



**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED (LCB-TD) MEETING**

Martin County Board of County Commission Chambers
2401 SE Monterey Road, Stuart, FL 34996

www.martinmpo.com

(772) 221-1498

Monday, March 2, 2026 @ 10:00 AM

AGENDA

<u>ITEM</u>	<u>ACTION</u>
1. CALL TO ORDER – 10:00 A.M.	
2. ROLL CALL	
3. APPROVE AGENDA	APPROVE
4. APPROVE MINUTES (Pg. 3) • Regular Meeting Minutes – December 8, 2025	APPROVE
5. COMMENTS FROM THE PUBLIC (PLEASE LIMIT YOUR COMMENTS TO THREE MINUTES, COMPLETE CARD TO COMMENT)	
6. AGENDA ITEMS	
A. ELECTION OF VICE CHAIR (Pg. 8)	APPROVE
B. QUARTERLY PERFORMANCE REPORT (Pg. 9)	APPROVE
C. CTC EVALUATION (Pg. 15)	INFORMATIONAL
D. LCB-TD BYLAWS (Pg. 17)	APPROVE
E. LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES (Pg. 30)	APPROVE
7. COMMENTS FROM COMMITTEE MEMBERS	

8. NOTES

9. NEXT MEETING

- June 1, 2026 (Commission Chambers, Administration Bldg.)

10. ADJOURN

The Martin MPO solicits public participation without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the American with Disabilities Act or persons who require language translation services (free of charge) should contact Ricardo Vazquez, Principal Planner (Title VI/Non-discrimination Contact) at (772) 223-7983 or in advance of the meeting. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

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Monday, December 8, 2025, at 10:00 A.M.

MINUTES

- 1. CALL TO ORDER** – The Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) meeting of December 8, 2025, was called to order at 10:00 A.M. by Mayor Carmine Dipaolo, Chair.
- 2. ROLL CALL** – Susan Ortiz, Administrative Assistant, called roll.

Members in Attendance:

Mayor Carmine Dipaolo – Chair, Village of Indiantown
Ashman Beecher, Martin County Transit
Phyl Weaver, Representative for Persons over 60
Michelle Miller, Representative for the Florida Association for Community Action
(FACA) Economically Disadvantaged
Dalia Dillon, Department of Elder Affairs
Gayle McArdle, Representative for Persons with Disabilities
Tatiana Gillyard, FDOT Representative
Michael Drost, Florida Department of Veteran's Affairs
Emily Hough, Florida Division of Vocational Rehab
Milory Senat, Agency for Persons with Disabilities
Jennifer Langlois, Representative for Public Education Community District
School

Excused Members:

Gregory McDonald, Career Source Research Coast
Tarlaymoon Hosein, Citizens Advocate (Rider Rep)

Members not in Attendance:

Robert McPartlan, Vice Chair, Department of Children and Family
Brenda Matheny, Local Medical Community
Monique Robbins, Representative for Children at Risk Board

Staff in Attendance:

Beth Beltran, MPO Administrator
Lucine Martens, Planner
Ricardo Vazquez, Principal Planner
Susan Ortiz, Administrative Assistant

Others in Attendance:

Chris Stephenson, Martin County Transit (MCT) a Division of Senior Resource Association (SRA)
Erica Wozny, Martin County School District

A quorum was present for the meeting.

3. APPROVE AGENDA

A motion was made by Phyl Weaver to approve the agenda as presented and seconded by Dalia Dillon. The motion passed unanimously.

4. APPROVE MINUTES

- Public Workshop Meeting Minutes – August 25, 2025
- Regular Meeting Minutes – August 25, 2025

A motion to approve both the Public Workshop Meeting Minutes and the Regular Meeting Minutes of August 25, 2025, was made by Michelle Miller and seconded by Dalia Dillon. The motion passed unanimously.

