



Transportation Disadvantaged Coordinating Board Agenda

Date / Time: February 7, 2022 | 10 AM

Lake County TDCB Committee Meeting - February 2022

Mon, Feb 7, 2022 10:00 AM - 12:00 PM (EST)

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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)

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.

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: February 7, 2022 | 10 AM

III. CONSENT ITEMS

There are currently no items being presented for the Consent Agenda.

IV. ACTION ITEMS

A. Approval of November 8, 2021, Meeting Minutes

Attachment A: November 8, 2021, Lake County TDCB Meeting Minutes

B. Approval of United Way Coordination Contractor Application

Attachment B: United Way Coordination Contractor Application

V. DISCUSSION ITEMS

Recommendation for approval is requested for Discussion Items.

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

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

B. Lake County CTC Evaluation for FY 21-22

The Transportation Disadvantaged Coordinating Board is tasked with annually reviewing the Community Transportation Coordinator (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: (1) information from the latest Annual Operating Report (FY 2020/21), (2) the monitoring of contractors, (3) surveying of riders, contractors, and purchasing agencies (4) on-site observations of the system, (5) review of rider applications and (6) review of driver files.

The upcoming evaluation will run from February – May 2022, and the CTC Evaluation Subcommittee will present recommendations for review and approval at the June 6, 2022 quarterly meeting.

C. Transportation Disadvantaged Program - Public Input Strategies

The Lake County TDCB will hold its Annual Public Hearing on or before the June 6, 2022 quarterly meeting. We would like to discuss strategies for increasing the level of public input into TDCB meetings and related plans in general, as well as specifically for the public hearing.

D. Board Membership – Recommendations Needed to Fill Vacancies

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

- Person with a Disability representing Disabled
- Citizens Advocate
- Citizens Advocate/User of System
- Local Private For-Profit Transportation

Transportation Disadvantaged Coordinating Board Agenda

Date / Time: February 7, 2022 | 10 AM

- Medical Community

E. Board Demographic Survey

Lake County is required to report certain demographic characteristics of Board members to comply with the Federal Transit Administration's Title VI Circular 4702.1B. Members will be emailed a survey following this meeting and are requested to complete the survey upon receipt. Please note that responses to this survey are voluntary.

F. "Why It Matters To Me"

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

G. Upcoming Conferences/Meetings

- Transportation Disadvantaged Legislative Awareness Day – Wednesday, February 16, 2022 from 8:30am to 1:30pm at the Capitol in Tallahassee
- CTD Business Meeting – Wednesday, February 16, 2022, at 2pm in or near the Capitol Building in Tallahassee

VI. REPORTS

- A.** FDOT – Jo Santiago
- B.** Lake County CTC – Amy Bradford, [Lake County Transit \(Attachment C\)](#)
- C.** RATP Dev – Rickey Mack or Brandon Bradford
- D.** Lake-Sumter MPO Quarterly Progress Report – Michael Woods, [MPO Quarterly Progress Report \(Attachment D\)](#)

VII. BOARD MEMBER COMMENTS

VIII. ADJOURNMENT

IX. NEXT MEETING: June 6, 2022

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.

ATTACHMENT A:
LAKE COUNTY TDCB MEETING MINUTES
NOVEMBER 8, 2021



**Lake County Transportation Disadvantaged Coordinating Board
Minutes November 8, 2021
Lake~Sumter MPO
1300 Citizens Blvd., Suite 175 Leesburg, FL 34748**

Members Present

Leslie Campione, Chair
Jo Santiago
Kimberly Mummey
Scott Pfender
Jesse Riddle
Timothy Bridges
Leshia Buchbinder, Vice Chair
Ivonne Perez
Chantel Buck

Representing

Lake~Sumter MPO
FDOT
Department of Children & Families
Public Education/Lake County Schools
Vocational Rehabilitation/Dept. of Education
FL Association CAA/Economically Disadvantaged
Children at Risk
Florida Agency for Healthcare Administration
New Vision for Independence

Members Absent

Anthony Padilla
Steve Homan
Gustavo Henriquez

Representing

Veterans Service Office Representing Veterans
FL Department of Elder Affairs
Regional Workforce Development Board

Staff Present

Michael Woods
Doris LeMay

Representing

Lake~Sumter MPO
Lake~Sumter MPO

CALL TO ORDER

The meeting of the Lake County Transportation Disadvantaged Coordinating Board (TDCB) was called to order at 10:06 a.m. by Jo Santiago. Commissioner Campione attended via virtual. Staff announced that the meeting was properly noticed, and a quorum was present. (9 Voting members).

I. AGENDA UPDATE

None

II. OPPORTUNITY FOR PUBLIC COMMENT (on agenda items or general comments) –

None

III. CONSENT AGENDA

None

IV. ACTION ITEMS:

A. Approval of August 30, 2021, Meeting Minutes

On a motion by Chantel Buck, seconded by Kimberly Mummey and carried unanimously by an 8-0 vote, the Board approved the August 30, 2021, Meeting Minutes.

B. Approval of Grievance Procedures

Michael Woods provided a brief overview of the Grievance Procedures.
Discussion continued.

On a motion by Timothy Bridges, seconded by Chantel Buck and carried unanimously by an 8-0 vote, the Board approved the Grievance Procedures.

C. Selection of Lake County TDCB Vice-Chairman.

Lesha Buchbinder is the current Vice- Chairman and volunteered to continue for 2022.

On a motion by Chantel Buck to appoint Lesha Buchbinder as Vice-Chairman for 2022, seconded by Scott Pfender and carried unanimously by an 8-0 vote, the Board approved Lesha Buchbinder as Vice-Chairman.

D. Lake County TDSP Amendment

Randy Van Alstine provided a brief overview of the TDSP Amendment.
Discussion continued.

On a motion by Kimberly Mummey, seconded by Scott Pfender and carried unanimously by an 8-0 vote, the Board approved the Lake County TDSP Amendment.

V. DISCUSSION ITEMS:

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

B. Review of Section 5310/5311/5339 Grant Applications – Amy Bradford

C. Annual Review of CTC Coordination Contracts – Amy Bradford

D. Insights from CTD/FPTA Conference – Michael Woods, Randy Van Alstine, Michelle Kendall.

VI. REPORTS

- A. FDOT -Jo Santiago
- B. Lake County CTC – Amy Bradford
- C. RATP Dev – Lake County Connection – Ricky Mack
- D. Lake Sumter MPO Quarterly Progress Report – Michael Woods

VII. BOARD MEMBER COMMENTS

None

VIII. ADJOURNMENT

IX. NEXT MEETING: February 7, 2022 @ 10AM

There being no further business to discuss, the meeting adjourned at 10:44

Chairman Campione

Date

ATTACHMENT B:

UNITED WAY COORDINATION CONTRACTOR APPLICATION



**Lake County Community Transportation Coordinator
Coordination Contractor Application**

To be completed by Agency requesting Coordination Agreement

Complete Agency Name: United Way of Lake and Sumter Counties

Address: 32644 Blossom Lane, Leesburg, FL 34788

Telephone: (352) 787-7530 Cell: (407) 739-1870

Name and Title of the Person signing the Contract: Monica Wofford, CEO

Contact Person: Monica Wofford

Grant Program: FDOT District 5 Section 5310

Funding Source: Funding is being sought through the above grant and will be matched by our organization using donations and contributions from a range of charitable sources (workplace campaigns, private foundations, individual donations, etc.).

Is your Agency on the State of Florida Sunbiz site? Yes

SAM.Gov Number: 165918582 (DUNS Number)

Lake County establishes coordination agreements with agencies in Lake County that provide transportation for their program users. Please feel free to answer these questions on a separate page if necessary.

