



**HERNANDO COUNTY TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD (TDLCB)**

REGULAR MEETING

Thursday, February 12, 2026, at 1:45 p.m.

**MEETING LOCATION: Hernando County Building Division Training Facility, 1661 Blaise Drive,
Brooksville, FL**

AGENDA

A. CALL TO ORDER

1. Moment of Silence
2. Pledge of Allegiance
3. Introduction of Board Members and Staff
4. Declaration of Quorum
5. Enter Proof of Publication into the Record

B. APPROVAL/MODIFICATION OF AGENDA (Limited to Board and Staff comment only)

C. ELECTION OF THE VICE CHAIR FOR 2026

D. ELECTION OF THE GRIEVANCE COMMITTEE MEMBERS FOR 2026

E. REVIEW AND APPROVAL OF MINUTES – NOVEMBER 13, 2025, TDLCB REGULAR PUBLIC MEETING

F. ACTION ITEM

Annual Review and Approval of the TDLCB Grievance Procedures

G. REPORTS

Quarterly Report for October 1 through December 31, 2025, by the Community Transportation Coordinator (CTC) Agency, Jeff Cottrell, You Thrive Florida

H. FEATURE PRESENTATIONS

1. Shanika Figueroa Rodriguez, Local Representative for Children at Risk
2. David Knazur, Florida Department of Children and Family Services

I. CITIZEN COMMENTS

J. BOARD MEMBER COMMENTS

K. MPO STAFF COMMENTS

L. ADJOURNMENT AND NEXT MEETING

The next regular meeting of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is scheduled for Thursday, May 14, 2026, beginning at 1:30 p.m., at the Hernando County Building Division Training Facility, 1661 Blaise Drive, Brooksville, Florida.

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

ELECTION OF VICE CHAIR FOR 2026

Pursuant to the Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws, the Board shall hold an organizational meeting each year and elect a Vice Chair by a majority vote from the quorum present. The Chair is appointed by the Designated Official Planning Agency (the MPO Board). The Hernando County Board of County Commissioners appointed John Allocco as the TDLCB Chair for 2026. In the event of the Chair's absence, or at the direction of the Chair, the Vice Chair shall assume the duties of the Chair and conduct the meetings.

The 2025 Vice Chair was Gretchen Samter.

Staff Recommendation: It is recommended the TDLCB elect a Vice Chair of the Hernando County TDLCB for 2026.

Attachment: Current TDLCB Roster

HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)
(updated 11/19/25)

Member	Representing
John Allocco (Chair)	TDLCB Chair, Commissioner
Dave Newell Michelle Sikavitsas, Alternate Chris Leffert, Alternate	FL Dept. of Transportation
Elizabeth Alacci David Knazur, Alternate	FL Dept of Children and Family Services
Anthony Cavaliere, Manager of Operations Sam Kinard, Alternate	Representative from the Public Educational Community (Hernando County School Board, School Board Transportation Office, or Head Start)
Lindsay Braun Karla Lagos, Alternate	FL Division of Vocational Rehabilitation or Blind services
Robert Werts	Veterans Services Representative
Vacant	FL Association for Community Action for economically disadvantaged
Vacant	Person over 60+
Gretchen Samter (Vice Chair)	Person with a disability
Gerry Whitted	Citizen advocate - transit user as primary means
Melissa Arceneaux	Citizen Advocate
Shanika Figueroa Rodriguez	Local Representative for Children at Risk
Darlene Lollie Georgia Lim, Alternate	Designee of Public Transit System
Casey Ladd	FL Dept. of Elder Affairs
Vacant	Private-For-Profit Transportation or Private Non-Profit Transportation
Maia Watson Karen Wessel, Alternate	FL Dept. of Health Care Administration
Jeannette Estes Elizabeth Watson	FL Agency for Persons with Disabilities
Jose Infante Miranda Burke, Alternate	Regional Workforce Development Board
Vacant	Local Medical Community Representative
Jeff Cottrell Kris Bates, Alternate	CTC Representative (You Thrive FL), Non-Voting

Notes: 19 member positions

2025 Grievance Committee

Melissa Arceneaux, Chair
Gretchen Samter, Vice Chair
Darlene Lollie, Member
Jeannette Estes, Alternate

ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2026

Pursuant to the Transportation Disadvantaged Service Plan (TDSP), the TDLCB is required to appoint a Grievance Committee composed of TDLCB regular voting members. On February 13, 2025, the TDLCB appointed the following members to the Grievance Committee:

1. Melissa Arceneaux, Chair
2. Gretchen Samter, Vice Chair
3. Darlene Lollie, Member
4. Jeannette Estes, Alternate

The TDLCB will need to appoint Grievance Committee members for 2026 to include a Chair and Vice Chair.

