



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: June 10, 2024, | 10 AM

Lake County TDCB Committee Meeting - June 2024

Jun 10, 2024, 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).

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

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 Lake County TDCB Bylaws

Attachment A: Lake County TDCB Bylaws

B. Approval of Lake County TDCB Grievance Procedures

Attachment B: Lake County TDCB Grievance Procedures

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

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

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

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

IV. ACTION ITEMS

A. Lake 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: Lake 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 Lake 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 Lake County customer 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. Mary Bennet Rule Proposed Policy Update

To qualify for Transportation Disadvantaged services based on income, individuals must have no other means of transportation available and have an annual gross household income that does not exceed 200 percent of the Federal Poverty Guideline. The Mary Bennet Rule creates an exception to the income eligibility criteria by allowing persons receiving dialysis treatment, as well as those with long-term medical conditions such as cancer treatments, heart conditions, diabetes, neuropathy, etc., that require ongoing treatment to qualify for Transportation Disadvantaged services if they are \$5,000 or less over the 200 percent poverty level. However, even with the additional \$5,000 allowance, some individuals who need transportation services are not qualifying under the Mary Bennet Rule.

Recommendations for updates to the Mary Bennet Rule will be presented to the TDCB for consideration and approval. If approved by the TDCB, this proposed policy change would be presented to the Lake County Board of County Commissioners for approval.

D. 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

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VI. 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. Follow Up Items

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

- Lake County Transit website and Transportation Disadvantaged eligibility application accessibility
- On-Demand Pilot Program

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:

- 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.

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E. Board Membership Updates

There have been no recent changes to the Lake County TDCB membership.

F. Upcoming Conferences/Meetings/Events

- 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

VII. REPORTS

- A.** FDOT – Jamie Ledgerwood
- B.** Lake County CTC – Amy Bradford, [Lake County Transit Report \(Attachment G\)](#)
- C.** RATP Dev – Anthony Heyward
- D.** Lake-Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment H\)](#)

VIII. 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.

IX. BOARD MEMBER COMMENTS

X. ADJOURNMENT

XI. 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 LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

ARTICLE I: PREAMBLE

The following sets forth the Bylaws which shall serve to 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 name of 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 (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 & 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'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 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 giving notice in writing to the Chair. Unless otherwise specified in such 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 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 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 Lake 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 future 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: 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 publically 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 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 Lake 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 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 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 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 he/she is the Chair 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 8th day of June 2020.

LAKE COUNTY TRANSPORTATION DISADVANTAGED COORDINATING BOARD

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 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.

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 11th day of March 2019.

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 4, 2024
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
Timothy Bridges
Rebecca Matthews
Chantel Buck
Cyndi North
Lesha Buchbinder, Vice Chair
Steve Homan
Emilio Santiago
Gustavo Henriquez

Representing

Lake~Sumter MPO
FDOT
Dept. of Children & Families
FL Association CAA/Economically Disadvantaged
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Children at Risk Representative
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration
Regional Workforce Development Board

Members Absent

E. Scott Pfender
Jennilyn Green
Kirk Armstrong
Joanne Seagle

Representing

Public Education Community
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
Persons over 60, representing elderly

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 10:30 a.m. by Chair Leslie Campione. A moment of silence followed by the Pledge of Allegiance. Staff announced that the meeting was properly noticed, and 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 AGENDA

A. Approval of December 4, 2023, Quarterly Meeting Minutes

Lesha Buchbinder made a motion to approve item A, seconded by Gustavo Henriquez and carried unanimously by an 4-0 vote, the Board approved Item A of the Consent Agenda as presented.

IV. ACTION ITEMS - None

V. DISCUSSION ITEMS:

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

B. Follow Up Items – Bill Hearndon Lake County Transit

C. Legislative Update – 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 – New Member Joanne Seagle

G. Upcoming Conferences/Meetings/Event

VI. REPORTS

A. FDOT -Jamie Kersey Ledgerwood

B. Lake County CTC – Amy Bradford

C. RATP Dev – Lake County Connection – Anthony Heyward

D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

VII. OPPORTUNITY FOR PUBLIC COMMENT

None

VIII. BOARD MEMBER COMMENTS – Rebecca Matthews – Application Question

IX. ADJOURNMENT : There being no further business to discuss, the meeting adjourned at 11:25.

X. NEXT MEETING: June 10, 2024 @ 10AM

Chairman Campione

Date



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

Members Present
Leslie Campione, Chair
Jamie Kersey Ledgerwood
Sheri Peterson
Timothy Bridges
Rebecca Matthews
Chantel Buck
Cyndi North
Lesha Buchbinder, Vice Chair
Steve Homan
Emilio Santiago
Gustavo Henriquez

Representing
Lake~Sumter MPO
FDOT
Dept. of Children & Families
FL Association CAA/Economically Disadvantaged
Person with a Disability representing Disabled
Citizens Advocate
Citizens Advocate/User of System
Children at Risk Representative
Florida Dept. of Elder Affairs
Florida Agency for Healthcare Administration
Regional Workforce Development Board

Members Absent
E. Scott Pfender
Jennilyn Green
Kirk Armstrong
Joanne Seagle

Representing
Public Education Community
Vocational Rehabilitation/Dept. of Education
Veterans Service Office Representing Veterans
Persons over 60, representing elderly

Staff Present
Michael 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 10:03 a.m. Staff announced that the meeting was properly noticed. Staff determined there was a quorum (4 in person).

I. PUBLIC COMMENT PERIOD

- A. In-person public comments – None
- B. Virtual public comments –None
- C. Written public comments – Kelsey Peterson WSP provided updates.
- D. Summary of FY 2024 Public comments – Amy Bradford provided updates.
- E. Board Member comments – Cyndi North inquired about weekend reservation.
Steve Homan asked how to get survey responses up.

ADJOURNMENT: There being no public comments, the chairman closed the meeting at 10:30 a.m.

Chairman Leslie Campione

Date

Lake County Transit Report

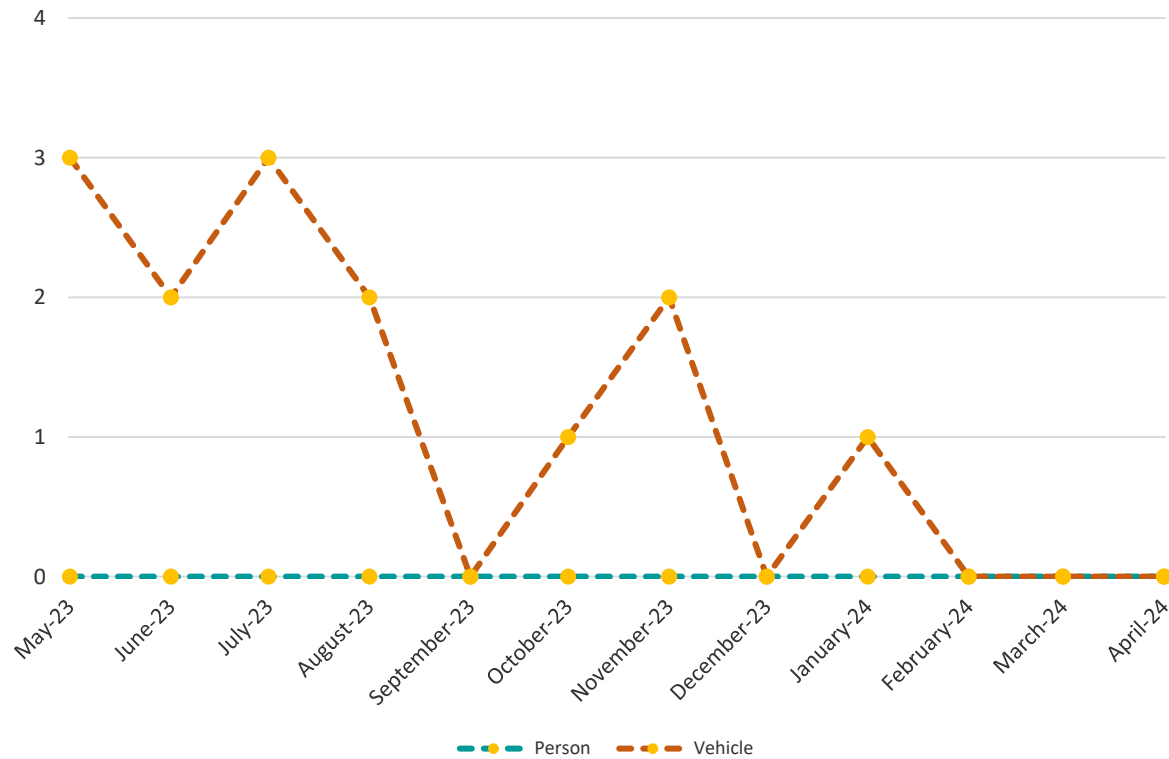
June 10, 2024

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

Table 1: Lake County Connection Preventable Accidents

	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
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	3	2	3	2	0	1	2	0	1	0	0	0	14