1. What is the nature of your business?

United Way of Lake and Sumter Counties is a 501(c)(3) nonprofit serving individuals with low-to-moderate incomes in our two counties. Our Mission United program provides services specifically for Veterans. In September 2021, Mission United began offering a new service, the Mission United Transportation Program. This program provides Veterans, the vast majority of whom are elderly and/or disabled, with free transportation from the Clermont VA Clinic to the Orlando VA Medical Center and back. In the new year, pending receipt of FDOT funds, we will be expanding our transportation service to North Lake County where we will give Veterans transportation from their homes to the VA Clinic closest to them (Clermont or Tavares).

2. How do you plan to integrate service into the CTC transportation service?

We hope to be able to provide transportation that complements and enhances the services already available through the CTC transportation service.

3. How many trips do you expect to provide on a monthly basis? A trip is counted each time a single passenger is transported to a destination. Describe the trips, hours and miles expected to operate the funded vehicle:

We anticipate providing 160 trips per month in Lake County for an anticipated total of 2,400 miles per month. These trips will be to and from the VA Clinics in Lake County and the Orlando VA Medical Center in Orland. Our transportation service is available daily from 8:00-4:00.

4. Who are you going to serve? Please describe, and provide the approximate number of clients you believe you will be transporting:

We will serve Veterans, the vast majority of whom are elderly and/or disabled and require assistance with transportation to medical appointments. We anticipate transporting 700 Veterans in Lake County in a year.

5. What are the purposes of the trips?

The purpose of the trips is to provide Veterans, the vast majority of whom are elderly and/or disabled, with access to medical appointments. These appointments will take place at VA Clinics in Lake County as well as at the Orlando VA Medical Center. As such, they may include services such as primary care, mental health care, or specialty care (oncology, physical therapy, cardiology, etc.). Access to ongoing, quality medical care is essential for our Veterans' health.

6. What is the service area?

Our transportation currently provides service from the Clermont VA Clinic to the Orlando VA Medical Center and back. Next year, we will expand our program to provide transportation throughout Clermont by giving Veterans there rides from their homes to the Clermont VA Clinic and back. We will also provide this same service in North Lake County, give Veterans rides from their homes to the Tavares VA Clinic and back.

7. Is a driver on staff and available for the above trips?

We currently have a driver on staff for the portion of our program that transports Veterans to the Orlando VA Medical Center. We will hire drivers to expand our services as outlined above in 2022.

8. Outline your training program that covers: (CDL license, responsibilities, lift operations, tie downs).

A CDL license is not required for our program. Familiarization training is provided to new drivers to orient them to the operations of the bus, including how to properly and safely operate the wheelchair lift.

9. Are you a current provider for the Agency for Persons with Disabilities? If so, for how long?

No

Thank you for completing this form. The Office of Transit Services will review your application, and If Agency information meets the Transportation Disadvantaged requirement, the application will then be taken to the Lake County Transportation Disadvantaged Coordinating Board (TDCB) for review. If the TDCB recommends approval,

then the Lake County Attorney's office will draft an Agreement which will be sent to you for execution. Upon receipt of the partially executed Agreement, then a date will be set for it to go to the Lake County Board of County Commissioners.

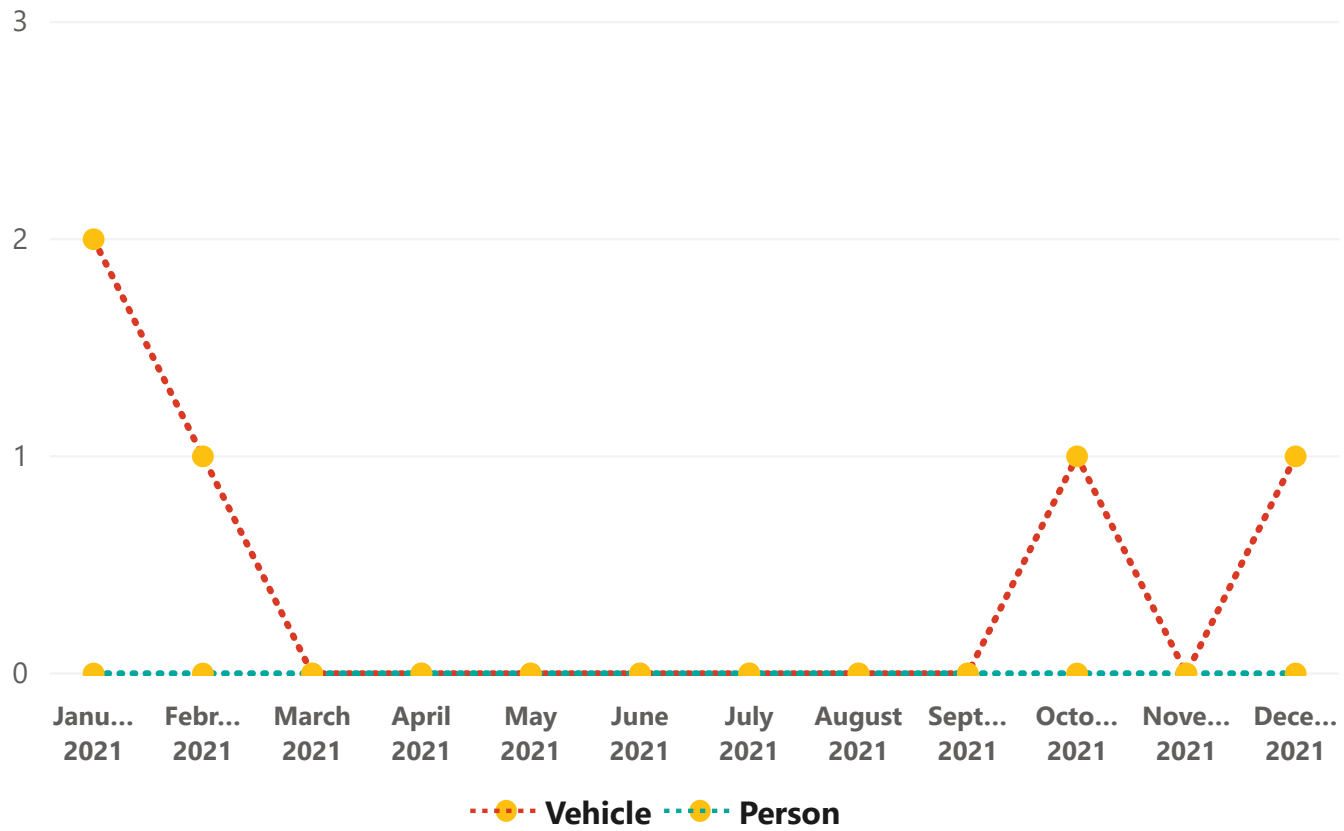
Please mail the completed form to: Lake County Office of Transit Services, P.O. Box 7800, Tavares, FL 32778-7800 or email abradford@lakecountyfl.gov.

For more information, please contact Amy Bradford, Transit Program Specialist at abradford@lakecountyfl.gov or 352.901.7145.