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

Attachment: Current TDLCB Roster

HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)
(updated 11/19/25)

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Anthony Cavaliere, Manager of Operations Sam Kinard, Alternate	Representative from the Public Educational Community (Hernando County School Board, School Board Transportation Office, or Head Start)
Lindsay Braun Karla Lagos, Alternate	FL Division of Vocational Rehabilitation or Blind services
Robert Werts	Veterans Services Representative
Vacant	FL Association for Community Action for economically disadvantaged
Vacant	Person over 60+
Gretchen Samter (Vice Chair)	Person with a disability
Gerry Whitted	Citizen advocate - transit user as primary means
Melissa Arceneaux	Citizen Advocate
Shanika Figueroa Rodriguez	Local Representative for Children at Risk
Darlene Lollie Georgia Lim, Alternate	Designee of Public Transit System
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Vacant	Private-For-Profit Transportation or Private Non-Profit Transportation
Maia Watson Karen Wessel, Alternate	FL Dept. of Health Care Administration
Jeannette Estes Elizabeth Watson	FL Agency for Persons with Disabilities
Jose Infante Miranda Burke, Alternate	Regional Workforce Development Board
Vacant	Local Medical Community Representative
Jeff Cottrell Kris Bates, Alternate	CTC Representative (You Thrive FL), Non-Voting

Notes: 19 member positions

2025 Grievance Committee

Melissa Arceneaux, Chair
Gretchen Samter, Vice Chair
Darlene Lollie, Member
Jeannette Estes, Alternate

AGENDA ITEM E

REVIEW AND APPROVAL OF MINUTES – NOVEMBER 13, 2025, TDLCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Thursday, November 13, 2025, meeting of the Hernando County Transportation Disadvantaged Local Coordinator Board (TDLCB).

Staff Recommendation: It is recommended the TDLCB review and approve the Minutes of the November 13, 2025, meeting.

Attachment: Meeting Minutes from Thursday, November 13, 2025, Regular Public Meeting



HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Thursday, November 13, 2025

MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular quarterly meeting on November 13, 2025, at 1:30 p.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting was advertised in the Hernando Sun newspaper, on the Hernando-Citrus MPO website, and on the Hernando County website. The agenda was available on the Hernando-Citrus MPO website.

MEMBERS PRESENT

John Allocco, TDLCB Chair, Hernando County Board of County Commissioner
Gretchen Samter, TDLCB Vice Chair, Person with a Disability (*Attended virtually, abstained from voting*)
Michelle Sikavitsas, Florida Department of Transportation, District 7
Sam Kinard, Representative from the Public Educational Community (Hernando County School District)
Lindsay Braun, Florida Division of Vocational Rehabilitation or Blind Services
Robert Werts, Veteran Services Representative
Gerry Whitted, Citizen Advocate – Transit User as Primary Means
Melissa Arceneaux, Citizen Advocate
Shanika Figueroa Rodriguez, Local Representative for Children at Risk
Andras Serfozo, Alternate, Public Transit System (TheBus)
Maia Watson, Florida Department of Health Care Administration
Jeannette Estes, State of Florida Agency for Persons with Disabilities

MEMBERS ABSENT

David Knazar, Florida Department of Children and Family Services
Casey Ladd, Florida Department of Elder Affairs
Jose Infante, Regional Workforce Development Board

OTHERS PRESENT

Bob Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Jeff Cottrell, You Thrive Florida, Community Transportation Coordinator

MEETING CALLED TO ORDER

- Chair Allocco called the meeting to order at 1:30 p.m.
- The Pledge of Allegiance and the introductions of Board, staff, and attendees followed the Invocation.
- A quorum was declared, and the affidavit of publication was read into the record.

APPROVAL/MODIFICATION OF AGENDA

Motion: A motion was made by Mr. Werts to approve the agenda. The motion was seconded by Ms. Arceneaux and the motion passed 10-0.

REVIEW AND APPROVAL OF MINUTES – SEPTEMBER 11, 2025, TDLCB REGULAR PUBLIC MEETING

Motion: A motion was made by Ms. Arceneaux to approve the September 11, 2025, Minutes of the TDLCB's Regular Public Meeting. The motion was seconded by Mr. Werts and the motion passed 10-0.

[It is noted for the record that TDLCB member, Sam Kinard, representing the Public Educational Community, arrived at the meeting.]

ACTION ITEMS

1. Annual Review and Approval of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws

Motion: A motion was made by Mr. Werts to approve the Annual Update of the Hernando County TDLCB Bylaws. The motion was seconded by Mr. Whitted and the motion passed 11-0.

