



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

REGULAR MEETING

Thursday, February 13, 2025, at 1:45 p.m.

MEETING LOCATION: Hernando County Building 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 VICE CHAIR FOR 2025

D. ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2025

E. REVIEW/APPROVAL OF MINUTES – NOVEMBER 14, 2024, 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, 2024, by the Community Transportation Coordinator (CTC) Agency, Jeff Cottrell, You Thrive Florida

H. FEATURE PRESENTATIONS

1. Jeannette Estes, Regional Operations Manager at Florida Agency for Persons with Disabilities
2. Jose Infante, CareerSource Pasco/Hernando

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 8, 2025, beginning at 1:30 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.

ELECTION OF VICE CHAIR FOR 2025

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 2025. 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 2024 Vice Chair was Gretchen Samter.

Staff Recommendation: It is recommended the TDLCB elect a Vice Chair of the Hernando County TDLCB for 2025.

Attachment: Current TDLCB Roster

HERNANDO COUNTY
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)
(updated 11/12/24)

Member	Representing
John Allocco (Chair)	TDLCB Chair, Commissioner
Dave Newell 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
Kevin Bargerstock Karla Lagos, Alternate	FL Division of Vocational Rehabilitation or Blind services
Tony Graham Robert Werts, Alternate	Veteran Services Representative
Vacant	FL Assoc for Community Action-a person recognized representing the 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 rep
Riley Larsen Karen Wessel, Alternate	FL Dept. of Health Care Administration
Jose Infante	Regional Workforce Development Board
Vacant	Local Medical Community Representative
Jeannette Estes Elizabeth Watson	FL Agency for Persons with Disabilities

ELECTION OF GRIEVANCE COMMITTEE MEMBERS FOR 2025

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 8, 2024, the TDLCB appointed the following members to the Grievance Committee:

1. Kevin Bargerstock, Chair
2. Shanika Figueroa Rodriguez, Vice Chair
3. Gretchen Samter, Member
4. Jeannette Estes, Alternate

The TDLCB will need to appoint Grievance Committee members for 2025 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

REVIEW/APPROVAL OF MINUTES – NOVEMBER 14, 2024, TDLCB REGULAR PUBLIC MEETING

Attached for approval are the Regular Public Meeting Minutes of the Wednesday, November 14, 2024, 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 14, 2024, meeting.

Attachment: Meeting Minutes from Thursday, November 14, 2024, Regular Public Meeting



HERNANDO COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (TDLCB)

Thursday, November 14, 2024

MINUTES

The Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) held a regular quarterly meeting on November 14, 2024, 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 and the Hernando/Citrus MPO website and Hernando County website. The agenda was available on the Hernando/Citrus MPO website.

MEMBERS PRESENT

John Allocco, Chair, Hernando County Board of County Commissioner
Chris Leffert, Florida Department of Transportation, District 7
Sam Kinard, Representative from the Public Educational Community
Kevin Bargerstock, Florida Division of Vocational Rehabilitation or Blind Services
Gerry Whitted, Citizen Advocate – Transit User as Primary Means
Gretchen Samter, Person with a Disability
Melissa Arceneaux, Citizen Advocate
Shanika Figueroa Rodriguez, Vice Chair, Local Representative for Children at Risk
Darlene Lollie, Public Transit System
Riley Larsen, Florida Department of Health Care Administration
Jose Infante, Regional Workforce Development Board
Jeannette Estes, State of Florida Agency for Persons with Disabilities

MEMBERS ABSENT

Elizabeth Alacci, Florida Department of Children and Family Services
Tony Graham, Veterans Service Representative
Casey Ladd, Florida Department of Elder Affairs

OTHERS PRESENT

Bob Esposito, MPO Executive Director
Mary Elwin, MPO Coordinator
Joy Turner, MPO Executive Assistant
Jeff Cottrell, You Thrive, Community Transportation Coordinator
Michelle Sikavitsas, Florida Department of Transportation, District 7
Jonathan Roberson, AICP, Research Associate for Center for Urban Transportation (CUTR)

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 Ms. Arceneaux to approve the agenda, as amended. The motion was seconded by Mr. Larsen and the motion passed 10-0.
[It is noted for the record that TDLCB member, Gerry Whitted, excused himself temporarily from the meeting.]

REVIEW/APPROVAL OF MINUTES – AUGUST 8, 2024, TDLCB REGULAR PUBLIC MEETING

Motion: A motion was made by Ms. Samter to approve the August 8, 2024, Minutes of the TDLCB's Regular Public Meeting. The motion was seconded by Mr. Larsen and the motion passed 10-0.