Figure 1: Lake County Connection Preventable Accidents

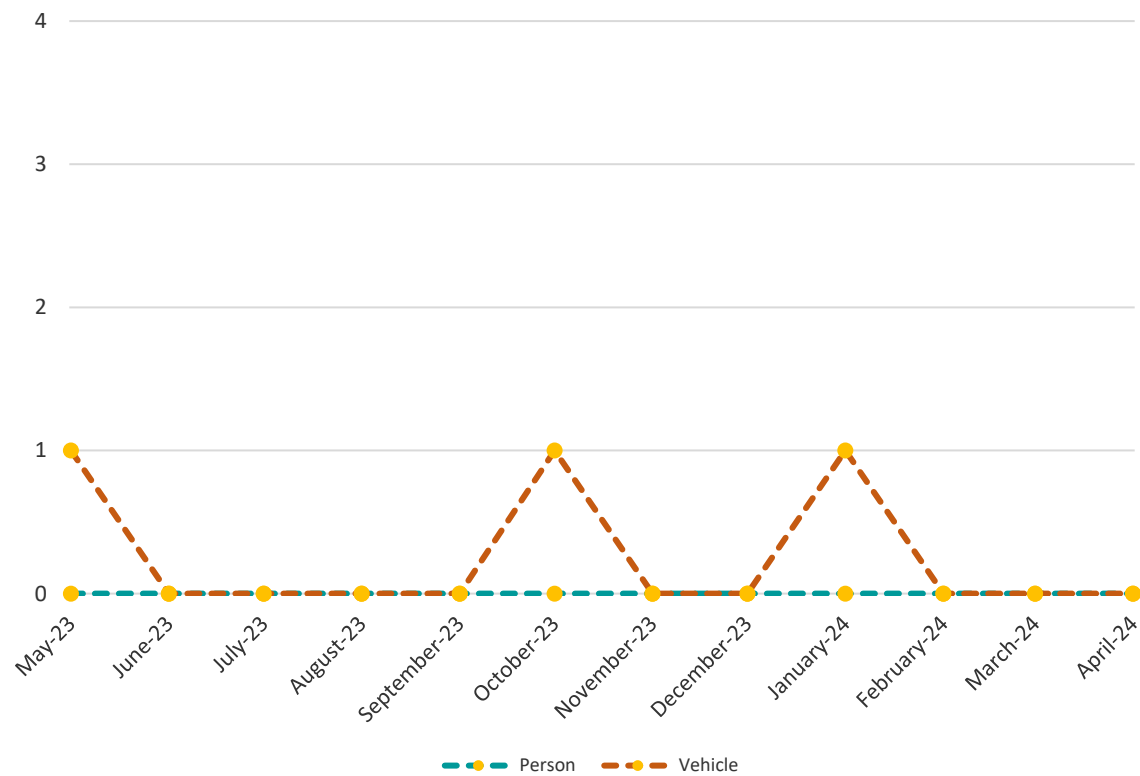


Source: 01 Accident Report 06-10-2024Revised.xlsx

Table 2: Lake County Connection Non-Preventable Accidents

	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
Person	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	1	0	0	0	0	1	0	0	1	0	0	0	3

Figure 2: Lake County Connection Non-Preventable Accidents

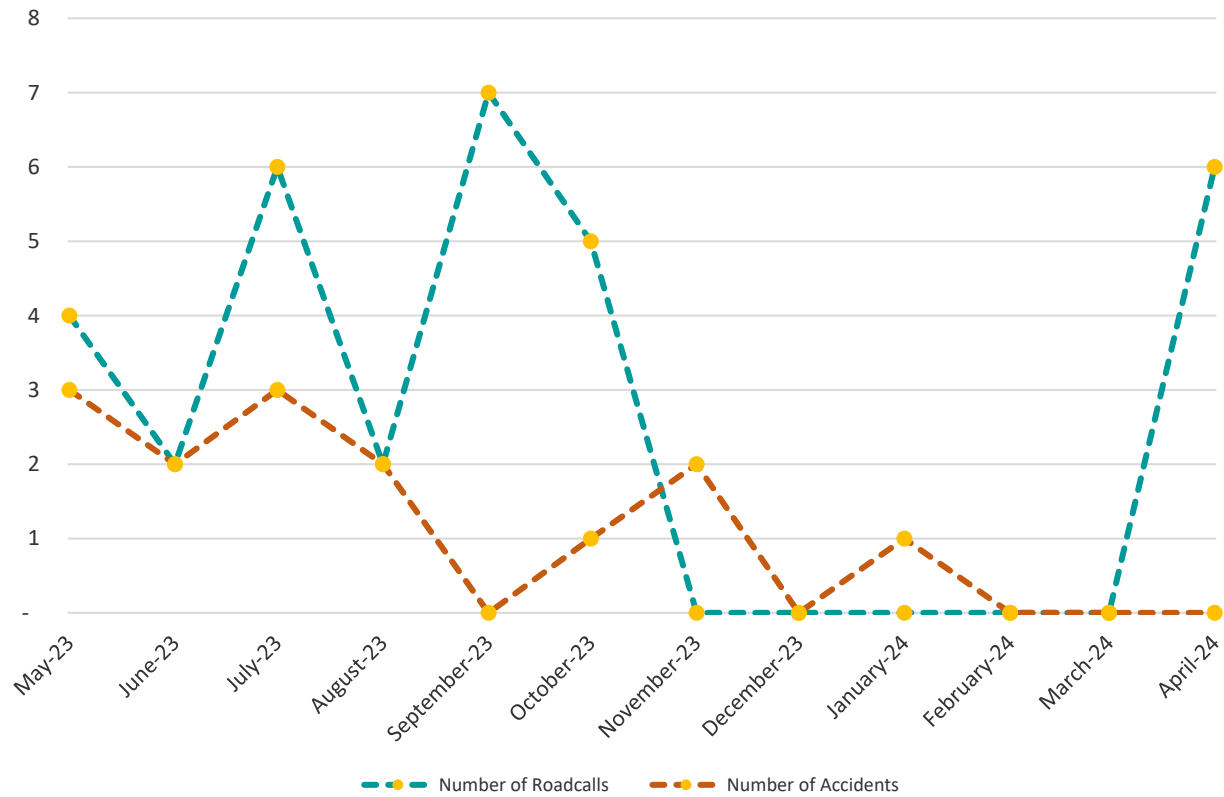


Source: 01 Accident Report 06-10-2024Revised.xlsx

Table 3: Accidents and Roadcalls

	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
Number of Roadcalls	4	2	6	2	7	5	0	0	0	0	0	6	32
Number of Accidents	3	2	3	2	0	1	2	0	1	0	0	0	14

