under the approved Service Plan. Annually, provide the MPO with an evaluation of the CTC'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 CTC's Memorandum of Agreement shall be included in the report;
4. In cooperation with the CTC, review and provide recommendations to the Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in Sumter County to ensure that any expenditures within the County are provided in the most cost effective and efficient manner;
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 in an effort to increase ridership to a broader population. Such strategies should also encourage multi-county and regional transportation service agreements between area CTCs 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, potential users of the system and the CTC 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, and 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 CTC whether the continuation of said contract provides the most cost effective and efficient transportation available;
8. Review and approve the CTCs Annual Operating Report by September 15th 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 CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored 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 provide assistance 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 Chair 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 MPO authorizes the TDCB to communicate directly with other agencies and entities as necessary to carry out its 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 he/she is the Chair of the Sumter 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 the Sumter County Transportation Disadvantaged Coordinating Board on the 8th day of June 2020.

**SUMTER COUNTY TRANSPORTATION
DISADVANTAGED COORDINATING BOARD**

Craig Estep, Chair

GRIEVANCE PROCEDURES OF THE SUMTER COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the grievance procedures of the Sumter 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 Sumter 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 Sumter County Board of County Commissioners serves as the CTC for Sumter 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 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
300 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 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.

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 12th day of March 2019.

Craig Estep, Chair
Sumter County
Transportation Disadvantaged Coordinating Board

SUMTER COUNTY TRANSIT 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 Sumter County Transit:

Report Received By: _____ Date: _____

Action/Results: _____



MINUTES

SUMTER COUNTY

TRANSPORTATION DISADVANTAGED COORDINATING BOARD

Minutes – March 4, 2024

1300 Citizens Blvd., Suite 175 Leesburg, FL 34748

Members Present

Craig Estep, Chairman
Jamie Kersey Ledgerwood
Sally Moss
Kristen Montejo
Carol Kitchen
Steve Homan
Emilio Santiago
Thomas Chase, Vice Chair

Representing

Lake-Sumter MPO
FDOT
Public Education/Sumter County Schools
Veterans Service Office Representing Veterans
Person with a disability, representing the disabled
FL Department of Elder Affairs
Florida Agency for Health Care Administration
Medical Community

Members Absent

Sheri Peterson
Jennilyn Green
Sandra Woodard
Nora Hanzez
Jose Lopez
Bonnie Cowie
Mat Kline
Barney Johnson
Gustavo Henriquez
Chantel Buck

Representing

Dept. of Children & Families
Vocational Rehabilitation/Dept. of Education
FL Association CAA/Economically Disadvantaged
Persons Over 60, representing elderly
Citizens Advocate
Citizen Advocate/User of the System
Children at Risk
Local Private For-Profit Transportation
Regional Workforce Development Board
New Vision for Independence

Staff Present

Michael Woods
Doris LeMay

Representing

Lake-Sumter MPO
Lake-Sumter MPO

CALL TO ORDER

The meeting of the Sumter County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 2:10 p.m. by Chair Commissioner Craig Estep. Followed by the Pledge of Allegiance and a moment of Silence. Staff announced that the meeting was properly noticed, the roll was called, at which time it was noted that a quorum was present. (4 Voting Members present).

- I. AGENDA UPDATE - None
- II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) None
- III. CONSENT ITEMS
 - A. Approval of December 4, 2023, Meeting Minutes

On a motion by Jamie Ledgerwood seconded by Thomas Chase and carried unanimously by a Vote of 4-0, the Board approved item A as Presented.

- IV. ACTION ITEMS:
 - A. Selection of Sumter County TDCB Vice-Chair

Commissioner Craig Estep nominated Thomas Chase as the Sumter County TDCB Vice-Chair for 2023. No objections were made.