PRESENTATION

Presentation by the Center for Urban Transportation Research (CUTR) on the Hernando County FY 2025-2034 Transit Development Plan (TDP)

Jonathan Roberson, AICP, Research Associate for CUTR, under contract with the Hernando County Board of County Commissioners to do the major TDP update, made a final presentation on the Hernando County Transit Development Plan (Hernando TDP) for FY 2025-FY 2034 outlining a number of priorities, short-term and longer-term needs, and overall recommendations. Ms. Arceneaux expressed her appreciation for the focus on the educational component in the short-term plan.

Chairman Allocco asked if Hernando County Transit is included in the planning process for large developments. Ms. Lollie confirmed that Transit is included in the review process for all new planning and development projects. Mr. Kinard questioned if one transfer facility would meet the needs of Hernando County considering the new routes that are being added: Ridge Manor, in particular. Mr. Roberson acknowledged there may be a need for smaller transfer facilities in the future given the width of Hernando County, but he emphasized the advantages of having a central facility. The Board discussed the difficulties of serving both the students who are riding on school buses and the people who are using public transportation in a geographically wide county. The Board acknowledged the challenges of having a shared, remote hub for Transit and school buses, but concurred it should be considered.

[It is noted for the record that TDLCB members, Gerry Whitted, returned to the meeting and Shanika Figueroa Rodriguez, Local Representative for Children at Risk, arrived at the meeting.]

REPORTS

Quarterly Report for July 1 through September 30, 2024, by the Community Transportation Coordinator (CTC), You Thrive Florida (formerly Mid Florida Community Services)

Jeff Cottrell, Director of Transportation at You Thrive Florida, introduced himself as the new Paratransit Services Director for the CTC. He reported that most of the transportation services provided by the CTC are for medical and dialysis trips. Mr. Cottrell shared his plan to expand the CTC's community impact to provide more trips, especially in the more remote areas of Hernando County. The quarterly report of the Community Transportation Coordinator (CTC) was included in the agenda packet.

ACTION ITEMS

1. Review and Approval of the Annual Operating Report (AOR) for the State Fiscal Year 2024 by the Community Transportation Coordinator (CTC) Agency

It was noted in the packet that the Annual Operating Report was provided to the Commission for Transportation Disadvantaged by the September 15, 2024, deadline.

Motion: A motion was made by Ms. Arceneaux to approve the Annual Operating Report (AOR) for Fiscal Year 2024, authorize the Chair's signature thereon, and for submittal of the executed AOR to the Florida Commission for Transportation Disadvantaged (CTD). The motion was seconded by Mr. Whitted and the motion passed 12-0.

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

Motion: A motion was made by Ms. Sumter to approve the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) Bylaws. The motion was seconded by Ms. Figueroa the motion passed 12-0.

3. Review and Recommendations of the Subcommittee's Final Report on Strategies to Educate the Public on Transportation Disadvantaged Services

The recommendations of the subcommittee were included in the agenda packet and Ms. Samter provided an overview of the top recommendations. Ms. Lollie reiterated the distinctions between the services provided by Hernando County Transit and those provided by You Thrive Florida.

Motion: A motion was made by Ms. Arceneaux to approve directing the Community Transportation Coordinator (CTC), You Thrive Florida, and Hernando County transit to review and address the feasibility and associated costs with implementing the top three subcommittee recommendations and report their findings back to the Board at the TDLCB February 13, 2025, regular meeting. The motion was seconded by Mr. Whitted and the motion passed 12-0.

FEATURE PRESENTATION

TDLCB member representing a Person with a Disability, Gretchen Samter, read aloud *The Spoon Theory* written by Christine Miserandino (www.butyoudontlooksick.com). She provided the LCB with copies. Chairman Allocco thanked Ms. Samter for sharing this story which provides an easy-to-understand analogy of what it is like to live with sickness or a disability.

Jeannette Estes, State of Florida Agency for Persons with Disabilities, and Jose Infante, Regional Workforce Development Board, will provide the Feature Presentations for the February 13, 2025, meeting.

CITIZEN COMMENTS

There were no citizen comments.

BOARD MEMBER COMMENTS

- Board members expressed their appreciation for having the opportunity to view two sides to transportation disadvantaged: the planning aspect as shown in the final review of the Transit Development Plan and the personal side with the review of The Spoon Theory.
- Ms. Samter advised the Board that cross-county trips funded by the Commission for the Transportation Disadvantaged (CTD) have been reimplemented in Pasco County, Pinellas County, and Hillsborough County. She asked if this could be implemented in Hernando County. Mr. Leffert stated he would reach out to Pinellas Suncoast Transit Authority (PSTA) for more information on the program.
- Ms. Arceneaux commended TheBus for providing West Side (Shoal Line Boulevard) and East Side (Ridge Manor) Special Emergency Transportation Service during hurricanes Helene and Milton.