2. Annual and Approval of the FY 2026 Annual Update to the Adopted Transportation Disadvantaged Service Plan (TDSP) FY2024-FY2028

Motion: A motion was made by Ms. Rodriguez to approve the Annual Update to the Adopted TDSP for FY2024-FY2028. The motion was seconded by Mr. Whitted and the motion passed 11-0.

REPORT

Quarterly Report for July 1 through September 30, 2025, by the Community Transportation Coordinator (CTC), You Thrive Florida

Jeff Cottrell, Director of Transportation at You Thrive Florida, reported that the quarter was among the busier periods of the calendar year. Ms. Elwin noted a significant increase in employment trips, rising from 73 in July and August to 108 in September. Mr. Cottrell also observed that bus occupancy has grown, with ridership increasing from the typical 2–3 individuals per trip to a consistent 5–6 individuals. *[Total trips reported for the quarter were 4,144, compared to 2,952 for the same period in 2024.]*

Mr. Cottrell further shared that he continues to follow up with the Florida Commission for the Transportation Disadvantaged (CTD) regarding You Thrive's Innovative Service Development (ISD) grant application, with the goal of securing funding to expand resources for out-of-county travel.

FEATURE PRESENTATION

Michelle Sikavitsas, 5310 Project Manager and TDLCB representative for the Florida Department of Transportation District 7 (FDOT D7), delivered a presentation outlining the purpose and exclusions of the Section 5310 Grant Program. She explained that the program administers funding and monitors compliance through triennial reviews covering drivers, maintenance, and operations.

Ms. Sikavitsas noted that capital funding for vehicles is the primary focus of Section 5310. In 2025, approximately 35 agencies, including small nonprofits and local transit providers, hold active 5310 grant awards in District 7, which encompasses Hillsborough, Pinellas, Pasco, Hernando, and Citrus counties. Ms. Estes, representing the Florida Agency for Persons with Disabilities (APD), informed Ms. Sikavitsas that she would reach out for guidance on applying for 5310 grant funding to support one of their agencies in purchasing a van for a group home.

David Knazar, representative from the Florida Department of Children and Family Services, was unable to attend the meeting. He will deliver a feature presentation at the February 12, 2026, meeting. Shanika Figueroa- Rodriguez, the Local Representative for Children at Risk, volunteered to serve as a second presenter at the February 12, 2026, meeting.

CITIZEN COMMENTS

Brooksville resident, Laura Beyer, who shared that she is visually impaired, requested the installation of audible crosswalk signals at US 41/Broad Street and SR 50/Cortez, and possibly at SR 50/Cortez and Buck Hope Road. Michelle Sikavitsas, representing the Florida Department of Transportation (FDOT), acknowledged the request and will present it to FDOT, providing an update to the Board at a future meeting.

BOARD MEMBER COMMENTS

Chair Allocco asked Veterans Services Representative, Robert Werts, for an update on the expansion of services at the VA Outpatient Clinic located at 14540 Cortez Boulevard in Brooksville, Florida. Mr. Werts reported that the expansion will include a range of new and enhanced services, such as additional X-ray

and MRI capabilities, physical therapy, and other resources designed to better serve the veteran population in Hernando County. These improvements aim to reduce the need for veterans to travel to the larger VA Hospital in Tampa for care.

Chair Allocco expressed enthusiasm about the expansion, noting that Hernando County has one of the highest veteran populations in the state, approximately 26,000, which is comparable to the number of students in the county.

MPO STAFF COMMENTS

Mr. Esposito shared the following updates:

- MPO staff attended the regional meeting of the Florida Metropolitan Planning Partnership (FMPP) on October 22, 2025, and Mr. Esposito attended the Florida Metropolitan Planning Organization (MPOAC) meeting on October 23, 2025.
- The traffic counts for Hernando County began the last week of October and will run through the week of December 11th. Counts will be avoided on November 11th and the week of November 24-28.
- All construction activities associated with the SR 50 widening project from Cobb Road to west of Buck Hope Road have been completed (\$15.8 million project). He thanked the Florida Department of Transportation for this improvement.
- At the October 23rd Citizens Advisory Committee (CAC) meeting, Ron Lawson shared a concern raised by store operators at Mountain Park Plaza, located on SR 50 west of Cobb Road, regarding a "No U-Turn" sign at the intersection of Mobley Road and SR 50. Mr. Esposito thanked the Florida Department of Transportation (FDOT) for responding promptly and removing the sign. FDOT's swift action is greatly appreciated by the local business community.
- In accordance with the adopted UPWP, the MPO Staff completed the annual review of the Continuity of Operations Plan (COOP). This is a safety sensitive document staff utilizes as reference during weather events, health events, and other emergency situations.
- Mr. Esposito will attend the Sun Coast Transportation Planning Alliance (SCTPA) regional meeting on Friday, December 12, 2025. He noted that the SCTPA members include MPOs from Hernando, Citrus, Pinellas, Hillsborough, Polk, Pasco, Sarasota, and Manatee counties.
- Mr. Esposito continues discussions with Pasco County, Hernando County, and FDOT on County Line Road. The next Teams call is scheduled for Monday, November 17, 2025.
- The Citizens Advisory Committee (CAC) and Bicycle/Pedestrian Advisory Committee (BPAC) meetings originally scheduled for November have been cancelled. MPO staff and the MPO General Planning Consultants, Benesch & Associates, will host a Congestion Management & Complete Streets workshop on November 20th from 9:00 a.m. to 11:00 a.m. at the Hernando County Building Training Facility. This working session will include participation from Technical Advisory Committee (TAC) members and various department representatives from Hernando and Citrus counties. The workshop is open to the public, and a meeting notice will be posted on the MPO website.