Figure 3: Accidents and Roadcalls

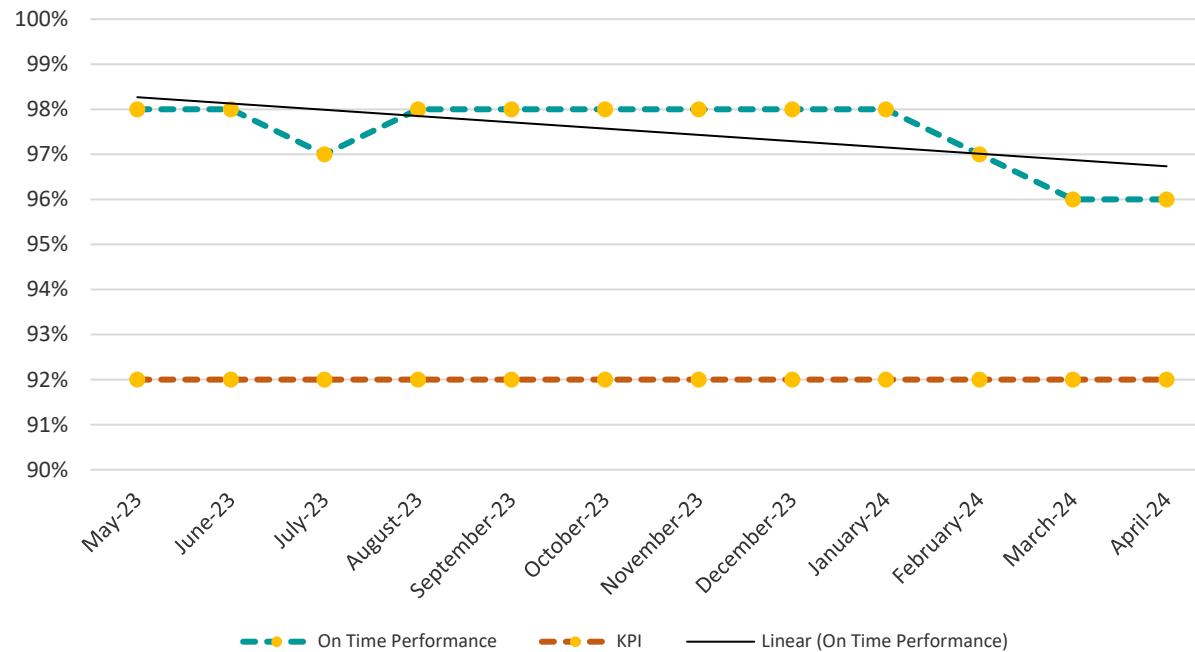


Source: 02 CTC AOR Monthly Report 06-10-2024 Revised.xlsx

Table 4: Lake County Connection On Time Performance (OTP)

	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 Performance	98%	98%	97%	98%	98%	98%	98%	98%	98%	97%	96%	96%	98%
On Time Performance Goal	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%	92%

Figure 4: Lake County Connection On Time Performance

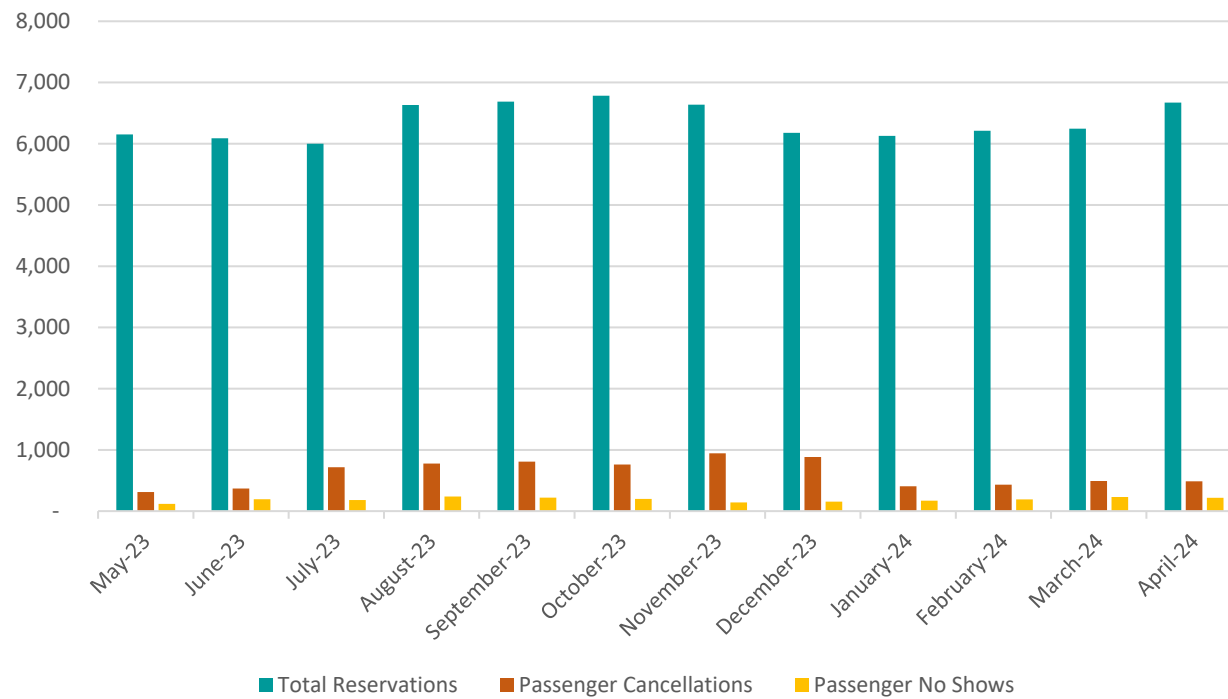


Source: 05 LCC OTP Report 06-10-2024.xlsx

Table 5: Lake County Transit 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 Reservations	6,151	6,088	6,001	6,632	6,688	6,784	6,638	6,178	6,128	6,212	6,247	6,673	76,420
Passenger Cancellations	313	370	716	778	809	760	945	884	406	431	491	486	7,389
Passenger No Shows	119	194	180	238	219	199	142	155	170	191	230	217	2,254

Figure 5: Lake County Transit Trips

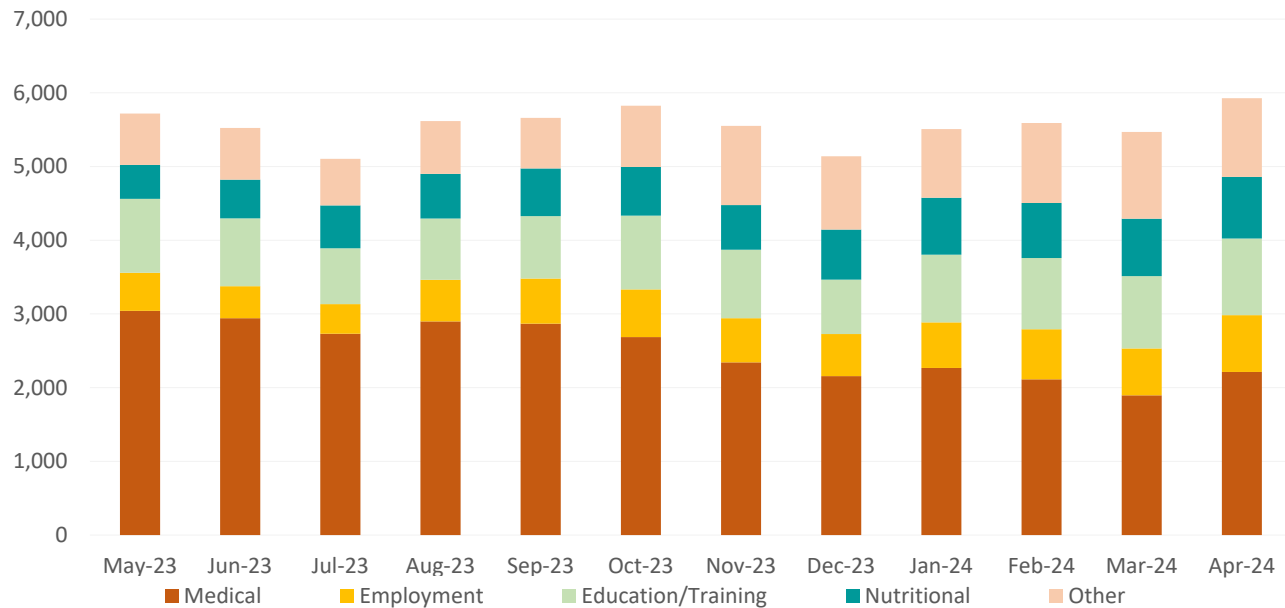


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 6: Trip Purpose

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
Medical	3,042	2,943	2,732	2,898	2,868	2,686	2,343	2,157	2,268	2,113	1,896	2,213	30,159
COVID-19 Vaccinations	0	0	0	0	0	0	0	0	0	0	0	0	0
Employment	516	434	401	566	612	648	600	571	617	680	637	770	7,052
Education/Training	1004	920	757	831	848	1000	928	737	920	965	981	1040	10,931
Nutritional	460	525	583	606	646	659	606	679	771	747	779	837	7,898
Other	697	702	632	715	686	832	1074	995	933	1085	1175	1068	10,594
Total	5,719	5,524	5,105	5,616	5,660	5,825	5,551	5,139	5,509	5,590	5,468	5,928	66,634