- V. DISCUSSION ITEMS:
 - A. Review and discussion of the Commission for the Transportation Disadvantaged (CTD) Ombudsman Report – Michael Woods
 - B. Follow Up Items – Kelsey Peterson, WSP
 - C. Legislative Updates – Kelsey Peterson, WSP
 - D. CTC Evaluation Update – Kelsey Peterson, WSP
 - E. Draft FY 2024 Transportation Disadvantaged Service Plan Annual Update – Kelsey Peterson, WSP
 - F. Board Membership Updates – None
 - G. Upcoming Conferences/Meetings – Michael Woods

- VI. REPORTS
 - A. FDOT – Jamie Kersey Ledgerwood
 - B. Sumter County Transit – Deborah Snyder
 - C. Lake~Sumter MPO – Michael Woods – In Agenda Package

- VII. OPPORTUNITY FOR PUBLIC COMMENT – None

- VIII. BOARD MEMBER COMMENTS – Carol Kitchen question about Driver training, Gustavo Henriquez – Trip question, Employment.

- IX. ADJOURNMENT - There being no further business to discuss, the meeting adjourned at 3:03 p.m.

NEXT MEETING: June 10, 2024 @ 2:00 PM

Chair Craig Estep

Date



Sumter County Transportation Disadvantaged Coordinating Board
Minutes – Annual Public Hearing
March 4, 2024
1300 Citizens Blvd. Suite 175, Leesburg, FL 34748

Members Present	Representing
Craig Estep, Chairman	Lake~Sumter MPO
Jamie Kersey Ledgerwood	FDOT
Sally Moss	Public Education/Sumter County Schools
Kristen Montejo	Veterans Service Office Representing Veterans
Carol Kitchen	Person with a disability, representing the disabled
Steve Homan	FL Department of Elder Affairs
Emilio Santiago	Florida Agency for Health Care Administration
Gustavo Henriquez	Regional Workforce Development Board
Thomas Chase, Vice Chair	Medical Community
Members Absent	Representing
Sheri Peterson	Dept. of Children & Families
Jennilyn Green	Vocational Rehabilitation/Dept. of Education
Sandra Woodard	FL Association CAA/Economically Disadvantaged
Nora Hanzez	Persons Over 60, representing elderly
Jose Lopez	Citizens Advocate
Bonnie Cowie	Citizen Advocate/User of the System
Mat Kline	Children at Risk
Barney Johnson	Local Private for-Profit Transportation
Chantel Buck	New Vision for Independence
Staff Present	Representing
Mike Woods	Lake~Sumter MPO
Doris LeMay	Lake~Sumter MPO

CALL TO ORDER ANNUAL PUBLIC HEARING

The Annual Public Hearing was called to order by Chairman Craig Estep @ 2:00 p.m. Staff announced that the meeting was properly noticed. (4 voting members present).