ADJOURNMENT AND NEXT MEETING

Chair Allocco extended holiday greetings to all attendees and adjourned the meeting at 2:18 p.m.

The annual public workshop of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is scheduled for Thursday, February 12, 2026, beginning at 1:30 p.m., followed by the TDLCB regular meeting which will begin no earlier than 2:00 p.m. at the Hernando County Building Training Facility, 1661 Blaise Drive, Brooksville, Florida. The meeting agenda and back-up materials are available online at: www.hernandocounty.us/hernandocitrusmpo.

ANNUAL REVIEW AND APPROVAL OF THE TDLCB GRIEVANCE PROCEDURES

As part of the grant agreement with the Commission for Transportation Disadvantaged (CTD), the MPO is required to annually review and approve the TDLCB Grievance Procedures. MPO staff has completed this review and determined that no revisions are needed at this time. The Grievance Procedures are approved separately and incorporated into the Transportation Disadvantaged Service Plan (TDSP) during its next update.

Staff Recommendation: It is recommended the TDLCB review and approve the TDLCB Grievance Procedures as written, originally approved on February 13, 2025, and reviewed on February 12, 2026.

Attachment: TDLCB Grievance Procedures with edit tracking.



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR HERNANDO COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

Reviewed: February 12, 2026

**Community Transportation Coordinator (CTC):
Mid Florida Community Services, Inc. DBA You Thrive Florida
1122 Ponce De Leon Boulevard
Brooksville, Florida 34601
352-799-1510
<https://www.mfcs.us.com/>**

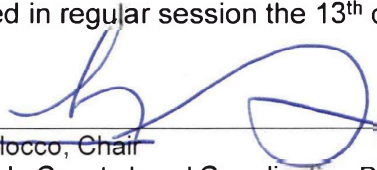
**Hernando/Citrus Metropolitan Planning Organization
789 Providence Boulevard
Brooksville, Florida 34601
352-754-4082
<https://www.hernandocounty.us/departments/departments-f-m/metropolitan-planning-organization>**

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

HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

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

Adopted in regular session the 13th day of February 2025.



John Allocco, Chair
Hernando County Local Coordinating Board

Dated: 2-13-25

Gretchen Samter, Co-Chair

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY Victoria Anderson
MPO Attorney

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HERNANDO COUNTY TRANSPORTATION DISADVANTAGED - LOCAL COMPLAINT AND GRIEVANCE PROCESS

The Grievance Procedures differentiate between “hearing a grievance” and “hearing and determining a grievance.” There is no bar to a person or entity hearing a grievance. An entity may investigate a grievance if it does not impose requirements on third parties that are not supported by statute or contractual agreement. The Transportation Disadvantaged Local Coordinating Board (TDLCB) is not granted determinative or adjudicative powers through the legislature; however, the TDLCB does retain certain powers of influence through its contractual relationship with the Community Transportation Coordinator (CTC), and thereby can be an effective arbiter in the resolution of complaints. System riders and providers are strongly encouraged to utilize the CTC’s Grievance Process first as the CTC should be able to resolve most grievances.

DEFINITIONS

“Agency” as defined in Rule 41-2.002(1) Florida Administrative Code (F.A.C.), means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing transportation services as all or part of its charter. For purposes of these procedures, the definition of “agency” also includes a private-for-profit provider of transportation services.

“Complaint” means an issue brought to the attention of the CTC either verbally or in writing by a system user/advocate, agency and/or community service provider/subcontractor which addresses an issue, or several issues concerning transportation services of the CTC or operators used by the CTC.

Adverse service incidents may occur during service provided to Transportation Disadvantaged users including those Persons with Disabilities, and are reported to the driver, dispatcher or others involved in the daily operation of the system. An adverse service incident may include but not be limited to: late pick-ups; no-show by transit operator; client or driver behavior; passenger discomfort; or denial of service.