5. COMMENTS FROM THE PUBLIC

Erica Wozny with the Martin County School District introduced herself. Ms. Wozny explained that she is the Assistant Principal of Stuart Middle School, has been with the Martin County School District for about thirteen years and that she is very happy in her position to serve not only the families, parents, teachers but also the students which are her “children”. Ms. Wozny went on to explain to the LCB that there is a need that Stuart Middle School has regarding transportation. The student athletes, specifically soccer players are expected to commute to Guy Davis Field in Stuart during their season which begins January 2026. Ms. Wozny stated that she had already spoken to Mr. Ashman Beecher and was also in communication with Mr. Chris Stephenson. However, it seems that they have hit a little bump in the road in the request process. The request is having the student athletes safely be picked up from Stuart Middle or a Marty bus stop close to the school (SE Hospital Ave and SE Ocean Blvd., a tenth of mile away from the school). It would be a huge help if a Marty bus could safely transport the student athletes to Guy Davis Field where their soccer field is located. This would not only ensure the safety of the student athletes but also help the parents knowing that their kids are being safely transported to Guy Davis Field. The request is for only the said pick-up from Stuart Middle and drop off at Guy Davis Field, the school can then arrange for their parents to pick them up. Ms. Wozny asked again for the LCB and Marty to please consider their request and the opportunity to find an opening in the bus schedule to potentially to pick the student athletes up. Ms. Wozny explained that she has been in communication with the School District Liability Department, including Don Calderon, and other District staff. All involved at the Martin County School District stated it would be great to collaborate with the Marty bus. Ms. Wozny stated a long-held goal would be achieved that our public schools, our

families can work together on a plan and partner with Marty. Ms. Wozny reiterated the request and stated that there would be approximately twenty-five student athletes that would need to be picked up by Marty bus.

Mayor Dipaolo asked Beth Beltran if she could investigate the matter, Ms. Beltran stated that she would talk and follow-up with Mr. Beecher, the Martin County Transit Administrator.

Phyl Weaver then asked if the School District could provide this transportation for the Stuart Middle School student athletes. Ms. Wozny explained that the School District transportation is responsible for 17,000 - 18,000 students including elementary, middle and high schools. The School District transportation ends at 4:15 pm, which is just around the time the student athletes need to get to the Guy Davis Field. Ms. Wozny also stated that looking to the future transportation partnerships would be needed for disadvantaged students that could use transportation for tutoring after school. Michael Drost stated that Ms. Wozny mentioned the District transportation day ends at 4:15 pm, and then he inquired as to what is the requirement of pick-up time for Stuart Middle School students. Ms. Wozny stated that the school buses are loaded up at 4:05 pm – 4:10 pm and then by 4:15 pm the school buses are leaving the campus to transport the students to their homes. Ms. Wozny continued and reiterated that there are no more School District buses available after 4:15 pm.

6. AGENDA ITEMS

A. QUARTERLY PERFORMANCE REPORT

Chris Stephenson presented the Quarterly Performance Report and opened by noting that Martin County Transit is experiencing a strong fiscal year. Since the start of the State fiscal year on July 1, the Martin Community Coach Program has completed more than 8,900 door-to-door trips serving elderly, disabled, and low-income residents. This represents a 25% increase over the same period last year. The system has served 989 unduplicated passengers since July 1, with an average passenger age of 80. Mr. Stephenson also reviewed customer service metrics, noting that Martin Community Coach receives significantly more calls than the Advantage Ride Program. Average call wait times have improved following the addition of a new customer care agent, and staff will continue working to reduce wait times further. The system has received eight complaints year-to-date, the same number reported at this time last year, which Mr. Stephenson characterized as positive given the substantial increase in ridership. Mr. Stephenson concluded by noting ongoing uncertainty surrounding funding for certain programs after June 30, as these dollars are awarded competitively each year with no guarantee of renewal. Mr. Stephenson and his staff are monitoring the situation closely. He then invited questions from the Committee. There were no questions from Committee members.

A motion to approve the Quarterly Performance Report was made by Phyl Weaver and seconded by Dalia Dillon. The motion passed unanimously.

B. ANNUAL OPERATING REPORT (AOR)

Mr. Stephenson presented the Quarterly Performance Report to the Committee.