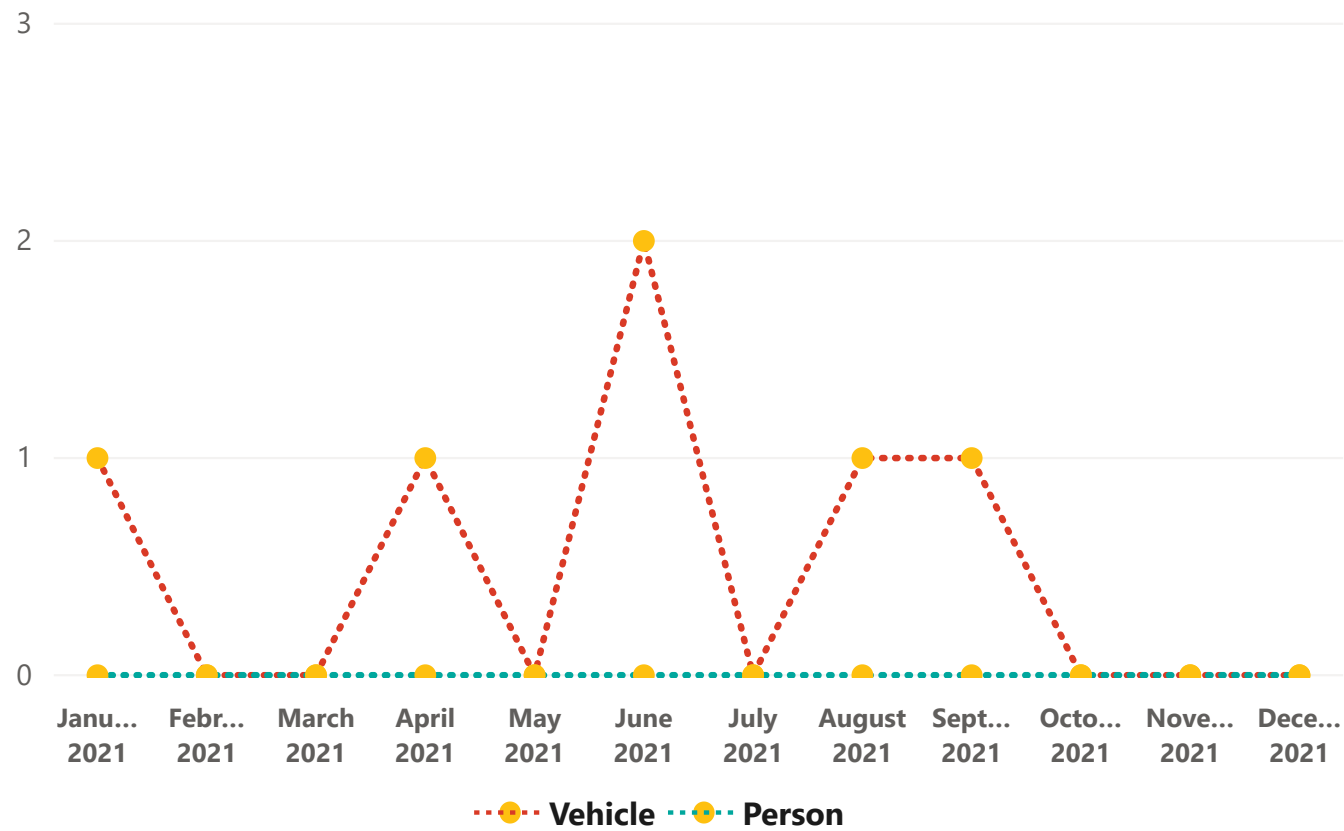
<i>For Official Use Only</i>			
Date Approved:		Date Denied:	
Reason Denied:			

ATTACHMENT C:
LAKE COUNTY TRANSIT REPORT

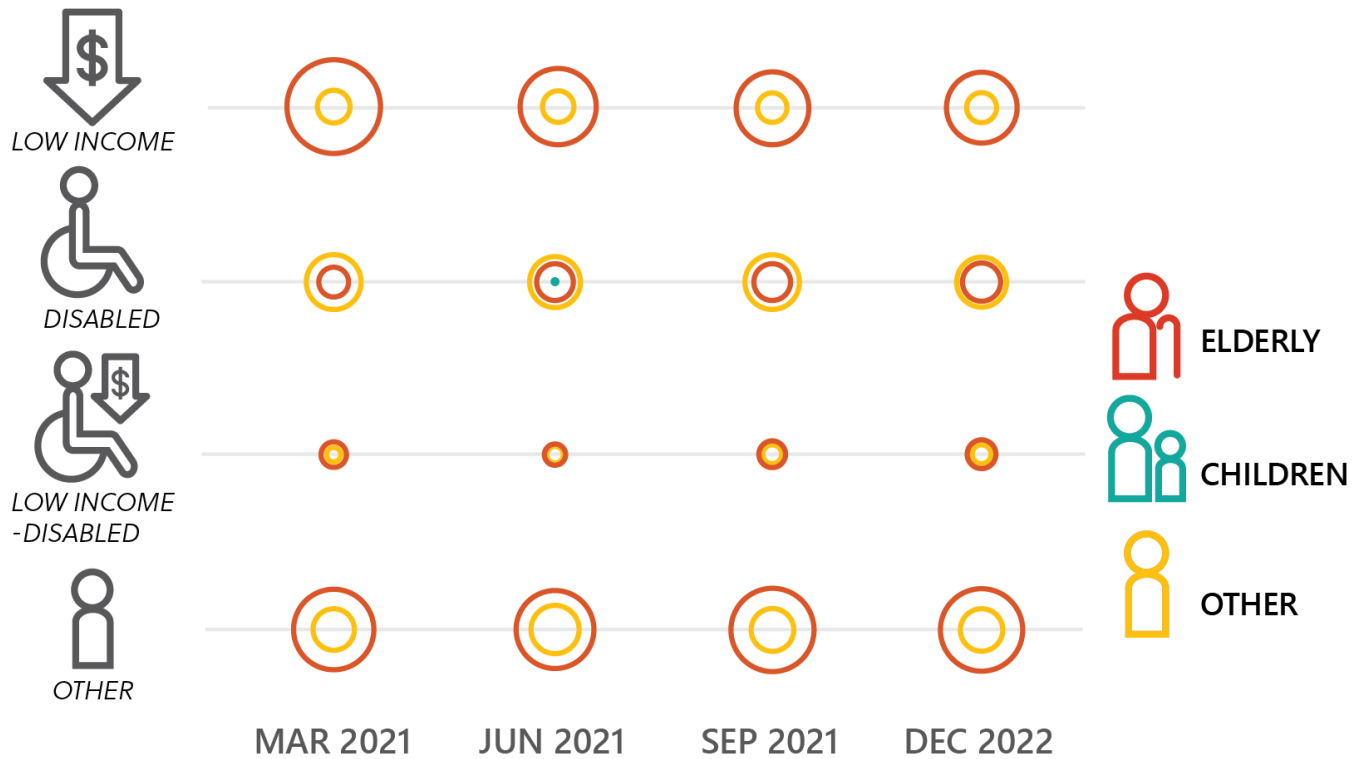
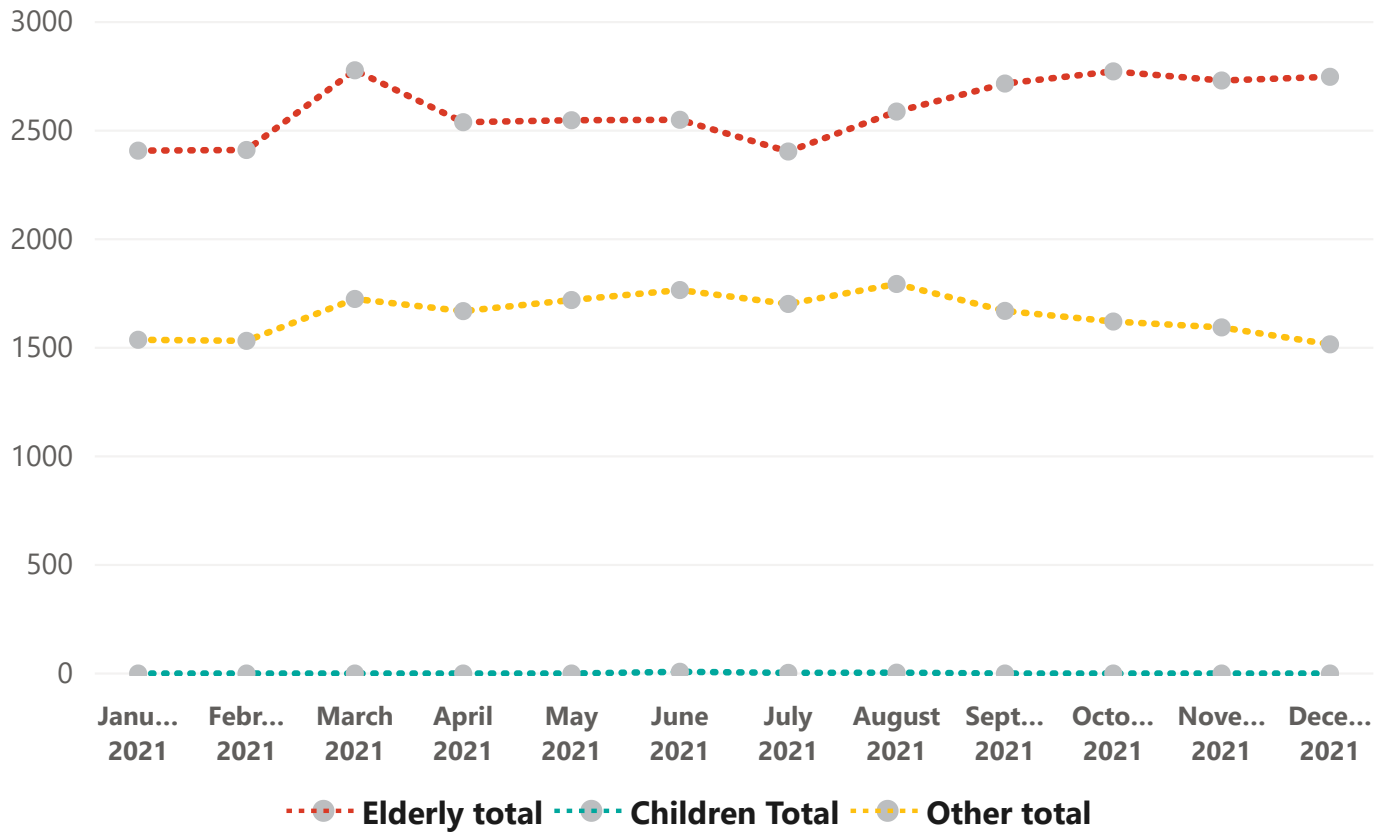
Lake County Connection Preventable Accidents