Figure 6: Trip Purpose

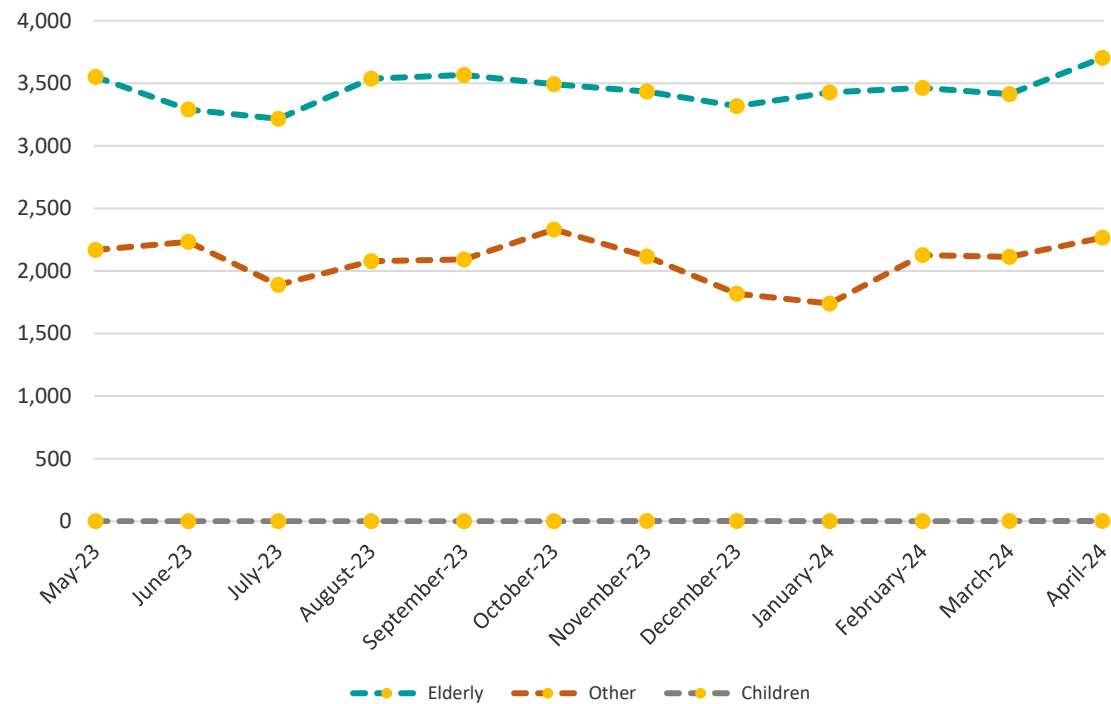


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 7: Passenger Types

Passenger Type	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
Elderly	3,551	3,291	3,216	3,538	3,567	3,493	3,434	3,318	3,427	3,463	3,413	3,704	41,415
Other	2,168	2,233	1,889	2,078	2,093	2,332	2,115	1,819	1,740	2,127	2,113	2,266	24,973
Children	0	0	0	0	0	0	2	2	0	0	2	2	8
Total	5,719	5,524	5,105	5,616	5,660	5,825	5,551	5,139	5,167	5,590	5,528	5,972	66,396

Figure 7: Passenger Types

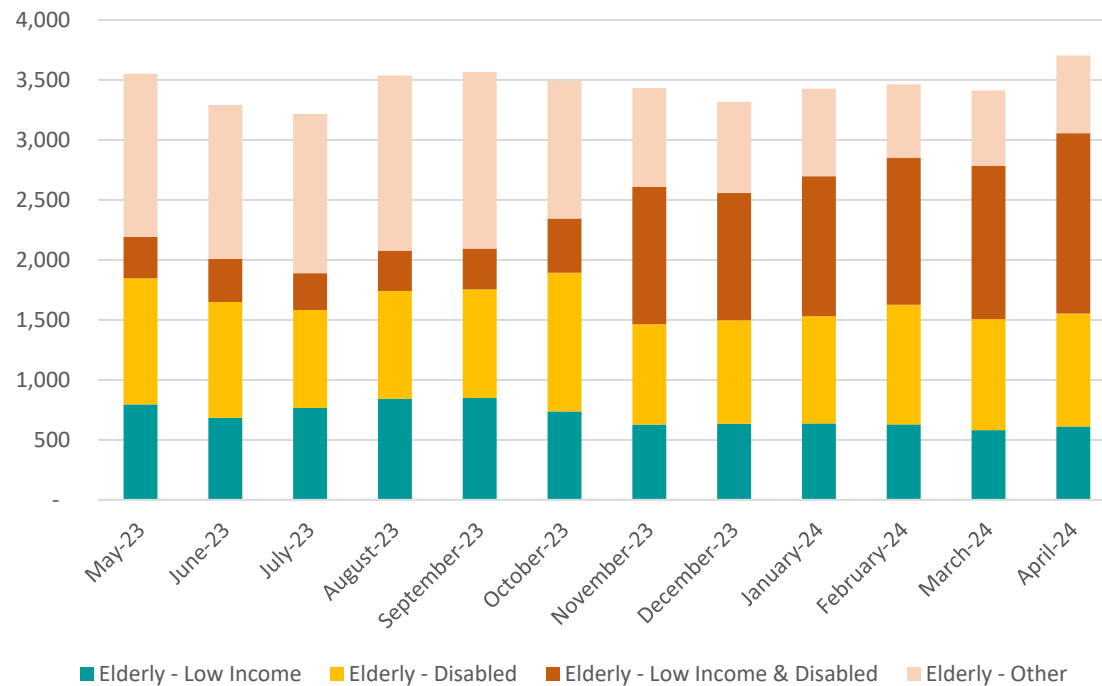


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 8: Lake County Connection Passenger Types – Elderly

Passenger Type	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
Elderly - Low Income	796	684	766	842	849	737	628	634	637	629	581	611	8,394
Elderly - Disabled	1,051	965	817	899	906	1,156	836	863	893	997	925	942	11,250
Elderly - Low Income & Disabled	347	359	306	337	340	452	1,146	1,060	1,168	1,226	1,280	1,504	9,525
Elderly - Other	1,357	1,283	1,327	1,460	1,472	1,148	824	761	729	611	627	647	12,246

Figure 8: Lake County Connection Passenger Types – Elderly

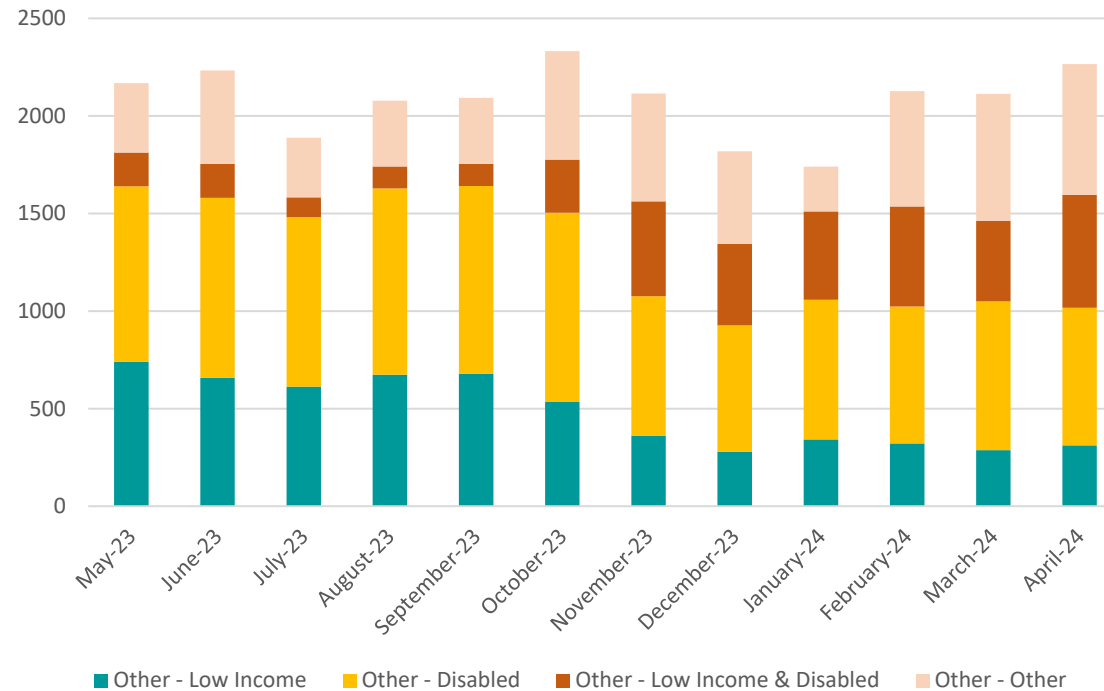


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 9: Lake County Connection Passenger Types – Other