Sumter County Transit Report

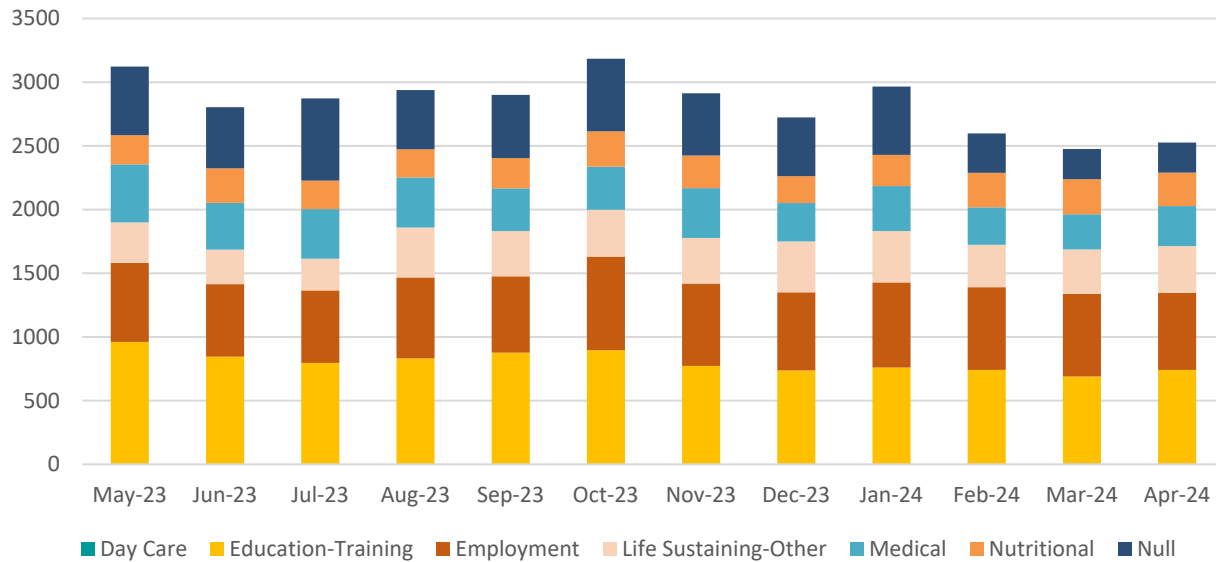
June 10, 2024

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

Table 1: Trips by Trip Purpose

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Total for purpose
Day Care	0	0	0	0	0	0	0	0	0	2	6	0	8
Education-Training	961	846	797	831	877	896	773	737	760	739	684	741	8,681
Employment	621	569	568	636	599	734	646	614	668	649	648	606	6,937
Life Sustaining-Other	317	271	249	392	355	369	358	399	403	333	349	366	3,844
Medical	456	367	390	393	336	337	391	301	354	294	276	315	3,754
Nutritional	229	271	223	222	237	278	257	211	245	272	275	262	2,753
Null	539	480	646	464	497	570	488	462	536	309	238	236	4,926
Total for period	3,123	2,804	2,873	2,938	2,901	3,184	2,913	2,724	2,966	2,598	2,476	2,526	30,903