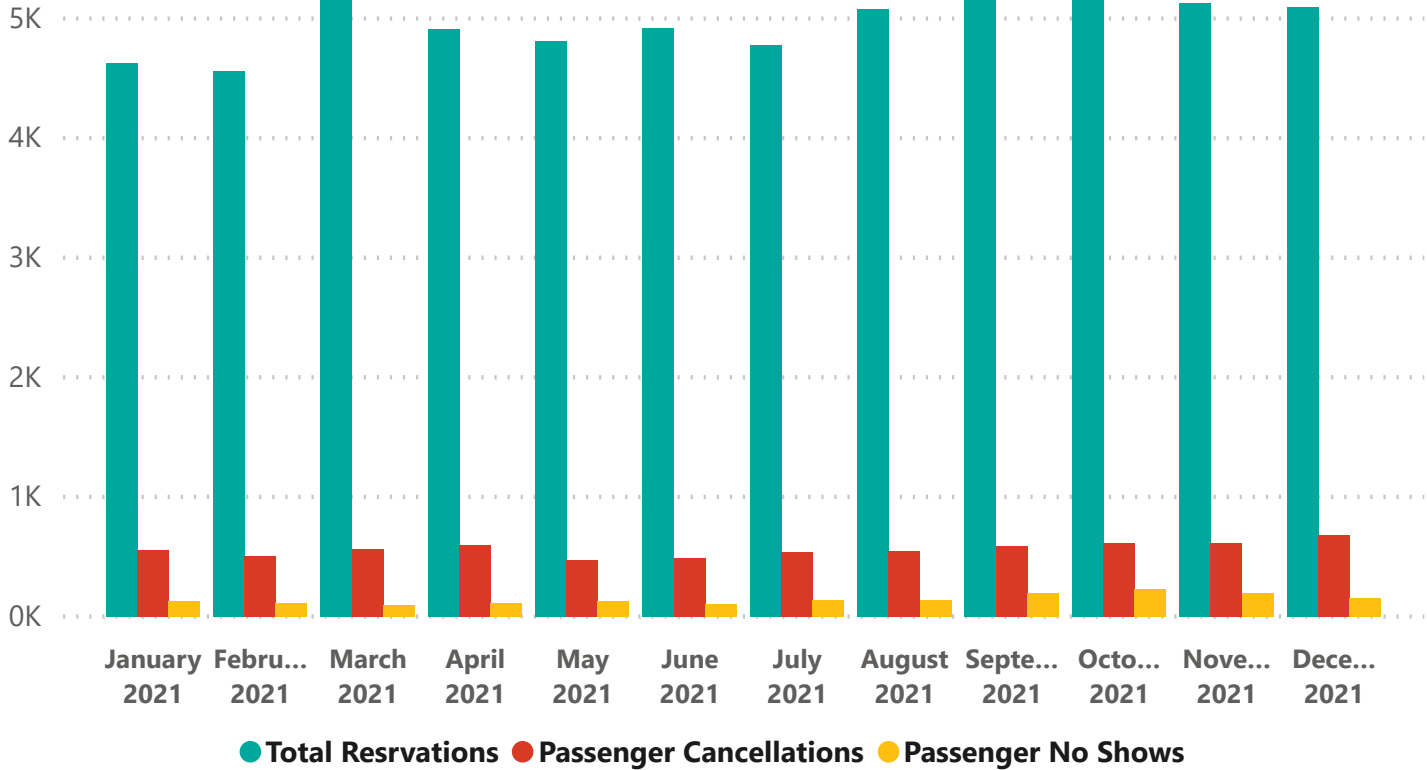
Lake County Connection Non-Preventable Accidents