Passenger Type	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
Other - Low Income	740	658	613	674	679	534	362	278	342	322	287	312	5,801
Other - Disabled	899	922	868	955	962	970	714	649	716	702	763	705	9,825
Other - Low Income & Disabled	173	174	102	112	113	272	486	418	453	512	413	579	3,807
Other - Other	356	479	306	337	339	556	553	474	229	591	650	670	5,540

Figure 9: Lake County Connection Passenger Types – Other

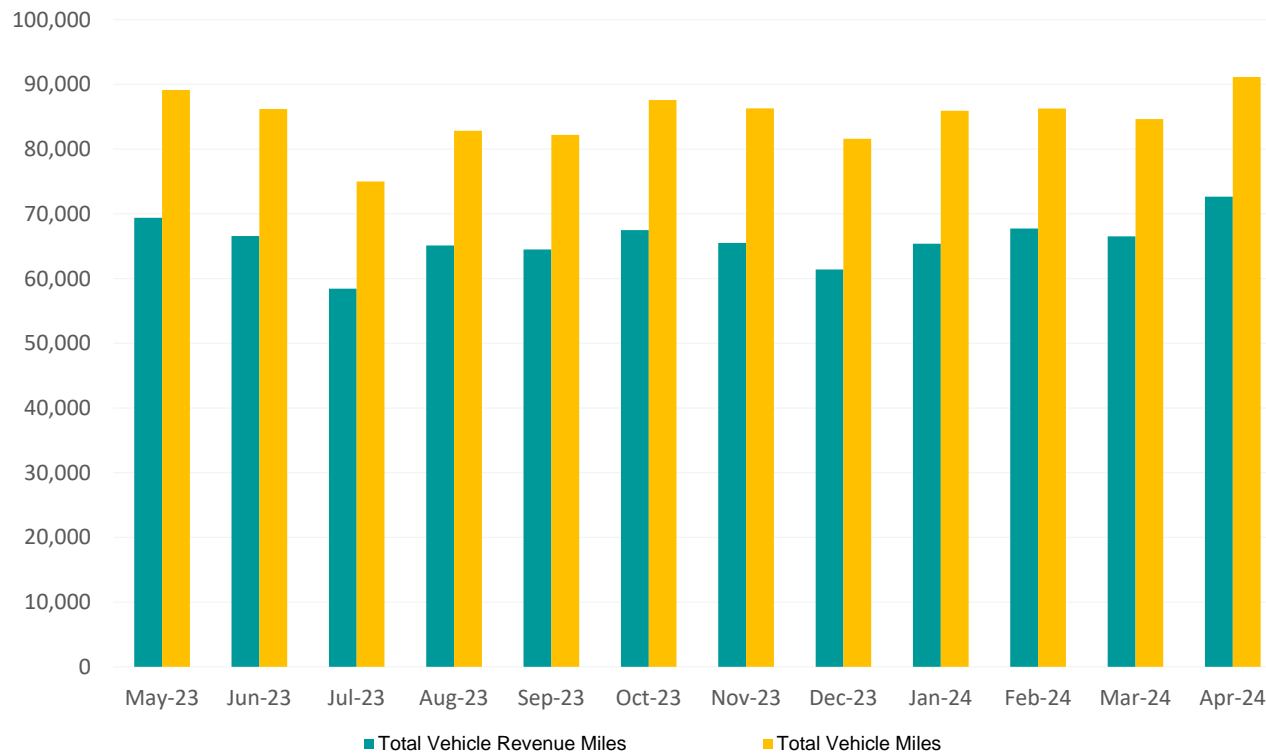


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 10: Vehicle 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 Vehicle Revenue Miles	69,383	66,565	58,436	65,114	64,479	67,490	65,510	61,402	65,372	67,732	66,517	72,643	790,643
Total Vehicle Miles	89,135	86,190	74,996	82,844	82,199	87,593	86,303	81,604	85,923	86,259	84,648	91,143	1,018,837

Figure 10: Vehicle Miles

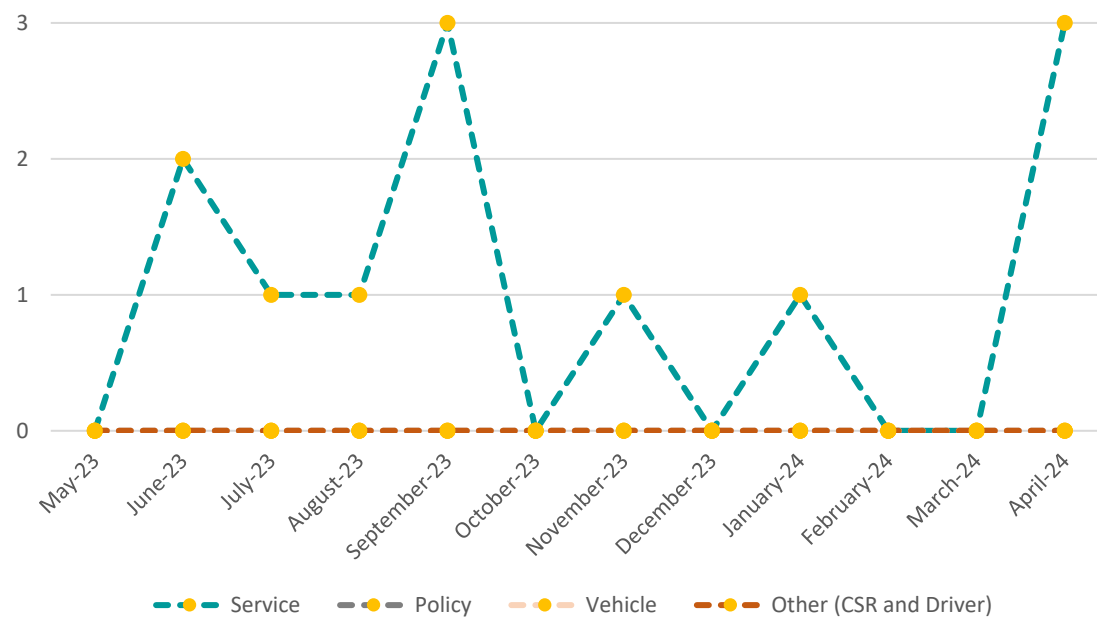


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 11: Valid Complaints

Complaint Type	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
Service	0	2	1	1	3	0	1	0	1	0	0	3	12
Policy	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Other (CSR and Driver)	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Valid Complaints	0	2	1	1	3	0	1	0	1	0	0	3	12

Figure 11: Valid Complaints



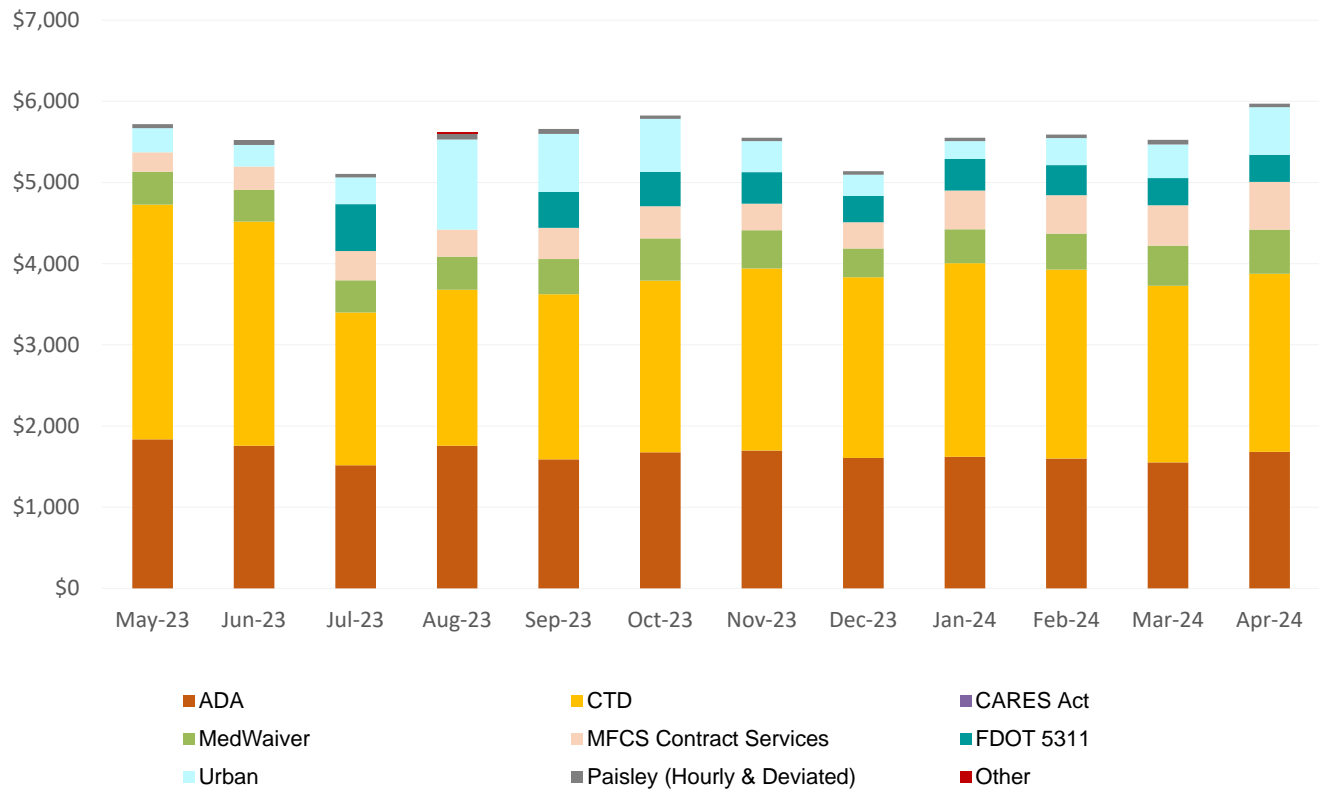
Source: 04 Complaint Report 06-10-2024.xlsx