MPO STAFF COMMENTS

Mr. Esposito provided the following updates:

- Similar to last year, Joy will be sending Outlook meeting notices for the 2025 meetings.
- The MPO team met with Curlene Thomas and Jean Parlow from FHWA for an on-site visit on August 28th. They were pleased with what the Hernando/Citrus MPO is doing, its regional participation with the Sun Coast Transportation Planning Alliance (SCTPA), along with conducting quarterly meetings with bordering Lake-Sumter MPO and Ocala Marion Transportation Planning Organization (TPO).
- Mr. Esposito and Citrus County Commissioner Bays met with Ananth Prasad, President of the Florida's Transportation Builders' Association, on September 30th and State Senator Ed Hooper on October 30th.
- Trying to set up meetings with Senate President, Ben Albritton, Senator Nick DiCeglie, and Senator Danny Burgess to discuss funding opportunities for rural arterial roads.
- Mr. Esposito was interviewed by WWJB radio on November 6th to discuss how roads are funded.
- Mary and Joy attended the 2024 Commission for the Transportation Disadvantage (CTD) Annual Conference and Expo in West Palm Beach on September 22-24, 2024. The annual training fulfills Task 10 of the CTD grants for Hernando and Citrus County: Planning agency staff shall attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings or annual training workshop.

ADJOURNMENT AND NEXT MEETING

The annual public workshop of the Hernando County Transportation Disadvantaged Local Coordinating Board (TDLCB) is scheduled for Thursday, February 13, 2025, 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.

Chair Allocco adjourned the meeting at 3:22 p.m.

DRAFT

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. As part of the annual update this year, the MPO received direction from the CTD requiring the incorporation of a process involving reporting adverse incidents involving Persons with Disabilities. While the CTD did not provide a definition of “adverse incidents,” the updated grievance procedures serve to identify the process and incorporate the term. The Grievance Procedures are approved separately and then incorporated in the Transportation Disadvantaged Service Plan (TDSP) when it is updated.

Staff Recommendation: It is recommended the TDLCB review and approve the TDLCB Grievance Procedures and authorize the Chair’s signature thereon.

Attachment: Updated TDLCB Grievance Procedures, TDLCB Grievance Procedures with tracking, email from the CTD.



TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR HERNANDO COUNTY, FLORIDA

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

Community Transportation Coordinator (CTC):
Mid Florida Community Services, Inc. DBA ~~Trans-Hernando~~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: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY _____
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 complaints/incidents are routine incidents that may occur daily 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 complaint/incident may include but is not be limited to: late pick-upstrips (pick-up and/or drop-off); no-show by transit operator, no-show by client; 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 two business days of the occurrence. 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, closing the investigation review 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 Paratransit Director, Supervisor, or Designee will properly document actions taken by the provider's personnel involved in the adverse incident including corrective actions 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 grievance-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. ~~Trans-Hernando-You Thrive Florida~~ [vansvehicles](#) 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

ADVERSE SERVICE/COMPLAINT FORM

Submit this adverse service/complaint form within two business days of the occurrence to the bus driver or You Thrive FL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. 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:

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> 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.

--

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.

--

Joy Turner

From: Mary Elwin
Sent: Monday, January 6, 2025 3:07 PM
To: jcottrell@youthrivefl.org; KRIS BATES
Cc: Bob Esposito; Joy Turner
Subject: FW: New Reporting Requirements - Receiving and Investigating Reports of Adverse Incidents in Paratransit Services
Attachments: CTD Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services Model Procedures.pdf; CTD Adverse Incident Report Form Related to Paratransit Services.docx

Good afternoon Jeff and Kris,

Please confirm that you received the email below from the Commission for Transportation Disadvantaged on reporting requirements as contained therein. Please let us know if you have any issues or items you would like to discuss.

Thank you,



Mary Elwin

MPO Coordinator
Phone: 352-754-4082, Ext. 28015
Email: marve@co.hernando.fl.us
789 Providence Boulevard
Brooksville, FL 34601
<http://herandocitrusmpo.us>

From: Somerset, Karen <Karen.Somerset@dot.state.fl.us>
Sent: Friday, December 27, 2024 2:43 PM
To: Somerset, Karen <Karen.Somerset@dot.state.fl.us>
Subject: New Reporting Requirements - Receiving and Investigating Reports of Adverse Incidents in Paratransit Services

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Pursuant to Section 427.021, Florida Statutes, transportation service providers contracting with local governments to provide paratransit services for persons with disabilities are required to establish procedures for receiving, investigating, and reporting adverse incidents to the Commission for the Transportation Disadvantaged (Commission) on a quarterly basis. In addition, the statute requires the Commission to establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities.