“Grievance” means a circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance. Grievances may include but are not limited to recurring or unresolved complaints; violations of specific laws governing the provision of Transportation Disadvantaged (TD) services, i.e., Chapter 427, Florida Statutes (F.S.), Rule 41-2 Florida Administrative Code (F.A.C.), Sunshine Law and Americans with Disabilities Act (ADA); contract disputes (agencies/operators); conflicts of interest; billing and/or accounting procedures.

“Parties” means the complainant and all persons and entities other than the complainant named or referred to in a grievance.

ADVERSE SERVICE INCIDENTS/COMPLAINTS

An Adverse Service Incident shall be reported on an Adverse Incident Form available from the bus operator, from the Transportation Disadvantaged Services office, or via the website at www.youthrivefl.org and submitted within three-to-five business days of the occurrence to the

YouThriveFL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. Any adverse service complaint submitted at any time will be processed. An investigation by the Adverse Incident Manager (Paratransit Director Supervisor, or Designee) will commence within 48 hours of the receipt of the written complaint form.

The Paratransit Director, Supervisor, or Designee shall be responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, and closing the investigation. It will include the review of any available video, recordings, or photographs to establish facts surrounding a reported adverse incident and may call upon any eyewitnesses. Identification of any causal and contributing factors that led to the adverse incident will be included in the investigation report. The CTC will implement necessary written internal procedures to process, monitor, and resolve service/adverse service complaints including training and expectations of personnel.

The Paratransit Director, Supervisor, or Designee will properly document actions taken by the provider's personnel involved in the adverse incident including corrective action timelines if applicable. A unique tracking number shall be assigned to each written incident and a tracking log of each submitted Adverse Incident/Complaint shall be kept by the agency. Open investigations will be monitored every two weeks to allow for resolution and closure.

For adverse incidents that involve Persons with Disabilities, the Commission for Transportation Disadvantaged's form "Adverse Incident Report Form Related to a Paratransit Service Provided to a Person with Disabilities" as attached must be completed by the Paratransit Director, Supervisor, or Designee and reported on the last day of the month following the end of a quarter. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

Additional service information may be found in the Hernando County Transportation Disadvantaged Local Coordinating Board's Transportation Disadvantaged Service Plan (TDSP).

GRIEVANCE COMMITTEE

The Grievance Committee shall be composed of three regular voting members, and at least one alternate voting member, all being current members of the Coordinating Board. The Coordinating Board shall appoint the Grievance Committee during its annual organizational meeting and shall elect a Grievance Committee Chair and Vice Chair. Members appointed shall serve until the next organizational meeting. If a Grievance Committee member has a personal interest in a grievance, he or she shall not participate in the Grievance Committee's consideration of that grievance. No member of the Local Coordinating Board may appear before the Grievance Committee in a representative capacity.

PROCEDURES

Filing a Grievance with the Grievance Committee

A grievance must be presented in writing and include the following:

1. The complainant's name, address, and telephone number.
2. The name of a contact person if the complainant is an agency.
3. A concise but complete statement of the grievance (and relief sought) which is signed, dated, and supplemented by supporting documentation, as appropriate.

4. A copy of the Adverse Incident Form and all documents considered and produced in connection with the complainant's utilization of the CTC's complaint and grievance process, if applicable.
5. Phone calls will not be an acceptable means of conveying a grievance. Calls may be directed to the CTC to register complaints (not grievances) during normal business hours.
6. The grievance should identify any statutes, rules or contractual obligations alleged to have been violated, if applicable. Grievances should be mailed to:

Coordinating Board Grievance Committee
Hernando County Transportation Disadvantaged Program
c/o Hernando/Citrus MPO
789 Providence Boulevard
Brooksville, FL 34601

Copies of the state statutes and rules governing transportation disadvantaged programs can be obtained from the Hernando/Citrus Metropolitan Planning Organization (MPO). Forms will be available at the following locations:

1. You Thrive Florida vehicles and offices
2. Hernando/Citrus MPO

CONSIDERATION OF A GRIEVANCE BY THE GRIEVANCE COMMITTEE

Processing and Investigation

Upon receipt of a grievance by the MPO, staff shall distribute a copy of the grievance to the CTC within two (2) working days of receipt. MPO Staff will immediately proceed to investigate and shall prepare a written report on their findings of fact to the Grievance Committee and the CTC. Upon the Committee's receipt of the report, the Committee shall give appropriate notice and schedule a public meeting to hear the grievance.

Notice of Meeting

The MPO staff shall mail a notice of the meeting to all interested parties at least ten (10) days prior to the meeting date. Notices shall also be mailed to the other persons who have expressed an interest in attending the meeting. The notice shall:

1. State the date, time, and location of the meeting.
2. Include a brief description of the grievance(s).
3. Describe the procedures that will be followed during the meeting.