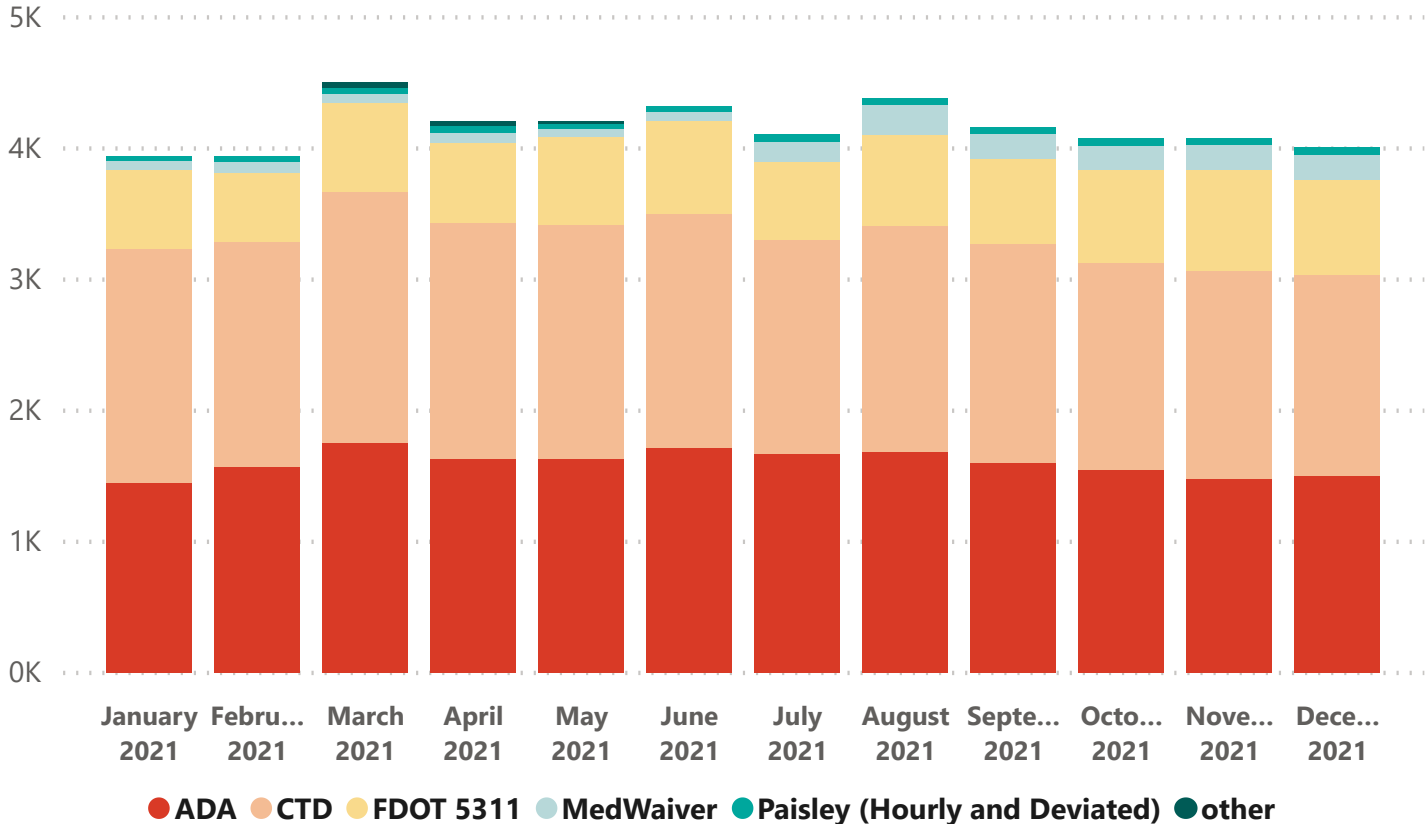
Passenger Types FY 20-21



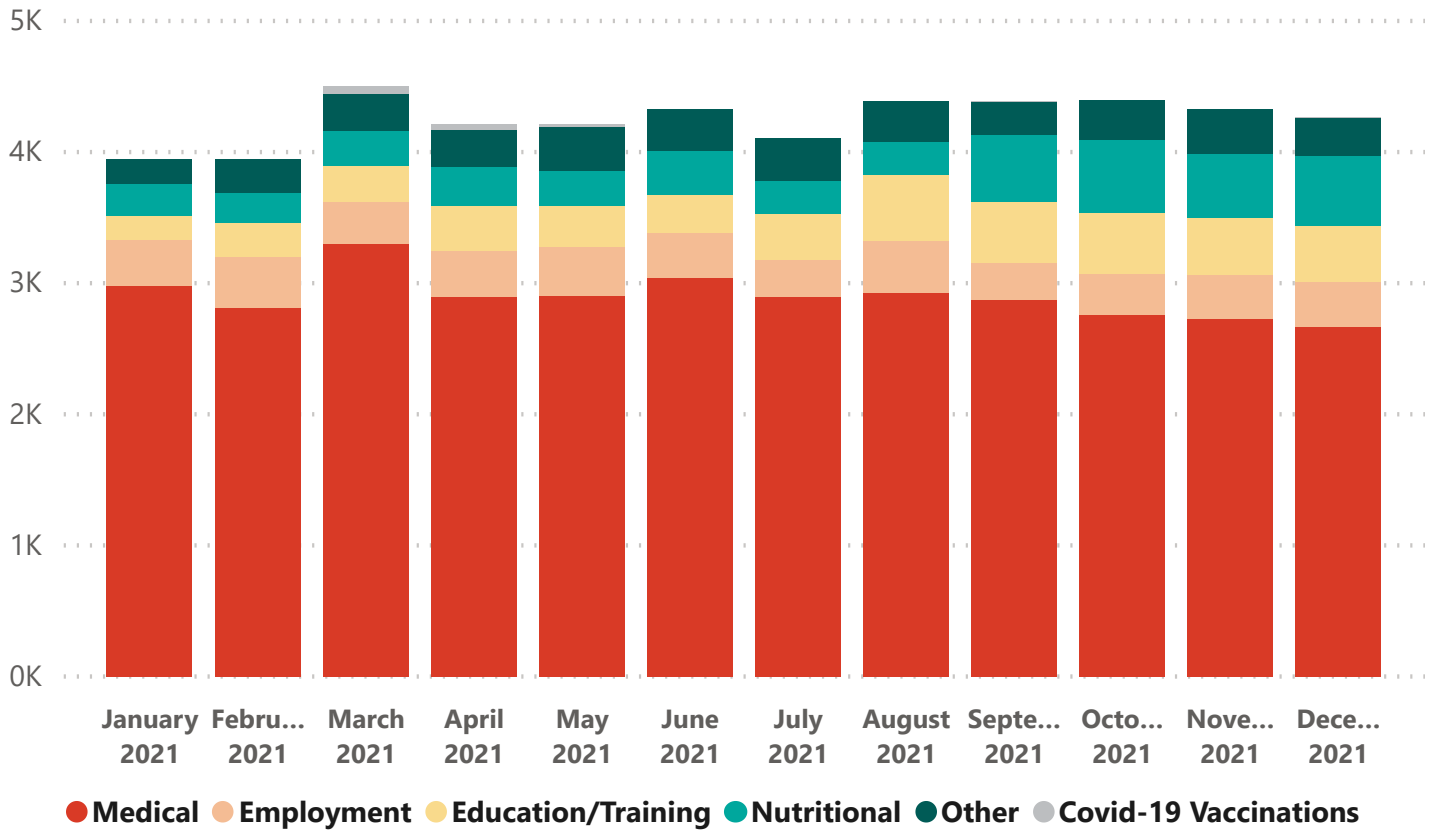
Lake County Transit Trips FY 20-21



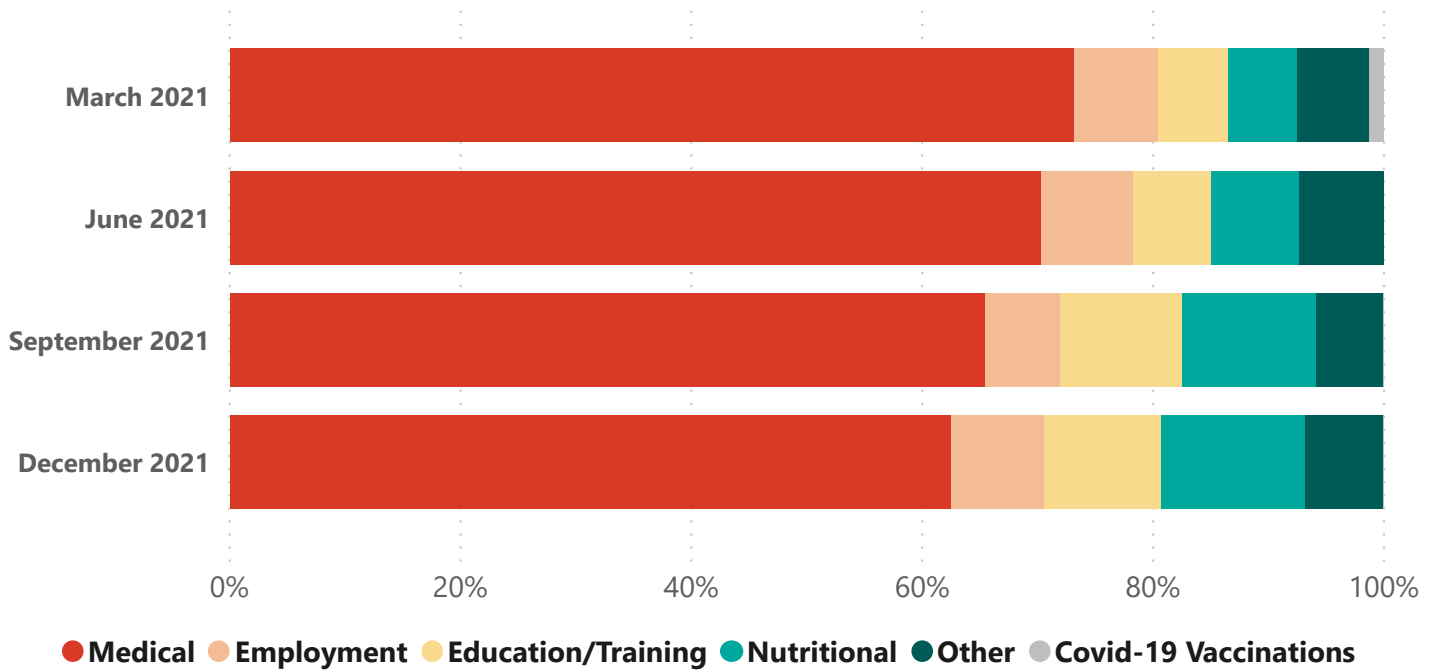
Lake County Transit Trip Funding Sources FY 20-21