At its business meeting on December 11, 2024, the Commission approved the attached *Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities*, along with the *Adverse Incident Report Form*.

While most systems already have procedures in place for investigating incidents and accidents, the Commission requests that you review and incorporate the attached guidance and report form into your existing processes. We recognize that the statute does not define certain terms; accordingly, you may wish to clarify these terms within your procedures as needed.

Adverse incidents must be reported to the Commission on a quarterly basis. The first reporting period will cover January 1 to March 31, 2025, with the report due no later than April 30, 2025. *The Adverse Incident Report Form* must be used throughout the reporting process, including for preliminary reports, ongoing investigations, and when investigations are closed.

If an incident is resolved early in the quarter and the investigation is closed before the report deadline, it is recommended that a single report form be submitted with the investigation marked as closed. Multiple reports should only be submitted if an incident occurs late in the quarter and remains under investigation by the report deadline, or if the investigation has not been concluded by the time the report is due.

If you have any questions or require further clarification, please contact us. We appreciate your cooperation in implementing these procedures and look forward to receiving your reports.

Thank you for your attention to this matter.

Karen Somerset



Karen Somerset, F.C.C.M.
Interim Executive Director
Phone: (850) 410-5701
Email: Karen.Somerset@dot.state.fl.us
Website: <https://ctd.fdot.gov>

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.



**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD FOR
HERNANDO COUNTY, FLORIDA**

COMPLAINT AND GRIEVANCE PROCESS

Effective: February 13, 2025

**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: _____

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

BY _____
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 are incidents that 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 two business days of the occurrence. 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, closing the investigation review 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 Paratransit Director, Supervisor, or Designee will properly document actions taken by the provider's personnel involved in the adverse incident including corrective actions 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.

ADVERSE SERVICE/COMPLAINT FORM

Submit this adverse service/complaint form within two business days of the occurrence to the bus driver or You Thrive FL office at 820 Kennedy Boulevard, Brooksville, Florida 34601. 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 # _____

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:

<input type="checkbox"/> Preliminary Report	<input type="checkbox"/> Under Investigation	<input type="checkbox"/> Investigation Closed
---	--	---

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.

--

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.

--

**QUARTERLY REPORT FOR OCTOBER 1 THROUGH DECEMBER 31, 2024, 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, 2024, through December 31, 2024.

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
JULY 1, 2024 THROUGH JUNE 30, 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:

Trans Hernando, 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, Trans Hernando 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. Trans Hernando provides physically challenged individuals equal service, appointment guarantees, and fare box fees.

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.

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2024 through June 30, 2025**

Month	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
Work Days	20	23	20	22	19	18	21	20	21	21	22	19	246
Overview of Total Trip Requests	Total incoming calls received	2752	2660	2654	3026	2506	2706						16,304
	Average number calls received per day	138	116	133	138	132	150						
	Total trip requests received	1376	1330	1327	1513	1253	1353						8,152
	Total cancelled trips	292	324	305	404	206	233						1,764
	Total ASAP Trips	10	17	45	26	15	29						142
	Total NS trips	40	28	20	18	17	46						169
	Total trip requests provided	1034	961	957	1065	1015	1045						6,077
% of Trip Requests Provided	75.1%	72.3%	72.1%	70.4%	81.0%	77.2%							
% of Trip Requests Cancelled	21.2%	24.4%	23.0%	26.7%	16.4%	17.2%							
% of No Show Trip Requests	2.9%	2.1%	1.5%	1.2%	1.4%	3.4%							

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2024 through June 30, 2025**

Month	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
Work Days	20	23	20	22	19	18	21	20	21	21	22	19	246
REASON FOR UNPROVIDED REQUESTS													
% of Trip Requests unable to Provide	0.00%	0.00%	0.00%	1.98%	1.76%	2.00%							
Same day Request				12	9	10							31
Out-of-county request				6	5	7							18
Stretcher				1	0	2							3
Holiday/Weekend				3	1	2							6
Before 8 a.m./after 3:00 p.m. appointments				8	7	6							21
Total Unprovided	0	0	0	30	22	27	0	0	0	0	0	0	79
TRIP PURPOSE	Medical	634	605	579	648	608	613						3,687
	Nutritional/Shop	203	166	160	192	204	192						1,117
	Connector	0	0	0	0	0	0						0
	Education	79	74	101	90	85	68						497
	Employment	84	80	69	86	60	65						444
	Other	34	36	48	49	58	107						332
	Total	1,034	961	957	1,065	1,015	1,045	0	0	0	0	0	0