Figure 1: Trips by Trip Purpose

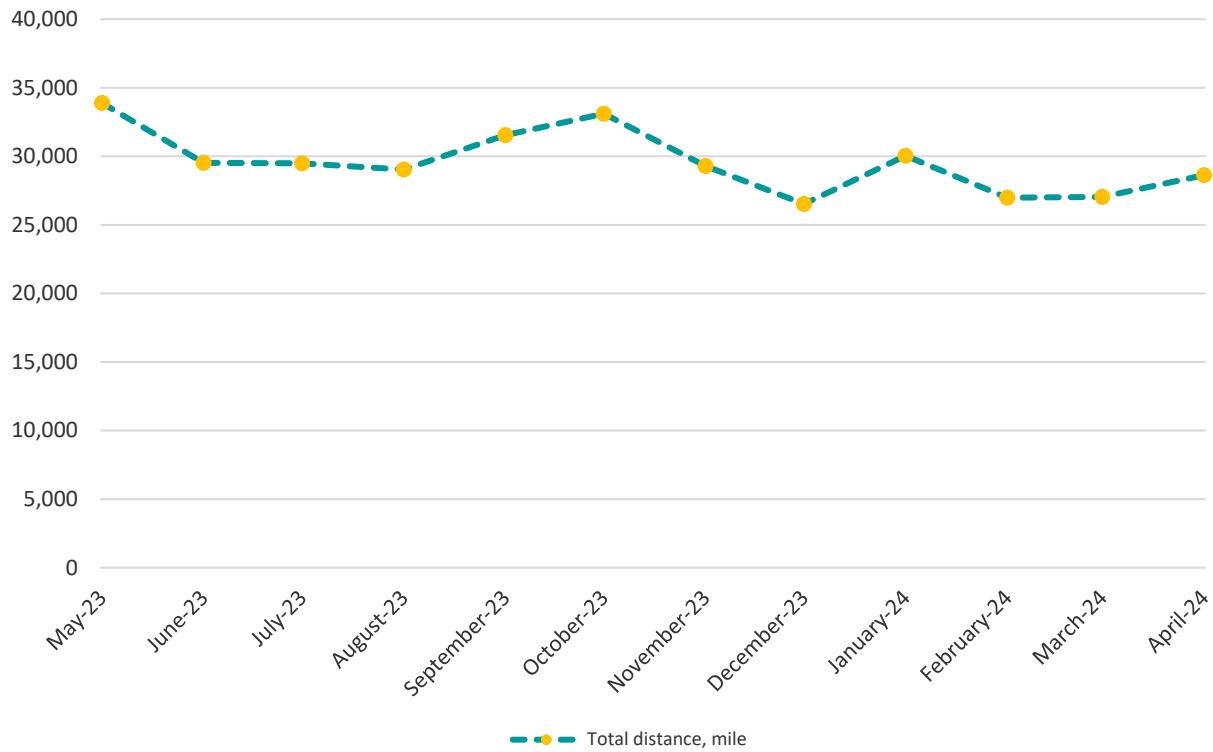


Sources: TDCB Trips By Purpose December 2023.xlsx, Trips By Purpose Oct 1 2023 to May 30 2024.pdf

Table 2: Total Passenger Miles

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Total
Total distance (in miles)	33,883	29,521	29,489	29,033	31,544	33,104	29,294	26,523	30,032	26,975	27,035	28,630	355,063

Figure 2: Total Passenger Miles

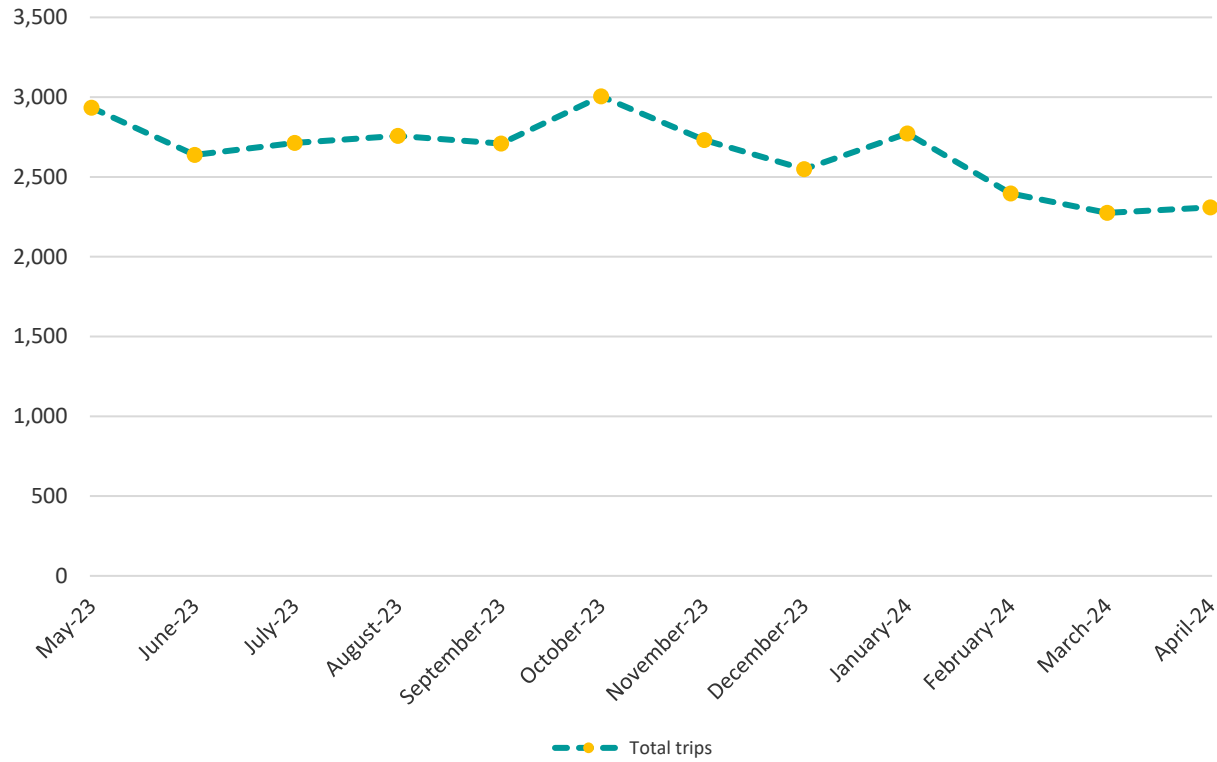


Sources: TDCB Total Passenger Miles December 2023.xlsx, Trips By Purpose Oct 1 2023 to May 30 2024.pdf