Meeting Procedures

The meeting shall commence with a presentation of the grievance by the Hernando/Citrus MPO staff. Following this presentation, the parties shall have an opportunity to give testimony, present documents, and other relevant materials, and call and question witnesses. Members of the Grievance Committee may ask questions at any time during the proceedings. Also, they may call for a period of discussion following the presentation of all testimony and materials. The meeting

will be informal in the sense that rules of evidence will not be applied, and parties may represent themselves.

Any party may request a follow-up meeting of the Grievance Committee if one is needed to ensure a fair and complete hearing of a grievance. If a follow-up meeting is requested, it shall be scheduled before the meeting is adjourned. Any party not present at the meeting shall be notified in writing of the date, time, and location of the follow-up meeting by the Hernando/Citrus MPO staff. No more than two follow-up meetings will be convened to process a grievance.

Written Report to Coordinating Board

Following the final meeting on a grievance, the Grievance Committee shall prepare a written report, which shall include, at a minimum:

1. A copy of the grievance submitted by the complainant.
2. A copy of all meeting notices.
3. A list of the names and affiliations of those giving testimony during the processing and investigation phase.
4. A list of all documents and other materials reviewed as a part of the Grievance Committee's consideration of the grievance.
5. A summary of the issues addressed.
6. Findings and a recommendation or recommendations for improvement of service, if appropriate.

The Grievance Committee shall complete its report no later than 30 days after the date the final meeting on a grievance is held. A copy of the report shall be mailed to the parties, the CTC if it is not a party, and any other persons who have requested a copy.

Coordinating Board Review, Use and Dissemination of Grievance Committee Reports

At each regular Local Coordinating Board meeting, the Coordinating Board shall review any reports completed by the Grievance Committee since its last meeting. The Coordinating Board shall utilize the findings and recommendations included in the reports as appropriate when executing its various duties. Also, the Coordinating Board shall provide the Florida Commission for the Transportation Disadvantaged with copies of any reports that address contractual or systemic issues of potential interest to the Commission.

OTHER GRIEVANCE PROCESSES AND FORUMS

Utilization of the Coordinating Board's grievance procedures does not preclude complainants from utilizing other processes and forums to pursue their grievances as appropriate.

Contacting the Ombudsman.

An Ombudsman is a person who works to resolve complaints and grievances at the office of the Commission for Transportation Disadvantaged. Written grievances may also be submitted to the State of Florida, Commission for the Transportation Disadvantaged Ombudsman Program at 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450, sponsored by the Commission for the

Transportation Disadvantaged. The email for the Ombudsman is:
CTDOmbudsman@dot.state.fl.us.

At any time, an aggrieved party with proper standing may elect to seek recourse apart from the grievance process through Chapter 120, F.S., the administrative hearing process or the judicial court system.

Hernando County Transportation Disadvantaged Service

SERVICE COMPLAINT/ADVERSE INCIDENT FORM

Submit this service complaint/adverse incident form within three-to-five business days of the occurrence to the bus driver or You Thrive FL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. All reported incidents will be investigated. For assistance, please call 352-799-1510.

(Please print in ink only)

DATE: _____

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

AGENCY CONTACT (If Applicable): _____

COMPLIMENT OR COMPLAINT: _____

IF COMPLAINT, WAYS TO REMEDY SITUATION: _____

Signature: _____

For Office Use Only

Date Received: _____

Employee Receiving Complaint: _____

Tracking ID # _____

Hernando County Transportation Disadvantaged Service

GRIEVANCE FORM

Additional information may be obtained from the Hernando/Citrus MPO at 352-754-4082. Please print in ink only.

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

AGENCY CONTACT (If Applicable): _____

STATEMENT OF GRIEVANCE: _____

RELIEF SOUGHT: _____

STATUTE, RULES, ETC. (If Applicable): _____

Grievances may be mailed to:

Transportation Disadvantaged Program
C/O Hernando/Citrus MPO
789 Providence Boulevard
Brooksville, Florida 34601

Grievant Signature: _____

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**ADVERSE INCIDENT REPORT FORM
RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

This form must be completed by a transportation service provider upon receipt of a report of an adverse incident. The form must be submitted to the Commission for the Transportation Disadvantaged for each incident no later than the last day of the month following the end of the quarter, beginning January 1, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

REPORT STATUS:

☐ Preliminary Report	☐ Under Investigation	☐ Investigation Closed
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TRANSPORTATION SERVICE PROVIDER INFORMATION:

Organization Name:	
Local Government Name: (Contracting for Paratransit Services)	
Name of Person Completing Report:	
Phone Number:	
Email Address:	
Date of Report:	

DESCRIPTION OF ADVERSE INCIDENT:

Who, what, when, where, how, injury(ies). Exclude names and personal information, providing only information regarding the incident.