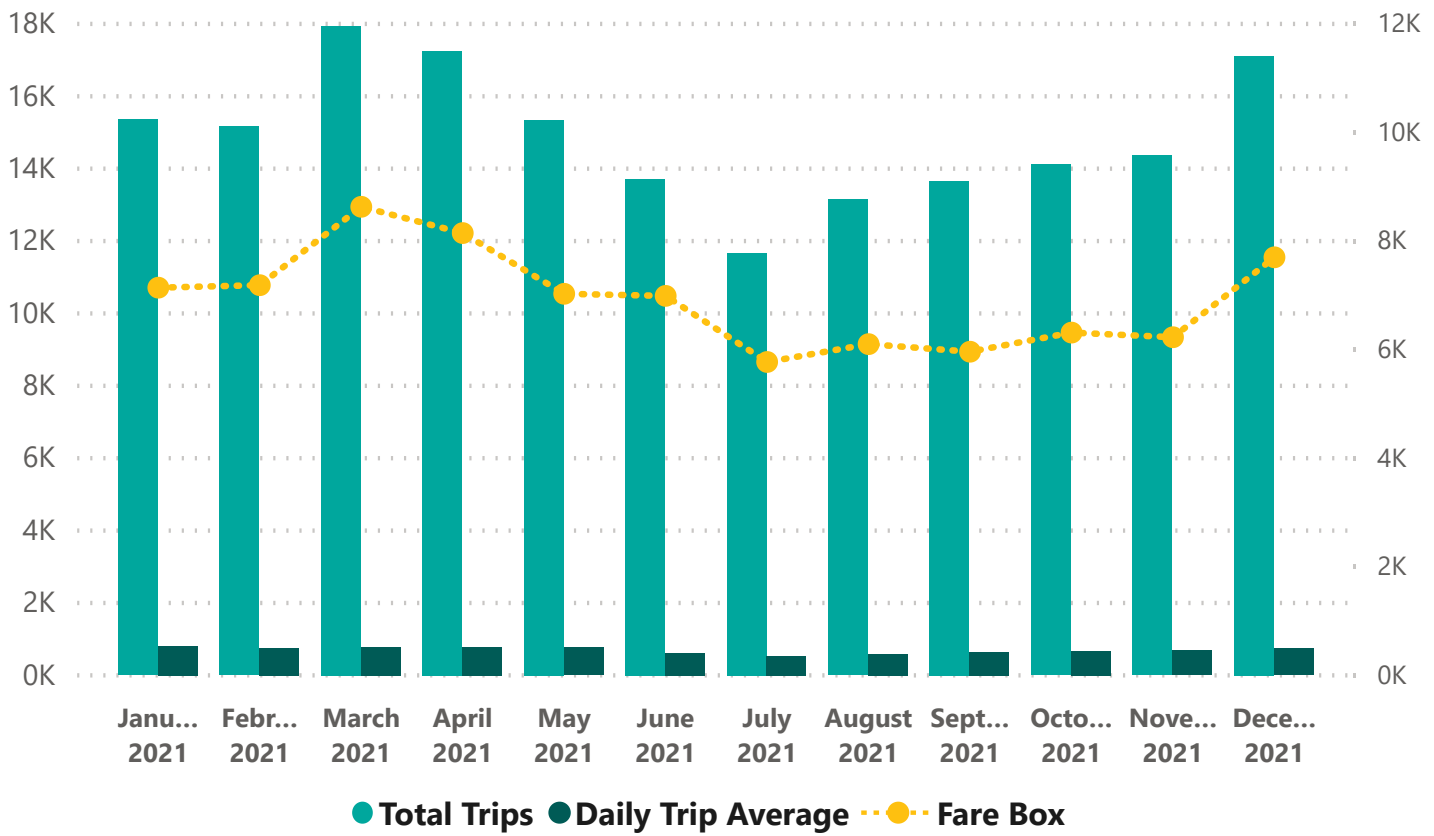
Trip Purpose FY 20-21



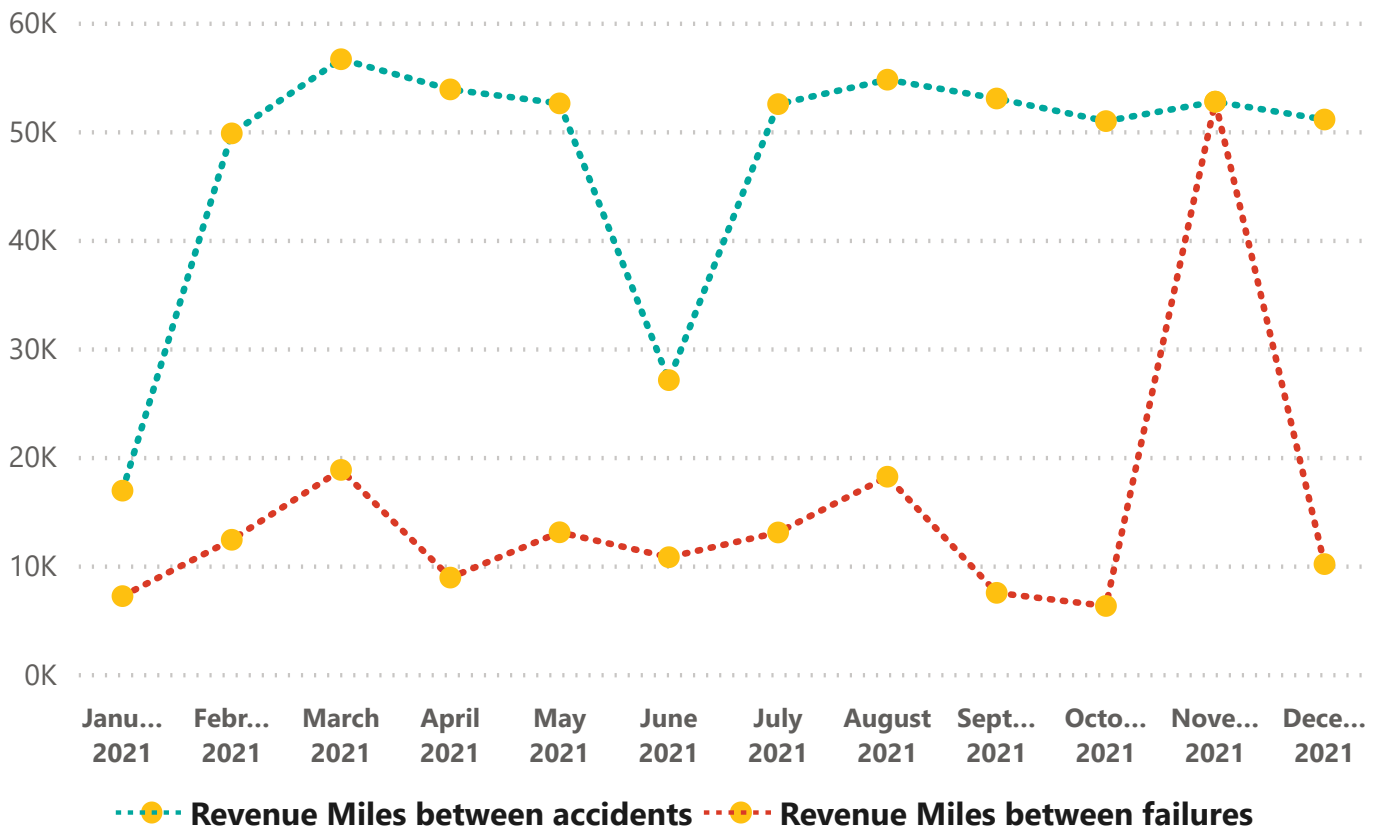
Trip Purpose FY 20-21 Percentage



LakeXpress Daily Averages FY 20-21