Table 3: Total Passenger Trips

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Total
Total trips	2,934	2,638	2,713	2,757	2,709	3,005	2,731	2,549	2,772	2,396	2,275	2,309	31,788

Figure 3: Total Passenger Trips

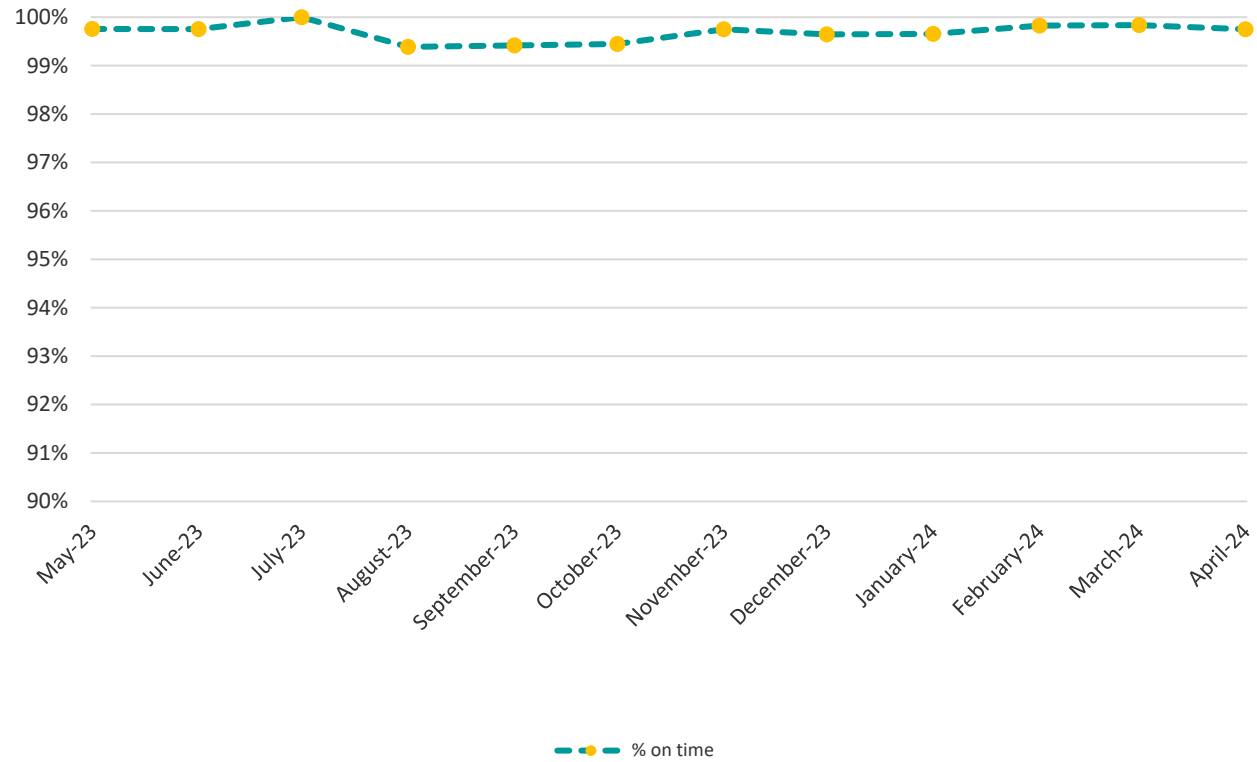


Sources: TDCB Total Passenger Trips December 2023.xlsx, Total Passenger Trips Oct 1 2023 to May 30 2024.pdf