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FOLLOWUP ACTIONS:

Briefly describe follow-up measures taken, including mitigation or corrective actions. At a minimum, this description must include a summary of investigation activities taken by the transportation service provider.

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AGENDA ITEM G

QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2025, BY THE COMMUNITY TRANSPORTATION COORDINATOR (CTC) AGENCY, Jeff Cottrell, You Thrive Florida

As an informational item, attached is the Community Transportation Coordinator (CTC) Quarterly Report for the period of October 1, 2025, through December 31, 2025.

This is an informational item; no action is required.

Staff Recommendation: It is recommended the TDLCB review the quarterly report and provide comments as desired. No action is required by the TDLCB at this time.

Attachment: CTC Quarterly Report

COMMUNITY TRANSPORTATION FOR DISADVANTAGED REPORT

Hernando County, Florida

Quarterly System Report for Fiscal Period
October 1, 2025 THROUGH December 31, 2025

PREPARED FOR:

Hernando County Transportation Disadvantaged Coordinating Board

PREPARED BY:

You Thrive FL Paratransit

You Thrive FL

Phone (352) 799-1510 Fax: (352) 754-9390

INTRODUCTION

Introduction to Hernando County's Transportation Disadvantaged System:

You Thrive Florida Paratransit, a department within Mid Florida Community Services, Inc., operates as the Community Transportation Coordinator (CTC) for the Transportation Disadvantaged program in Hernando County. As the coordinator, You Thrive Florida Paratransit has the responsibilities to provide transportation to all Hernando County residents in a safe and cost effective manner. System priorities, established by members of a Local Coordinating Board, include the provision of transportation county-wide for medical, nutritional, educational, work, and recreational trips, respectively. Services are for senior citizens (over 60), physically or mentally challenged individuals, and economically or transportation disadvantaged general public.

The system utilizes a shared ride multi-load approach with guaranteed arrival times to rider destinations. Because many citizens are wheelchair bound, all service fleet vehicles are equipped and in compliance with American with Disabilities Act (ADA) recognized wheelchair lifts and securement devices. You Thrive Florida Paratransit provides physically challenged the system utilizes a shared ride multi-load approach with guaranteed arrival times to rider.

Fare Box Fees:

Non sponsored clients are required to pay a fare box fee. Individual fare box fee is \$5.00 per one way trip. State assistance for fare box fees are available and can be applied for by individuals to offset financial hardships.

Office Hours:

Office hours are Monday through Friday from 7:30 a.m. to 4:30 p.m. except County recognized holidays.

Service Hours-Transportation Disadvantaged:

Transportation Disadvantaged service hours are Monday thru Friday from 6:00 a.m. to 4:00 p.m. except for county recognized holidays.

Scheduling Hours:

Scheduling is provided by telephone Monday thru Friday, excluding County recognized holidays. by calling (352) 799-1510 between the hours of 8:00 a.m. and 4:00 p.m.

YOU THRIVE FLORIDA
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL YEAR 2026
October 1, 2025 through December 31, 2025

Month		2025												TOTAL
		Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Jun-26		
Work Days		20	23	20	22	19	18	21	20	21	21	19	224	
Overview of Total Trip Requests	Total incoming calls received	4168	3678	3732	4100	3308	3580						22,566	
	Average number calls received per day	208	160	187	186	174	199						186	
	Total trip requests received	2084	1839	1866	2050	1654	1790						11,283	
	Total cancelled trips	478	437	421	404	375	411						2,526	
	Total ASAP Trips	78	43	43	41	38	42						285	
	Total NS trips	37	61	47	45	31	39						260	
	Total trip requests provided	1491	1298	1355	1560	1210	1298						8,212	
% of Trip Requests Provided		71.5%	70.6%	72.6%	76.1%	73.2%	72.5%						72.8%	
% of Trip Requests Cancelled		22.9%	23.8%	22.6%	19.7%	22.7%	23.0%						22.4%	
% of No Show Trip Requests		1.8%	3.3%	2.5%	2.2%	1.9%	2.2%						2.3%	

YOU THRIVE FLORIDA
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL YEAR 2026
October 1, 2025 through December 31, 2025