Ms. Martens asked whether there is a benefit to agencies becoming coordinating contractors within the coordinated transportation system. Mr. Stephenson explained that one of the primary advantages is access to significantly discounted paratransit vehicles through an FDOT program. Nonprofits such as the Kane Center or Advocates for the Rights of the Challenged (ARC) often participate because the reduced vehicle cost allows them to transport their own clients rather than relying on the CTC. This autonomy is beneficial for both the agencies and the CTC, as it reduces the number of trips that would otherwise shift to the coordinated system. Two requirements accompany the discounted vehicle program. First, participating agencies must report their annual trip and service data to the CTC, which is why staff request these numbers each year. Second, in the event of a hurricane or other major emergency requiring mass evacuation, the agencies may be asked to temporarily provide their vehicles to the CTC for emergency operations. While this was not necessary during the current year, staff noted that coordinated contractors were called upon last year to support evacuation needs.

Mr. Stephenson invited questions from the Committee. There were no questions.

A motion to approve the Annual Operating Report (AOR) was made by Phyl Weaver and seconded by Jennifer Langlois. The motion passed unanimously.

C. COMMUNITY TRANSPORTATION COORDINATOR (CTC) COORDINATION CONTRACTS

Mr. Stephenson presented the annual Community Transportation Coordinator (CTC) coordination contracts. He explained that each year the CTC brings forward its coordination agreements and extensions for review, so the Local Coordinating Board is aware of the nonprofit partners participating in the coordinated system. For the current year, four organizations have elected to continue as coordination contractors: the Council on Aging of Martin County (Kane Center), Helping People Succeed, The ARC of the Treasure Coast, and the Council on Aging of St. Lucie County. Mr. Stephenson noted that all four agencies have signed agreements and remain active partners within Martin County's coordinated transportation system. This information was provided to ensure the LCB is aware of the nonprofits operating under coordination agreements in the County.

A motion to approve the CTC Coordination Contracts was made by Phyl Weaver and seconded by Michelle Miller. The motion passed unanimously.

7. COMMENTS FROM COMMITTEE MEMBERS

Gayle McArdle expressed her appreciation to Chris Stephenson and the Martin Community Coach team for the quality of the transportation program. She stated that the service has been excellent for riders like herself and noted a noticeable increase in the level of service provided. Ms. McArdle emphasized that the program plays an important role in keeping individuals connected to the community.

8. NOTES - None

9. NEXT MEETING- March 2, 2026, 10:00 am
Martin County Admin Center, Commission Chambers

10. ADJOURN 10:23 A.M.

Approved by:

Mayor Carmine Dipaolo, Chair

Date

Prepared by:

Susan Ortiz, Administrative Assistant

Date

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**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 2, 2026	DUE DATE: February 23, 2026	UPWP#: 6
WORDING: ELECTION OF VICE-CHAIR		
REQUESTED BY: MPO	PREPARED BY: Ricardo Vazquez / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: N/A

BACKGROUND

Each year, the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD) elects a Vice-Chair from its voting membership. The Chair shall accept nominations for Vice-Chair, and if a quorum is present, the Vice-Chair shall be elected by a majority rule of the members present. The Vice-Chair shall serve a term of one year. In the event of the Chair’s absence or at the Chair’s discretion, the Vice-Chair shall preside over meetings.

ISSUES

At the March 2, 2026, LCB-TD meeting, voting members should elect a Vice-Chair.

RECOMMENDED ACTION

Nominate and elect the LCB-TD Vice-Chair.



**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 2, 2026	DUE DATE: February 23, 2026	UPWP#: 6
WORDING: QUARTERLY PERFORMANCE REPORT		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Ricardo Vazquez / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: CTC Quarterly Performance Report

BACKGROUND

Martin County Transit (MCT) [a division of Senior Resource Association (SRA)], the Community Transportation Coordinator (CTC), is required to provide the LCB-TD with a performance report.