Table 4: On-Time Performance

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	Average
% On Time	99.76%	99.76%	100.00%	99.39%	99.42%	99.45%	99.75%	99.65%	99.66%	99.83%	99.84%	99.75%	99.69%

Figure 4: On-Time Performance

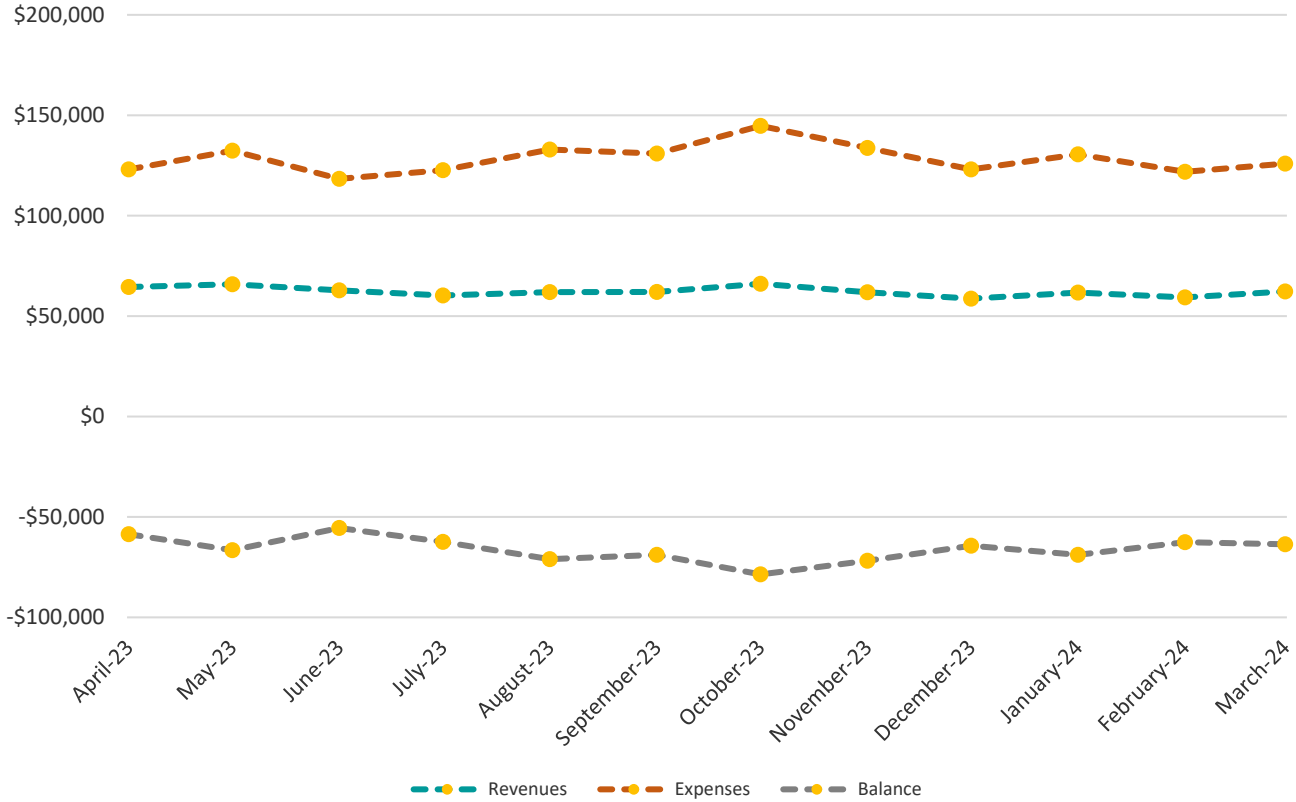


Sources: *Transit OTP Fiscal 2022-2023 to Date October 31, 2023.pdf*, *Transit OTP Fiscal Oct 1 2023 to Date May 30, 2024.pdf*