Table 12: Lake County Connection Funding Source

Funding Source	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
ADA	1,836	1,757	1,516	1,757	1,589	1,677	1,698	1,607	1,621	1,600	1,552	1,683	19,893
CTD	2,892	2,762	1,883	1,921	2,034	2,113	2,243	2,226	2,384	2,327	2,176	2,193	27,154
CARES Act	0	0	0	0	0	0	0	0	0	0	0	0	0
MedWaiver	406	390	395	409	434	522	470	355	418	443	495	543	5,280
MFCS Contract Services	238	288	361	333	384	396	328	323	478	474	497	589	4,689
FDOT 5311	-	-	578	-	443	423	388	324	389	370	334	333	3,582
Urban	297	265	330	1,109	714	653	382	260	219	334	414	587	5,564
Paisley (Hourly & Deviated)	50	62	42	70	62	41	42	44	43	42	58	42	598
Other	-	-	-	17	-	-	-	-	-	-	-	-	17
Total Actual County Trips	5,719	5,524	5,105	5,616	5,660	5,825	5,551	5,139	5,552	5,590	5,526	5,970	66,777

Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Figure 12: Lake County Connection Funding Source

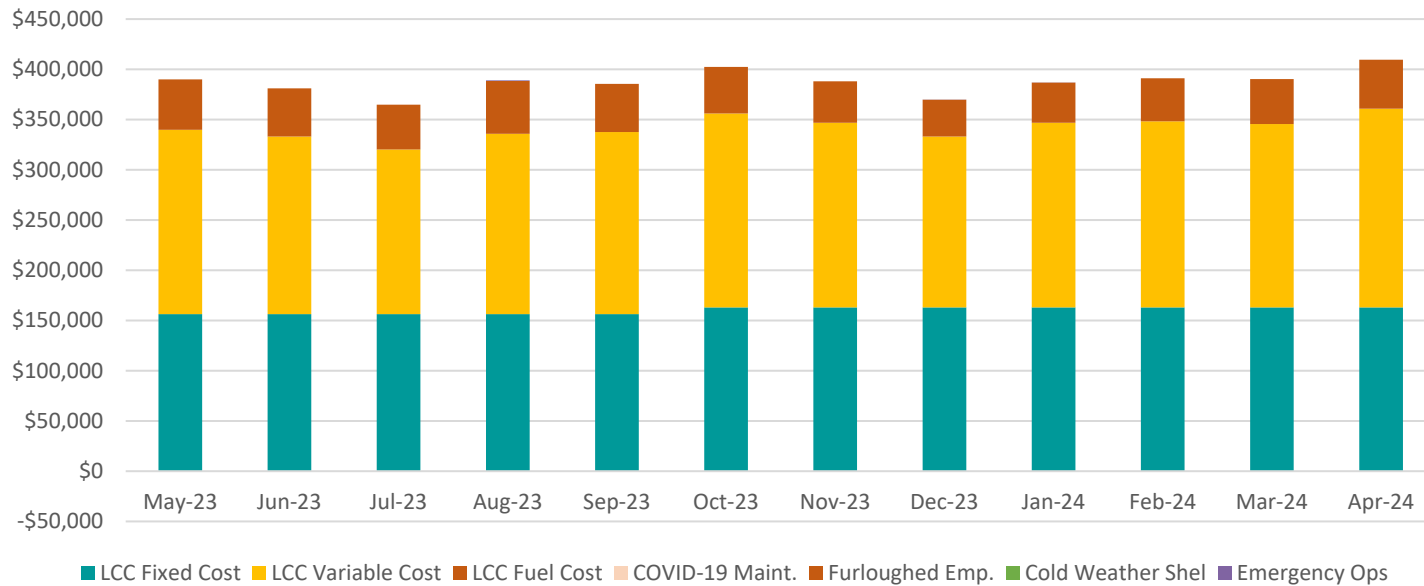


Source: 02 CTC AOR Monthly Report 06-10-2024.xlsx

Table 13: Lake County Connection Contract Amount

	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
LCC Fixed Cost	\$156,403	\$156,403	\$156,403	\$156,403	\$156,403	\$163,048	\$163,048	\$163,048	\$163,048	\$163,048	\$163,048	\$163,048	\$1,923,352
LCC Variable Cost	\$183,449	\$176,750	\$163,839	\$179,469	\$181,151	\$193,012	\$183,835	\$170,020	\$183,835	\$185,137	\$182,467	\$197,817	\$2,180,782
LCC Fuel Cost	\$50,085	\$47,949	\$44,502	\$52,558	\$47,892	\$46,298	\$41,145	\$36,716	\$39,953	\$42,869	\$44,767	\$48,713	\$543,447
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cold Weather Shel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Emergency Ops	\$0	\$0	\$0	\$565	\$0	\$0	\$0	\$192	\$140	\$0	-\$200	\$0	\$697
Total Expense	\$389,937	\$381,102	\$364,744	\$388,995	\$385,447	\$402,358	\$388,029	\$369,976	\$386,977	\$391,054	\$390,082	\$409,578	\$4,648,278

Figure 13: Lake County Connection Contract Amount

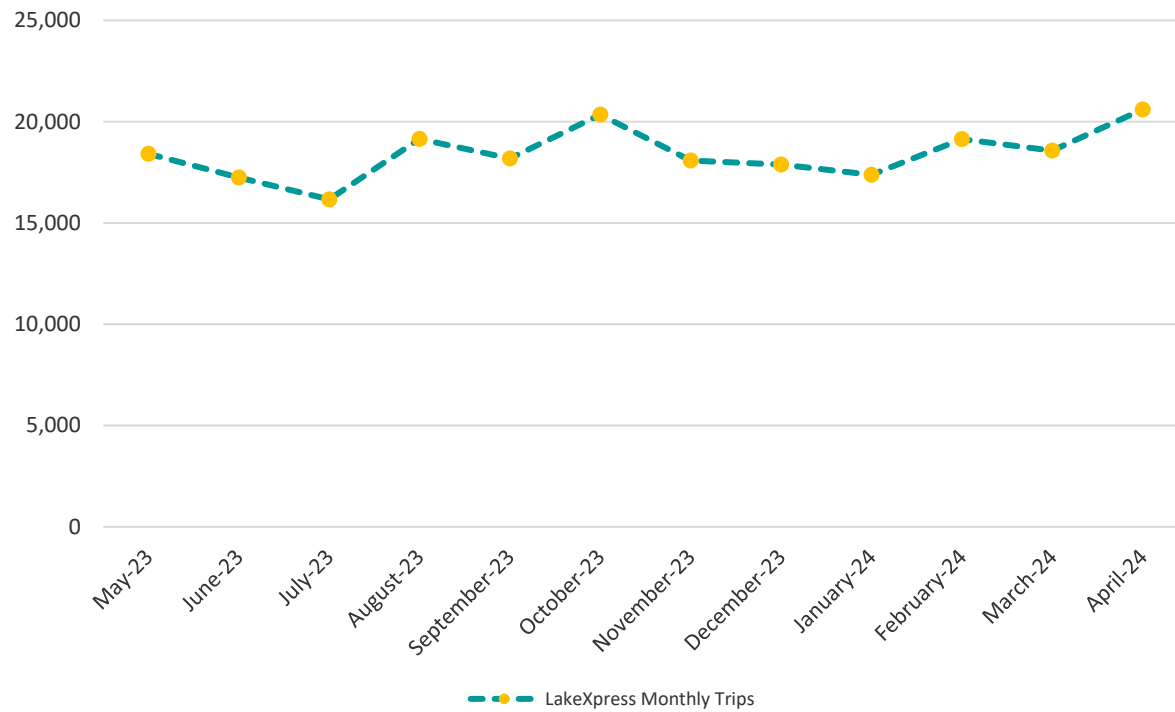


Source: 07 Performance Measures Report 06-10-2024.xlsx

Table 14: LakeXpress Monthly 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
LakeXpress Monthly Trips	18,409	17,246	16,165	19,146	18,187	20,351	18,082	17,882	17,377	19,137	18,568	20,604	221,154