ISSUES

At the March 2, 2026, LCB-TD meeting, Chris Stephenson with MCT will provide the CTC Performance Report for the period covering July 2025 through January 2026, for review and approval

RECOMMENDED ACTION

- a. Approve the CTC Performance Report for the period covering July 2025, through January 2026.
- b. Provide direction

ATTACHMENTS

MCT Performance Report for the period covering July 2025, through January 2026.



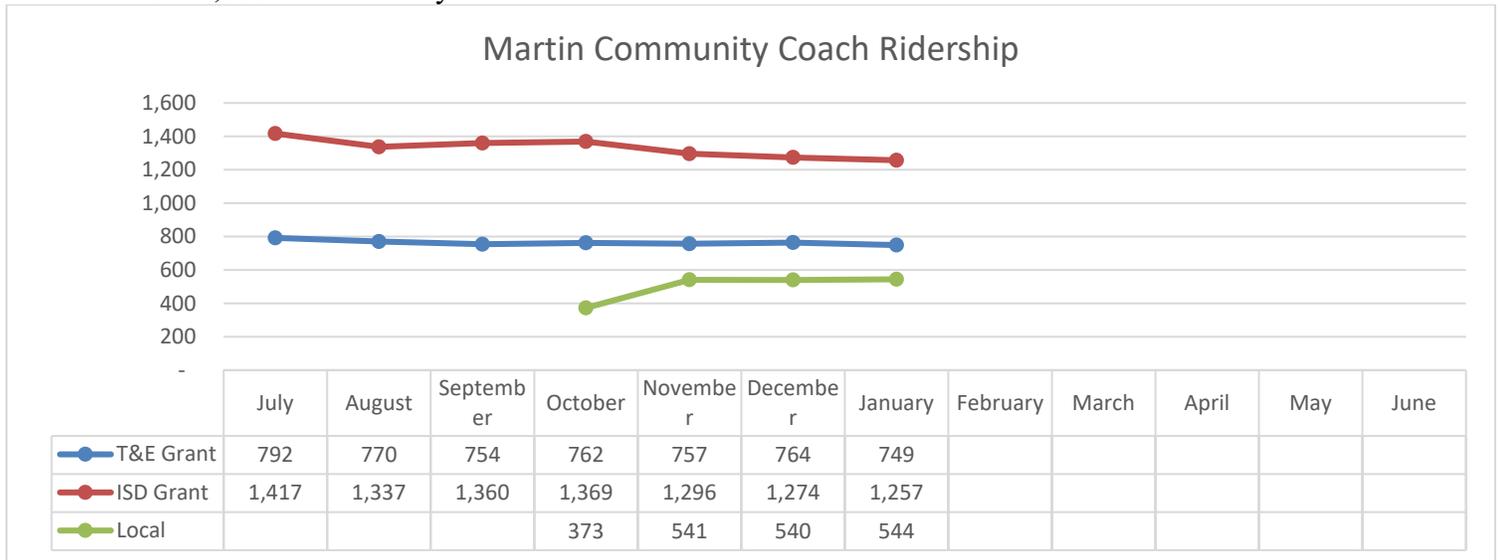
CTC Status Report July, 2025-January, 2026