Table 5: Sumter County Transit Fund

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Revenues	\$64,498	\$65,815	\$62,829	\$60,285	\$61,911	\$62,038	\$66,105	\$61,863	\$58,720	\$61,681	\$59,339	\$62,259
Expenses	\$123,055	\$132,345	\$118,349	\$122,667	\$132,904	\$130,905	\$144,711	\$133,711	\$123,012	\$130,576	\$121,884	\$125,904
Balance	-\$58,556	-\$66,530	-\$55,520	-\$62,382	-\$70,993	-\$68,867	-\$78,607	-\$71,848	-\$64,293	-\$68,896	-\$62,545	-\$63,645

Figure 5: Sumter County Transit Fund



Source: TDCB Chart Data December 2023 Sumter County.xlsx, TDCB Chart Data February March 2024 Sumter County.xlsx

Table 6: Sumter County Transit Revenue

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
CTD Funds	\$35,898	\$35,898	\$35,898	\$30,452	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415	\$30,415
FDOT 5311	\$28,600	\$29,917	\$26,931	\$29,833	\$31,496	\$31,623	\$35,690	\$31,448	\$28,305	\$31,266	\$28,924	\$31,844
Total by Month	\$64,498	\$65,815	\$62,829	\$60,285	\$61,911	\$62,038	\$66,105	\$61,863	\$58,720	\$61,681	\$59,339	\$62,259

Figure 6: Sumter County Transit Revenue

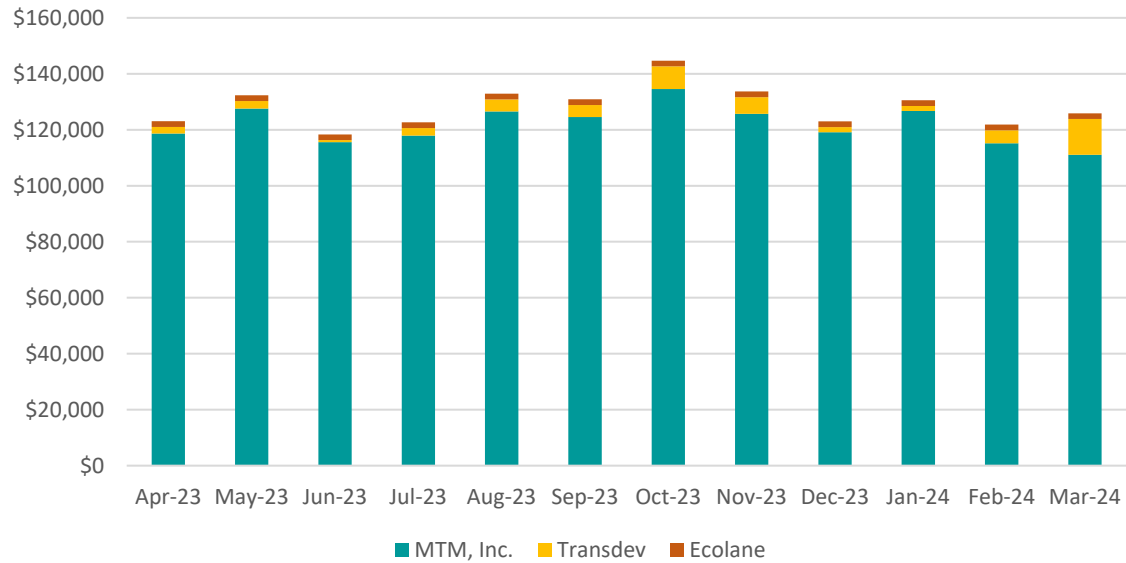


Source: TDCB Chart Data December 2023 Sumter County.xlsx, TDCB Chart Data February March 2024 Sumter County.xlsx

Table 7: Sumter County Transit Expenses

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
MTM, Inc.	\$118,651	\$127,603	\$115,606	\$117,906	\$126,551	\$124,536	\$134,578	\$125,683	\$119,149	\$126,749	\$115,169	\$111,059
Transdev	\$2,359	\$2,697	\$698	\$2,716	\$4,308	\$4,323	\$8,088	\$5,982	\$1,818	\$1,782	\$4,669	\$12,800
Ecolane	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045	\$2,045
Total by Month	\$123,055	\$132,345	\$118,349	\$122,667	\$132,904	\$130,905	\$144,711	\$133,711	\$123,012	\$130,576	\$121,884	\$125,904