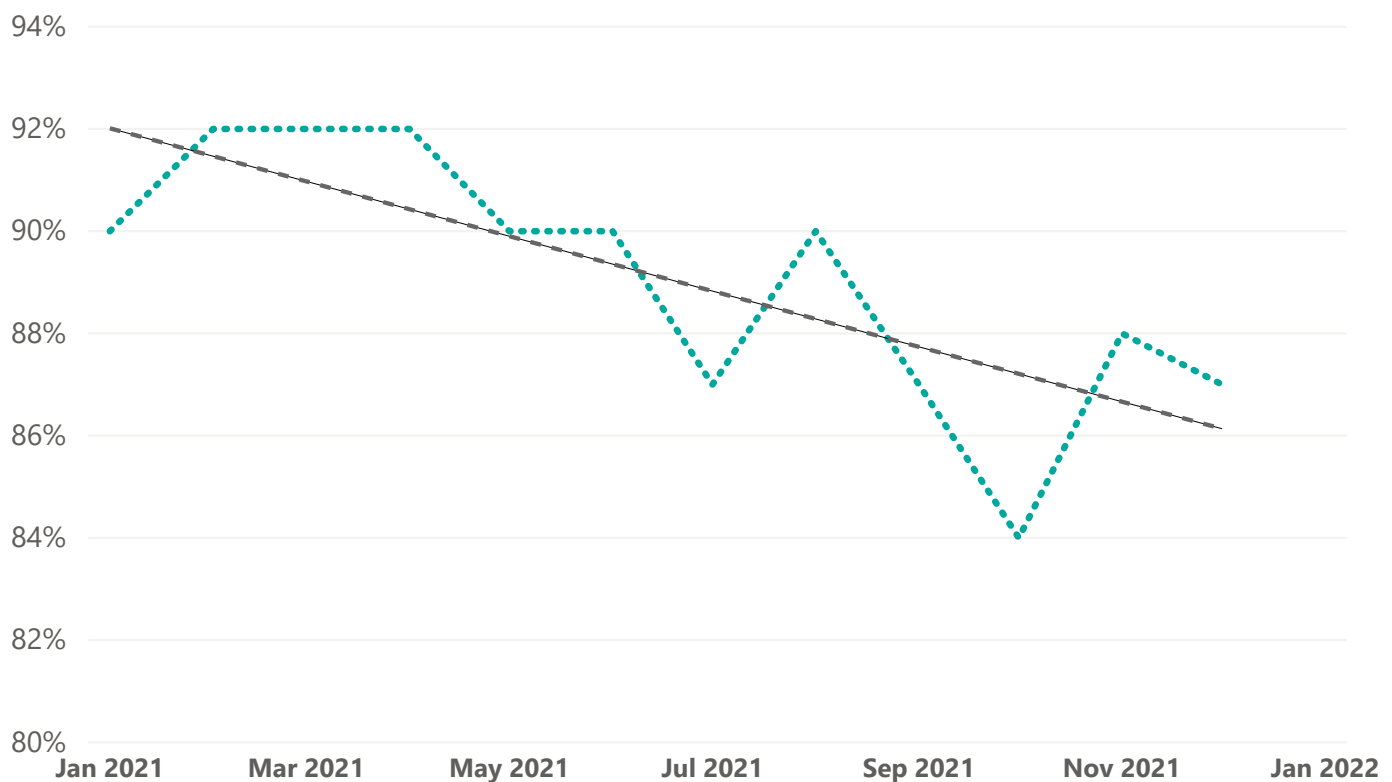
Performance: Accidents & Road calls FY 20-21



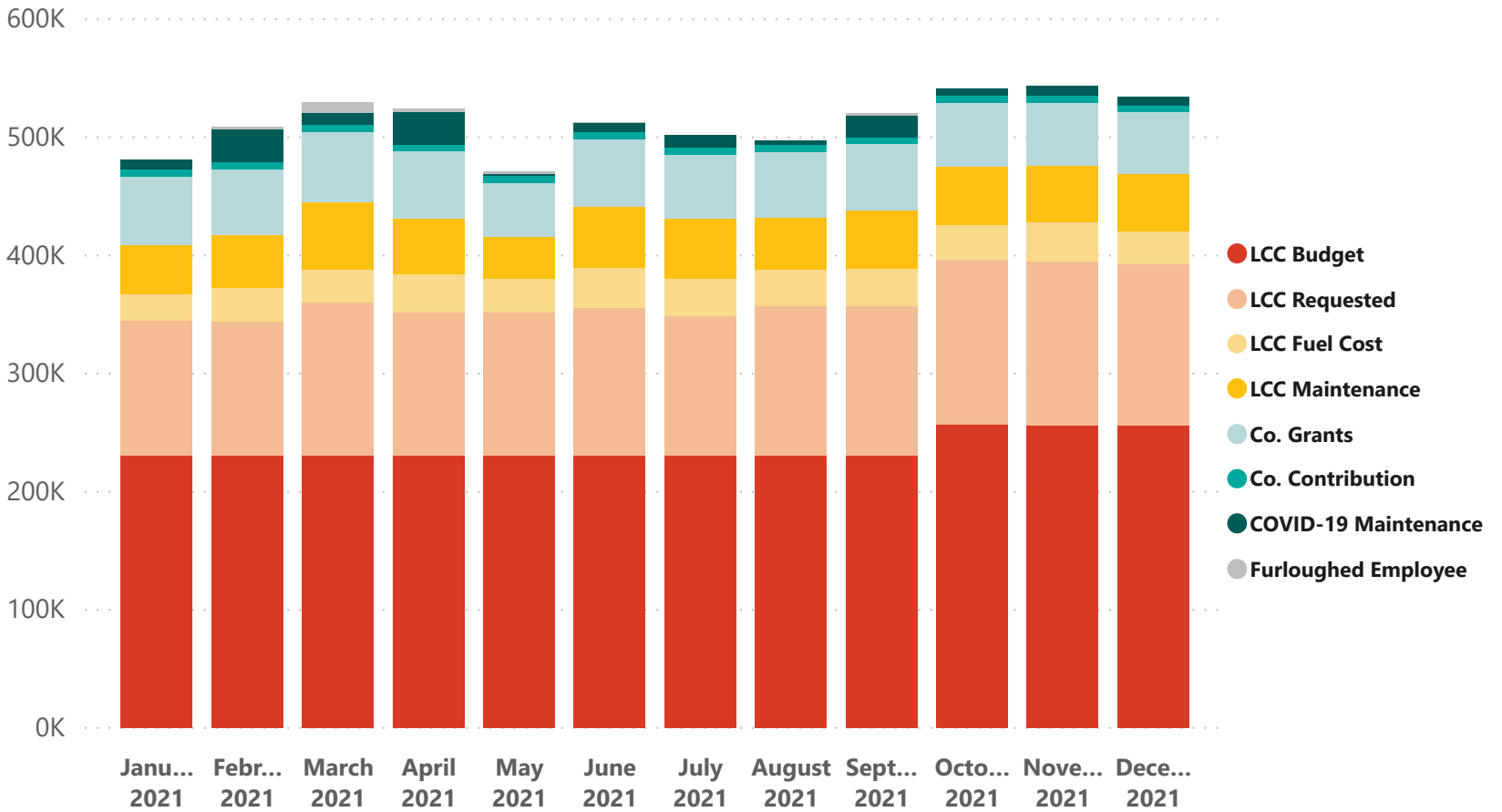
Lake County Connection Customer Complaints FY 20-21