Month		Jul-25		Aug-25		Sep-25		Oct-25		Nov-25		Dec-25		Jan-26		Feb-26		Mar-26		Apr-26		Jun-26		TOTAL	
		Work Days	20	23	20	20	22	19	18	21	20	21	21	21	20	21	21	21	19	21	19	224			
REASON FOR UNPROVIDED REQUESTS																									
% of Trip Requests unable to Provide		2.74%	2.83%	2.79%	2.98%	4.59%	4.92%																	3.42%	
Same day Request		15	13	10	8	11	12																	69	
Out-of-county request		23	26	25	28	27	30																	159	
Stretcher		1	0	0	3	2	2																	8	
Holiday/Weekend		9	6	8	12	25	31																	91	
Before 8 a.m./after 3:00 p.m. appointments		9	7	9	10	11	13																	59	
Total Unprovided		57	52	52	61	76	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	386	
TRIP PURPOSE		Medical	962	755	829	1,000	670	723																4,939	
		Nutritional/Shop	232	219	186	182	207	201																1,227	
		Connector	0	0	0	0	0	0	0															0	
		Education	75	83	78	86	39	70																431	
		Employment	73	73	108	110	79	67																510	
Other		149	168	154	182	215	237																	1,105	
Total		1,491	1,298	1,355	1,560	1,210	1,298	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8,212	

YOU THRIVE FLORIDA
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL YEAR 2026
October 1, 2025 through December 31, 2025

	Month												TOTAL
	Work Days	20	23	20	22	19	18	21	20	21	21	19	224
TRIP TYPE	Elderly (Over 60)	1,119	921	962	1,154	833	915						5,904
	Adult	372	377	393	406	377	383						2,308
	Child (Under 16)	0	0	0	0	0							0
	Total	1,491	1,298	1,355	1,560	1,210	1,298	0	0	0	0	0	8,212
UNDPLICATED COUNT	Elderly (Over 60)	128	116	124	130	126	134						630
	Percent %	80.0%	80.6%	80.0%	78.8%	78.8%	80.7%						76.6%
	Adult	32	28	31	35	34	32						192
	Percent %	20.0%	19.4%	20.0%	21.2%	21.3%	19.3%						23.4%
	Child (Under 16)	0	0	0	0	0							0
	Percent %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						0%
TRIP MODE	Total	160	144	155	165	160	166	0	0	0	0	0	822
	AMBI	820	713	746	858	666	714						4,517
	WHLI & SCOI	671	585	609	702	544	584						3,695
	AMBO												0
FUNDING SOURCE	Total	1,491	1,298	1,355	1,560	1,210	1,298	0	0	0	0	0	8,212
	TRIP & EQUIP	1,324	1,155	1,206	1,412	1,050	1,149						7,296
	ISD												
	DOEA	167	143	149	148	160	149						916
NO SHOW	Total	1,491	1,298	1,355	1,560	1,210	1,298	0	0	0	0	0	8,212
	CTD - T&E	13	28	26	25	20	21						133
	DOEA	24	33	21	20	11	18						127
	Total No Shows	37	61	47	45	31	39	0	0	0	0	0	260

YOU THRIVE FLORIDA
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	Month												TOTAL
	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	Jun-26		
Work Days	20	23	20	22	19	18	21	20	21	21	19	224	
Suspended	0	0	0	0	0	0						0	
System Miles	16,319	14,436	15,852	16,445	15,763	15,803						94,618	
Revenue Miles	14,578	12,605	13,981	13,721	13,152	13,116						81,153	
Average System Miles per trip	9.8	9.7	10.3	8.8	10.9	10.1						9.9	
System Hours	957.93	965.90	946.50	1132.68	760.85	852.48						5,616	
Revenue Hours	819.38	824.57	807.75	964.53	650.68	706347.00						710,414	
Cost Per Trip	\$25.78	\$25.78	\$25.83	\$25.70	\$25.87	\$25.81						\$25.79	
System Cost per Mile	\$2.62	\$2.64	\$2.48	\$2.91	\$2.35	\$2.53						\$2.60	
OPERATING DATA													

OPERATING DATA

COMPLIMENTS/COMPLAINTS

		Month		Work Days												TOTAL
				20	23	20	23	20	22	19	18	21	20	21	22	
COMPLIMENT		Driver	4	6	3	5	4	6								28
		Vehicle	1	0	0	0	1	0								2
		Service	1	2	3	3	2	2								13
		Policy	0	0	0	0	0	0								0
		Other	0	0	0	0	0	0								0
COMPLAINT		Driver	1	0	0	0	0	0								1
		Vehicle	0	1	0	0	0	1								2
		Service	0	0	1	0	0	0								1
		Policy	0	0	0	1	0	0								1
		Other	0	0	0	0	0	0								0
YOU THRIVE FL																

BREAKDOWNS/ACCIDENTS

YOU THRIVE FL															
Month	Work Days		20	23	20	22	19	18	21	20	21	22	19	TOTAL	
	TOWS		1	1	1	0	0	0						3	
	ROAD CALLS		0	0	0	0	0	0						0	
	CHARGEABLE		0	0	0	0	0	0						0	
	NON-CHARGEABLE		0	0	0	0	0	0						0	
INCIDENT & ACCIDENTS															
TOTAL															