Figure 7: Sumter County Transit Expenses



Source: TDCB Chart Data December 2023 Sumter County.xlsx, TDCB Chart Data February March 2024 Sumter County.xlsx

LEGEND NOTES

MTM, Inc.	Medical Transportation Management - Transit Contractor
Transdev	Fleet Maintenance Contractor
Ecolane	Transit Software System used by MTM, Inc.

OPEN PUBLIC COMMENT PERIOD

- A. In-Person Public Comments – None
- B. Virtual and Phone Public Comments – None
- C. Written Comments – None
- D. Summary of FY 2024 Public Comments – Kelsey Peterson, WSP
- E. Board Member Comments – None

ADJOURNMENT: There being no public comments, the chairman closed the meeting at 2:10 p.m.

Chairman Craig Estep

Date



SERVICE AREA/COUNTIES:
SUMTER

INVOICE NUMBER: G2J19 Q3

INVOICE DATE: May 3, 2024

QUARTER SERVICE DATES: January 1 - March 31, 2024

AGENCY

Lake~Sumter MPO

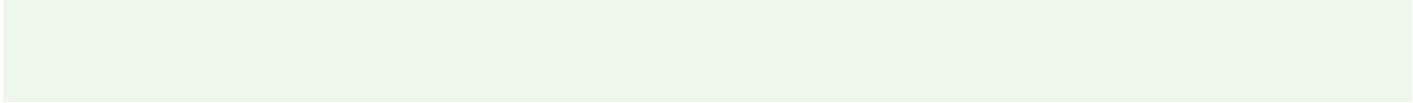
I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	The Sumter County BOCC was recommended to remain the CTC at the March 2023 TDCB for the next five years.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	The MPO maintains records for all TDCB appointments for Sumter County
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The MPO prepares agendas and all supporting documentation for the quarterly TDCB meetings.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	The MPO prepares meeting minutes for all TDCB meetings.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The Annual Public Hearing was held on March 4, 2024 prior to the March 4, 2024 TDCB Meeting.
F. Provide staff support for committees of the local coordinating board. (Task 3)	The MPO supports all the TDCB committees as needed.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The TDCB bylaws are reviewed and approved at the fourth quarter TDCB meeting.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The TDCB Grievance Procedures are reviewed and approved at the fourth quarter TDCB meeting.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	The current TDCB membership roster is included in this invoice packet for your review.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The newspaper TDCB meeting notice is included in this invoice packet for your review.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The Sumter AOR was reviewed and approved at the December TDCB meeting.
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The Sumter AER was reviewed at the Septeber TDCB meeting.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	The Major TDSP was approved at the June 2023 TDCB meeting.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	The TDCB is included in the Public Participation Plan of the MPO representing the disadvantaged population of Sumter County.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	The Regional Workforce Development agency is a voting member of the TDCB.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The TD quarterly reports are provided to the TDCB in the agenda packets.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MPO staff attends the annual CTD workshop.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO staff attends most of the CTD meetings either in person or virtually.
D. Notify CTD staff of local TD concerns that may require special investigations.	as needed
E. Provide training for newly-appointed LCB members. (Task 3)	The MPO has developed a TD 101 training packet for all new members.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	as needed
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	The TDCB reviews all TD grant applications
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	The MPO supports the Board and the CTC Evaluation Subcommittee in the annual evaluation of the CTC.
I. Assist the CTD in joint reviews of the CTC.	as needed

<p>J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</p>	<p>All Coordination contracts are reviewed annually by the TDCB.</p>
<p>K. Implement recommendations identified in the CTD's QAPE reviews.</p>	<p>as needed</p>

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:



By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

Date: 5/3/2024

Revised: 06/30/2021