Figure 14: LakeXpress Monthly Trips

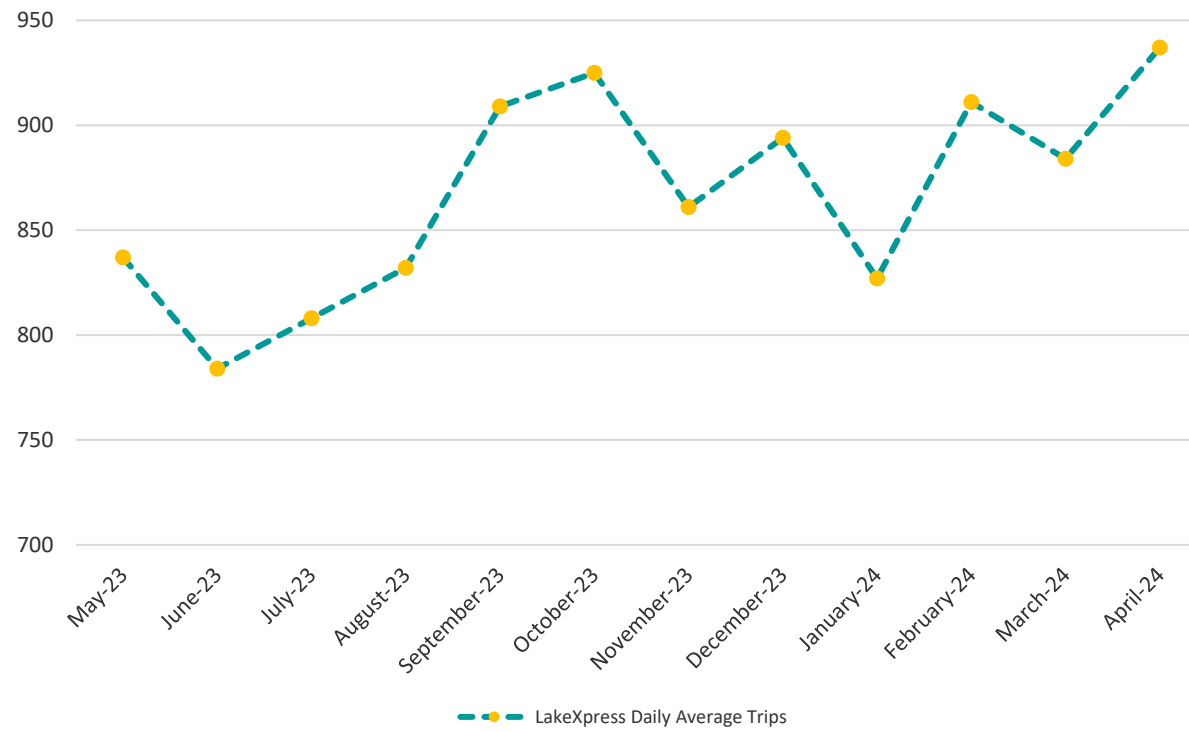


Source: 06 LX Monthly Trip Report 06-10-2024.xlsx

Table 15: LakeXpress Daily Average 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
LakeXpress Daily Average Trips	837	784	808	832	909	925	861	894	827	911	884	937

Figure 15: LakeXpress Daily Average Trips

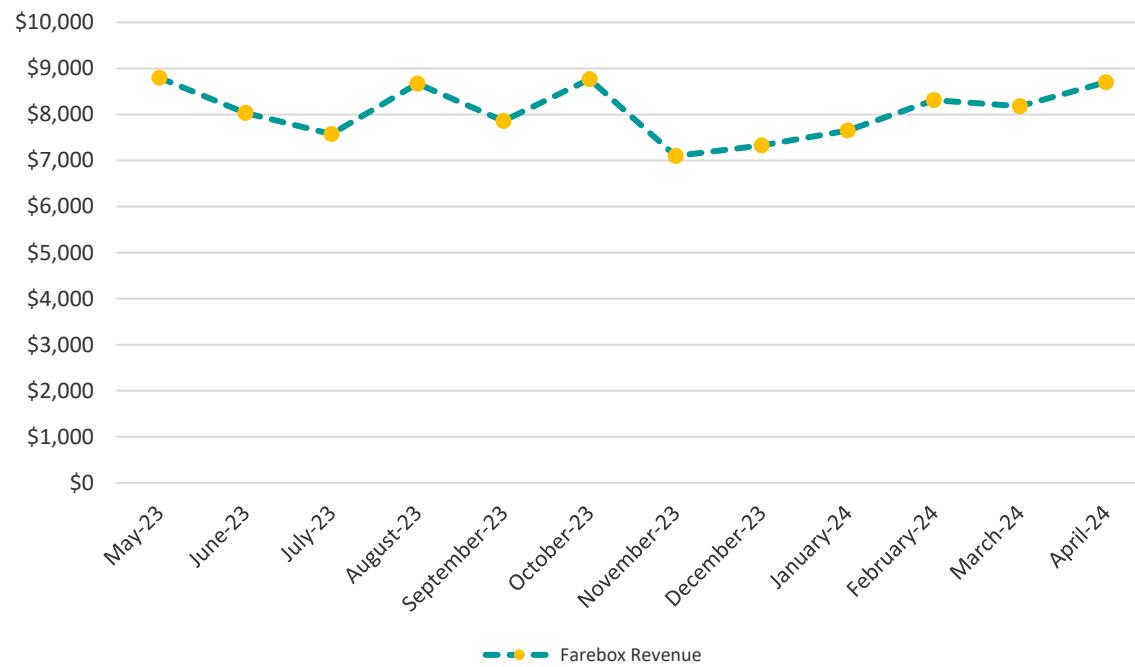


Source: 06 LX Monthly Trip Report 06-10-2024.xlsx

Table 16: LakeXpress Farebox Revenue

	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
Farebox Revenue	\$8,797	\$8,034	\$7,573	\$8,667	\$7,858	\$8,767	\$7,099	\$7,327	\$7,651	\$8,311	\$8,179	\$8,700	\$96,962