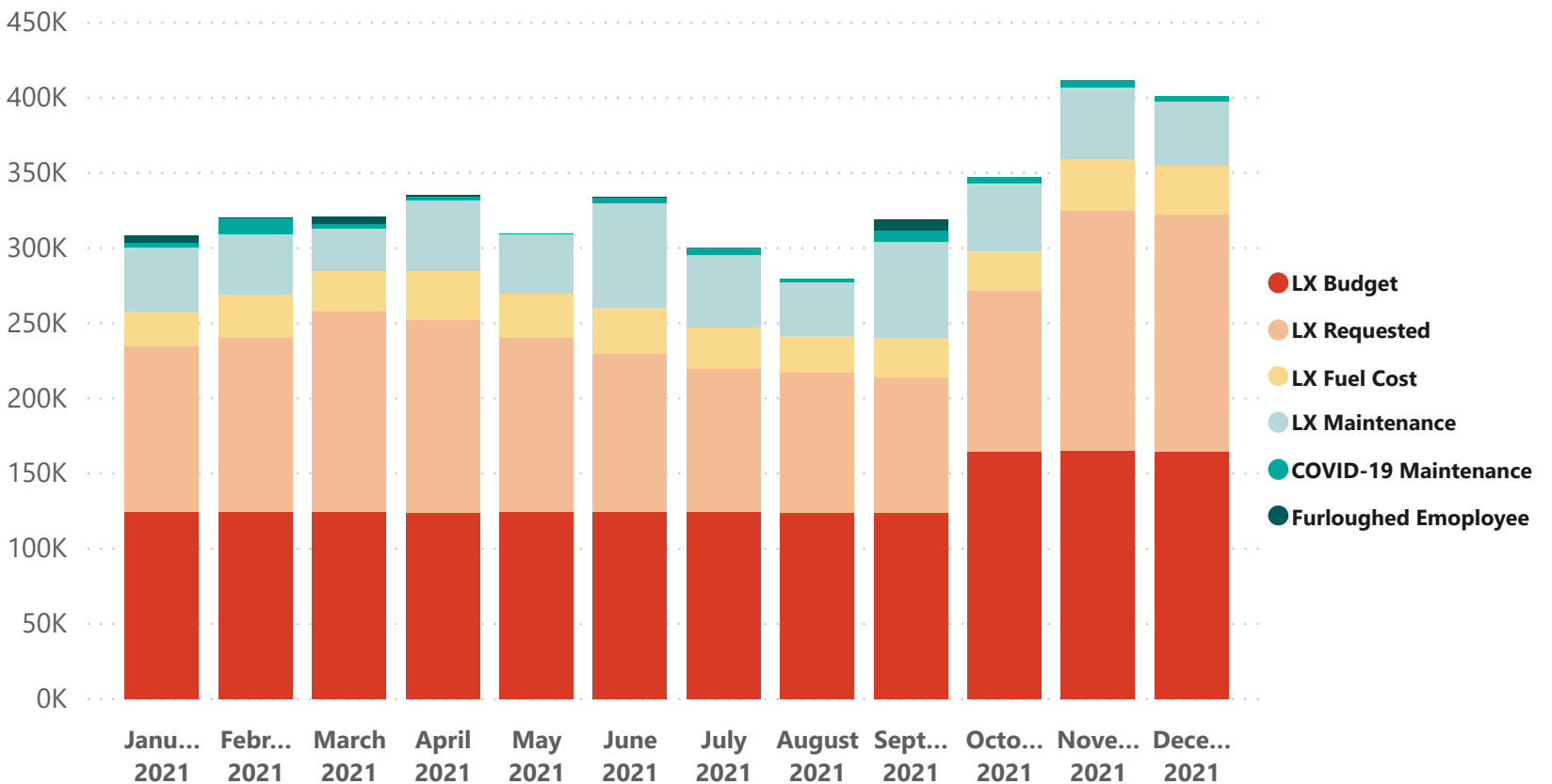
Lake County Connection On Time Performance FY 20-21



Lake County Connections Contract Amount FY 20-21



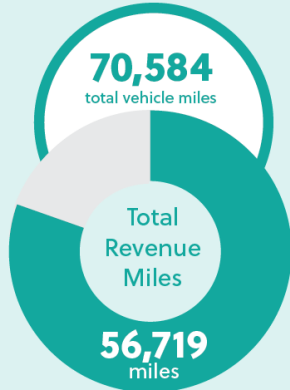
LakeXpress Contract Amount FY 20-21



Selected Lake County Transit Metrics 2020 Dec v. 2021 Dec Comparison

2020 VEHICLE PERFORMANCE

5546
completed trips

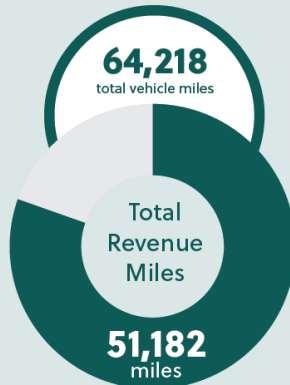


3,979
revenue hrs

21
max vehicles
on service

2021 VEHICLE PERFORMANCE

5148
completed trips



3,443
revenue hrs

27
max vehicles
on service

2020 SERVICE & FINANCIAL DATA

91% on time

avg **61s**
hold time

\$127k
invoice

COST
\$2.24
per mile
\$22.88
per trip

2021 SERVICE & FINANCIAL DATA

87% on time

avg **53s**
hold time

\$136k
invoice

COST
\$2.66
per mile
\$26.46
per trip

ATTACHMENT D:
MPO QUARTERLY REPORT



SERVICE AREA/COUNTIES:
LAKE COUNTY

INVOICE NUMBER: G1Y45 Q2
INVOICE DATE: January 12, 2022
QUARTER SERVICE DATES: October 1 - December 31, 2021

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)	NA
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 actively recruits new Board members as needed. The MPO Governing Board approves all new Board members applications.
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	MPO Staff develops the quarterly Board meeting agendas and all supporting materials.
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)	MPO Staff prepares minutes for all Board meetings regardless of quorum and submits with the quarterly invoice package.
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)	NA
F. Provide staff support for committees of the local coordinating board. (Task 3)	All committees and sub committees are fully appointed and ready to convine as needed. MPO Staff supports the 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)	TDCB Bylaws are reviewed and approved annually.
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)	TDCB Grievance Procedures are reviewed and approved annually.
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)	TDCB Membership rosters are included in the quarterly invoice packages
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)	All TDCB meetings are publically noticed in the local newspaper and the MPO website. TDCB meetings are the only newspaper notices required, the MPO does not utilize the newspaper for any other meetings, workshops, or public events.
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 is reviewed an dapproved annully.

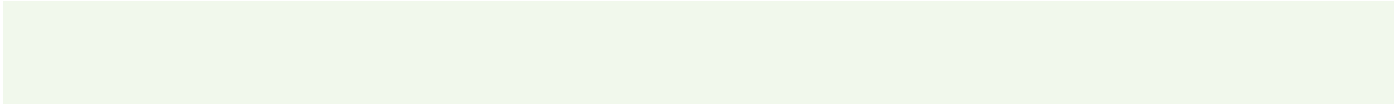
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The AER is reviewed and approved annually.
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II. SERVICE 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)	Minor updates annually, major updates every five years.
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)	As needed.
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)	As needed.

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)	MPO Staff develops the quarterly reports with the invoice packages.
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 2021 CTD annual Workshop in Daytona Beach.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	MPO staff attended the October 25, 2021 CTD Business meeting in Daytona Beach.
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)	As needed.
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)	As needed.
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)	As needed.
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>The TDCB reviewed all Coordination Contracts at the November 8, 2021 meeting.</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: 1/12/2022

Revised: 06/30/2021