**TRANS HERNANDO
MID FLORIDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2024 through June 30, 2025**

		Month	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
Work Days			20	23	20	22	19	18	21	20	21	21	22	19	246
TRIP TYPE	Elderly (Over 60)		752	673	710	794	770	781							4,480
	Adult		282	288	247	271	245	264							1,597
	Child (Under 16)		0	0	0	0	0	0							0
	Total		1,034	961	957	1,065	1,015	1,045	0	0	0	0	0	0	6,077
UNDUPLICATED COUNT	Elderly (Over 60)		108	102	102	105	104	107							520
	Percent %		80.6%	77.9%	80.3%	79.5%	79.4%	79.3%							65.8%
	Adult		26	29	25	27	27	28							162
	Percent %		19.4%	22.1%	19.7%	20.5%	20.6%	20.7%							20.5%
	Child (Under 16)		0	0	0	0	0	0							0
	Percent %		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%							0%
Total		134	131	127	132	131	135	0	0	0	0	0	0	790	
TRIP MODE	AMBI		490	490	512	549	483	514							3,038
	WHLI & SCOI		544	471	445	516	532	531							3,039
	AMBO		0	0	0	0	0	0							0
	Total		1,034	961	957	1,065	1,015	1,045	0	0	0	0	0	0	6,077
FUNDING SOURCE	TRIP & EQUIP		845	813	823	911	850	889							5,131
	ISD														
	DOEA		189	148	134	154	165	156							946
	Total		1,034	961	957	1,065	1,015	1,045	0	0	0	0	0	0	6,077
NO SHOW	CTD - T&E		34	19	11	11	12	20							107
	DOEA		6	9	9	7	5	26							62
	Total No Shows		40	28	20	18	17	46	0	0	0	0	0	0	169

**TRANS HERNANDO
MID FLOIRDA COMMUNITY SERVICES, INC.
QUARTERLY SYSTEM REPORT
FOR FISCAL PERIOD
July 1, 2024 through June 30, 2025**

<i>Month</i>		<i>Jul-24</i>	<i>Aug-24</i>	<i>Sep-24</i>	<i>Oct-24</i>	<i>Nov-24</i>	<i>Dec-24</i>	<i>Jan-25</i>	<i>Feb-25</i>	<i>Mar-25</i>	<i>Apr-25</i>	<i>May-25</i>	<i>Jun-25</i>	<i>TOTAL</i>
Work Days		20	23	20	22	19	18	21	20	21	21	22	19	246
OPERATING DATA	Suspended	0	0	0	0	0	0							0
	System Miles	15352	18610	12948	149650	138910	144527							479,997
	Revenue Miles	12248	12267	9162	12310	12103	12226							70316
	Average System Miles per trip	11.8	12.8	9.6	11.6	11.9	11.7							11.6
	System Hours	786.48	860.65	764.62	827.08	776.88	786.13							4,802
	Revenue Hours	678.30	694.77	646.88	701.85	648.53	661.52							4,032
	Cost Per Trip	\$25.95	\$26.02	\$25.77	\$25.92	\$25.95	\$25.94							
	System Cost per Mile	\$2.17	\$2.01	\$2.67	\$2.21	\$2.14	\$2.18							

COMPLIMENTS/COMPLAINTS

		Month	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL
		Work Days	20	23	20	22	19	18	21	20	21	21	22	19	TOTAL
TRANS HERNANDO	COMPLIMENT	Driver	4	4	5	8	5	7							33
		Vehicle	0	0	0	0	0	0							0
		Service	0	1	0	2	0	2							5
		Policy	1	0	0	0	0	0							1
		Other	0	0	0	0	0	0							0
	COMPLAINT	Driver	0	0	0	0	1	0							1
		Vehicle	0	0	0	0	0	0							0
		Service	0	0	0	0	0	0							0
		Policy	0	1	1	0	0	0							2
		Other	0	0	0	0	0	0							0

BREAKDOWNS/ACCIDENTS

		Month	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	TOTAL	
		Work Days	20	23	20	22	19	18	21	20	21	21	22	19	TOTAL	
TRANS HERNANDO	TOWS	0	3	0	1	2	1								7	
	ROAD CALLS	0	0	2	0	0	0								2	
	INCIDENT & ACCIDENTS	CHARGEABLE	0	0	0	0	0	0								0
		NON-CHARGEABLE	0	0	0	0	0	0								0