Figure 16: LakeXpress Farebox Revenue

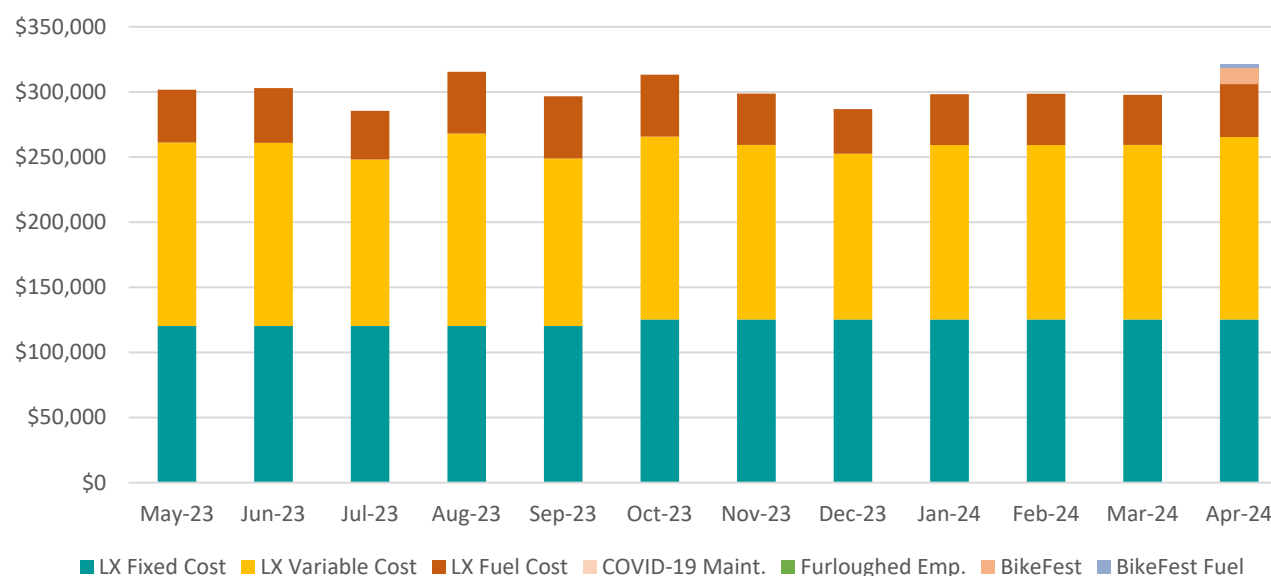


Source: 06 LX Monthly Trip Report 06-10-2024.xlsx

Table 17: LakeXpress Contract Amount

	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
LX Fixed Cost	\$120,230	\$120,230	\$120,230	\$120,230	\$120,230	\$125,338	\$125,338	\$125,338	\$125,338	\$125,338	\$125,338	\$125,338	\$1,478,514
LX Variable Cost	\$140,893	\$140,725	\$127,912	\$147,774	\$128,620	\$140,391	\$133,963	\$127,298	\$133,843	\$133,911	\$133,986	\$140,064	\$1,629,380
LX Fuel Cost	\$40,545	\$41,938	\$37,342	\$47,499	\$47,892	\$47,523	\$39,414	\$34,229	\$39,159	\$39,390	\$38,513	\$40,588	\$494,032
COVID-19 Maint.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Furloughed Emp.	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Expense	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$12,346	\$12,346

Figure 17: LakeXpress Contract Amount



Source: 07 Performance Measures Report 06-10-2024.xlsx

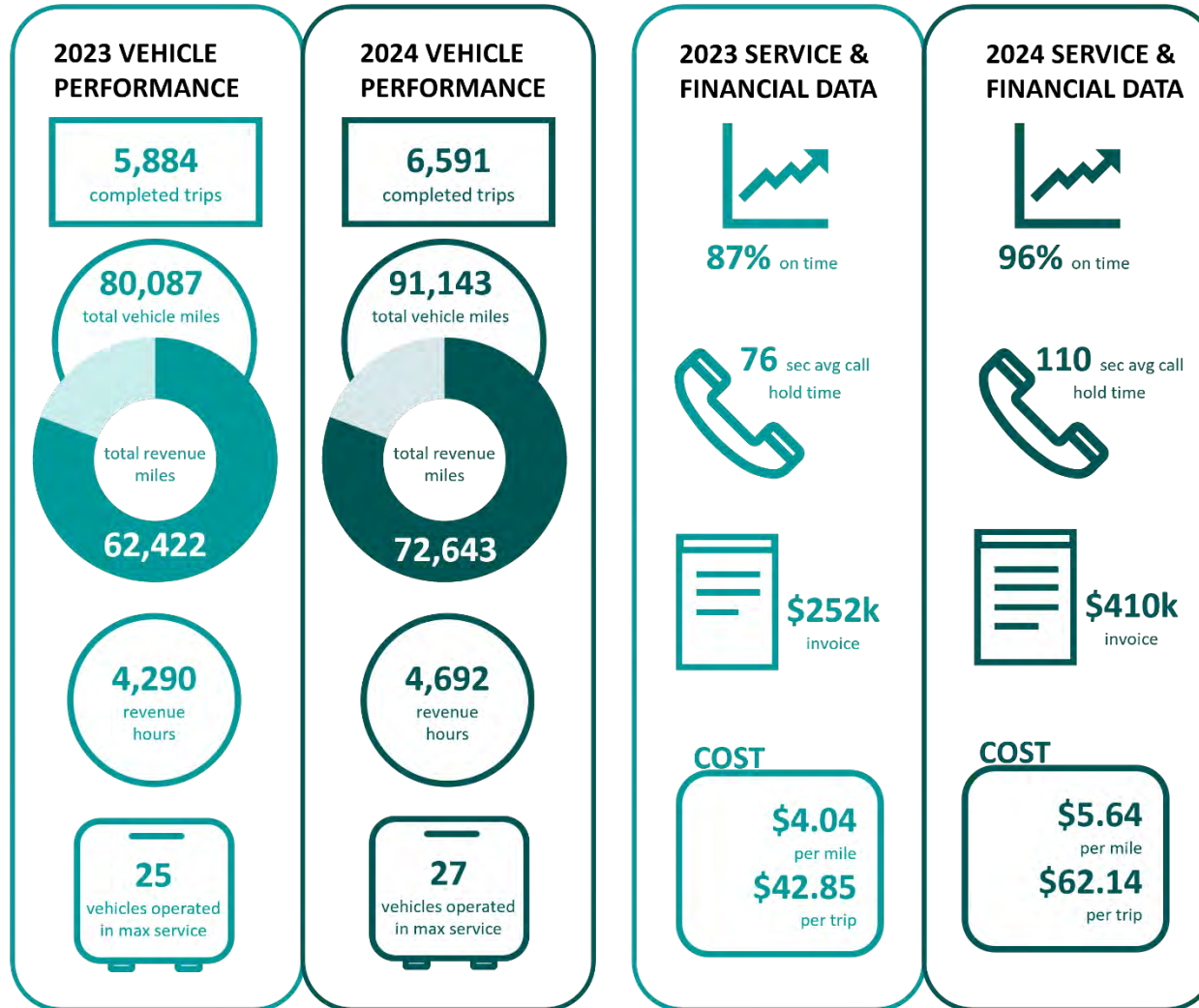
Table 18: Lake County Transit Annual Comparison Summary

Description	April 2023	April 2024	Change
Completed Trips	5,884	6,591	12.0%
Total Vehicle Miles	80,087	91,143	13.8%
Total Revenue Vehicle Miles	62,422	72,643	16.4%
Total Revenue Hours	4,290	4,692	9.4%
Vehicles Operated in Maximum Service	25	27	8.0%
Accidents/Incidents (Preventable)	0	0	0.0%
Accidents/Incidents (Non-Preventable)	0	0	0.0%
On Time Performance - Standard 92%	87%	96%	10.3%
Call Hold Times (Seconds)	1:16	1:50	44.7%
Invoice Amount	\$252,136.07	\$409,578.15	62.4%
Cost per mile	\$4.04	\$5.64	39.6%
Cost per trip	\$42.85	\$62.14	45.0%
Compliments	0	0	0.0%
Complaints (Valid)	2	3	50.0%

Source: 03 Comparison Report 06-10-2024.xlsx

Figure 18: Lake County Transit Annual Comparison Summary

Selected Lake County Transit Metrics
April 2023 and April 2024 Comparison



Source: 03 Comparison Report 06-10-2024.xlsx



SERVICE AREA/COUNTIES:
<<LAKE>>

INVOICE NUMBER: G2I96 Q3
INVOICE DATE: May 3, 2024
QUARTER SERVICE DATES: January 1 - March 31, 2024

AGENCY
Lake~Sumter Metropolitan Planning Organization

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 Lake TDCB recommended the Lake County BOCC remain the CTC fro the next five years at the March 13, 2023 meeting.
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 appointments to the Lake TDCB
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 supports all aspects of the the quarterly meetings and adheres to LCB guidelines
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 and posts all TDCB meeting minutes on the MPO website for public access and review.
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 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 and coordinates the subcommittees of the TDCB, including, CTC Evaluation, Grievance, Bylaws, and Ridership.
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 in 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 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.
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 news paper public notice is included in this invoice packet.
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 AOR was approved at the second quarter 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 AER was reported to the CTD prior to September 15, 2023 and presented to the TDCB at the September 18, 2023 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 update for the TDSP was apporved 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 Transportation Planning efforts of the MPO representing the disadvantaged populations of Lake County. The Lake County TDP was presented to the TDCB at the Sept. 18, 2023 meeting.
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 Bord is represented on the Lake 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 quarterly Progress report is included in this invoice packet.
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 attended the annual CTD Workshop
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO staff attends most CTD meetings 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 provided training for new Board members with our TD 101 module.
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 <i>Commission’s 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 TDCB oversees the annual CTC evaluation with the CTC evaluation subcommittee.

I. Assist the CTD in joint reviews of the CTC.	as needed.
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.	All coordination contracts are reviewed and approved annually.
K. Implement recommendations identified in the CTD’s QAPE reviews.	as needed.

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