Prepared: February 5th, 2026

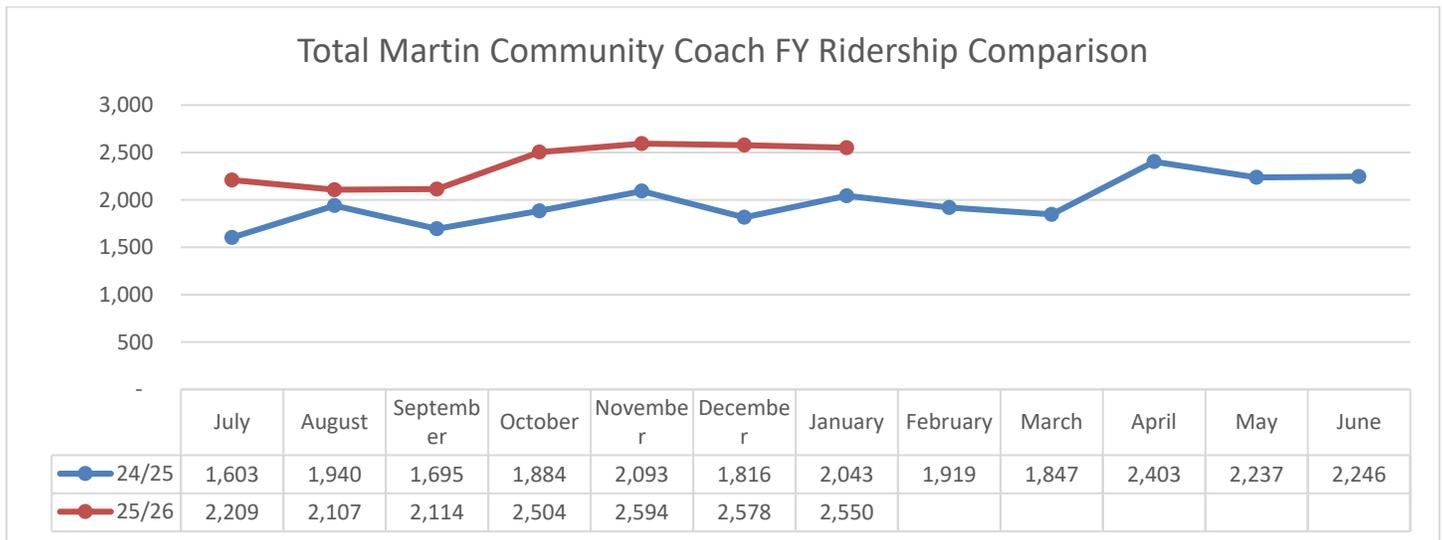
By Chris Stephenson, Transportation Director

Martin Community Coach

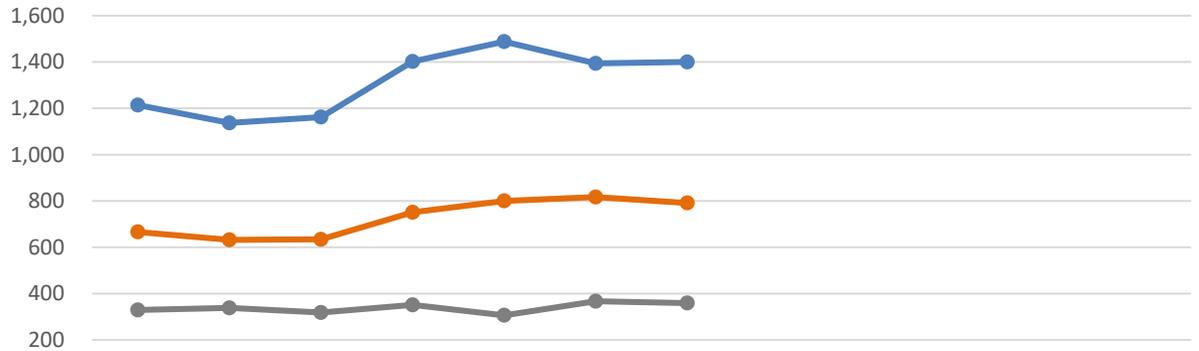
- FY 2025/2026 Ridership: 16,656 TD trips
 - 5,348 T& E Grant
 - 9,310 ISD Grant
 - 1,998 Local County



This is a 27% increase in ridership compared to the same time last FY. This increase is due to the larger ISD Grant received this fiscal year, as compared to last fiscal year



Martin Community Coach Trip Purpose



	July	August	September	October	November	December	January	February	March	April	May	June
Medical	1,214	1,137	1,162	1,402	1,488	1,394	1,400					
Shopping	666	632	634	751	800	817	791					
Education/Employment	329	338	318	351	306	367	359					

- 55% of trips in Martin County have been for Medical appointments
- 31% of trips in Martin County have been for shopping
- 14% of trips in Martin County have been for education/employment

Martin Community Coach Applications Processed



	July	August	September	October	November	December	January	February	March	April	May	June
MC Received	44	36	26	24	20	35	20					
MC Approved	36	33	25	18	19	22	19					

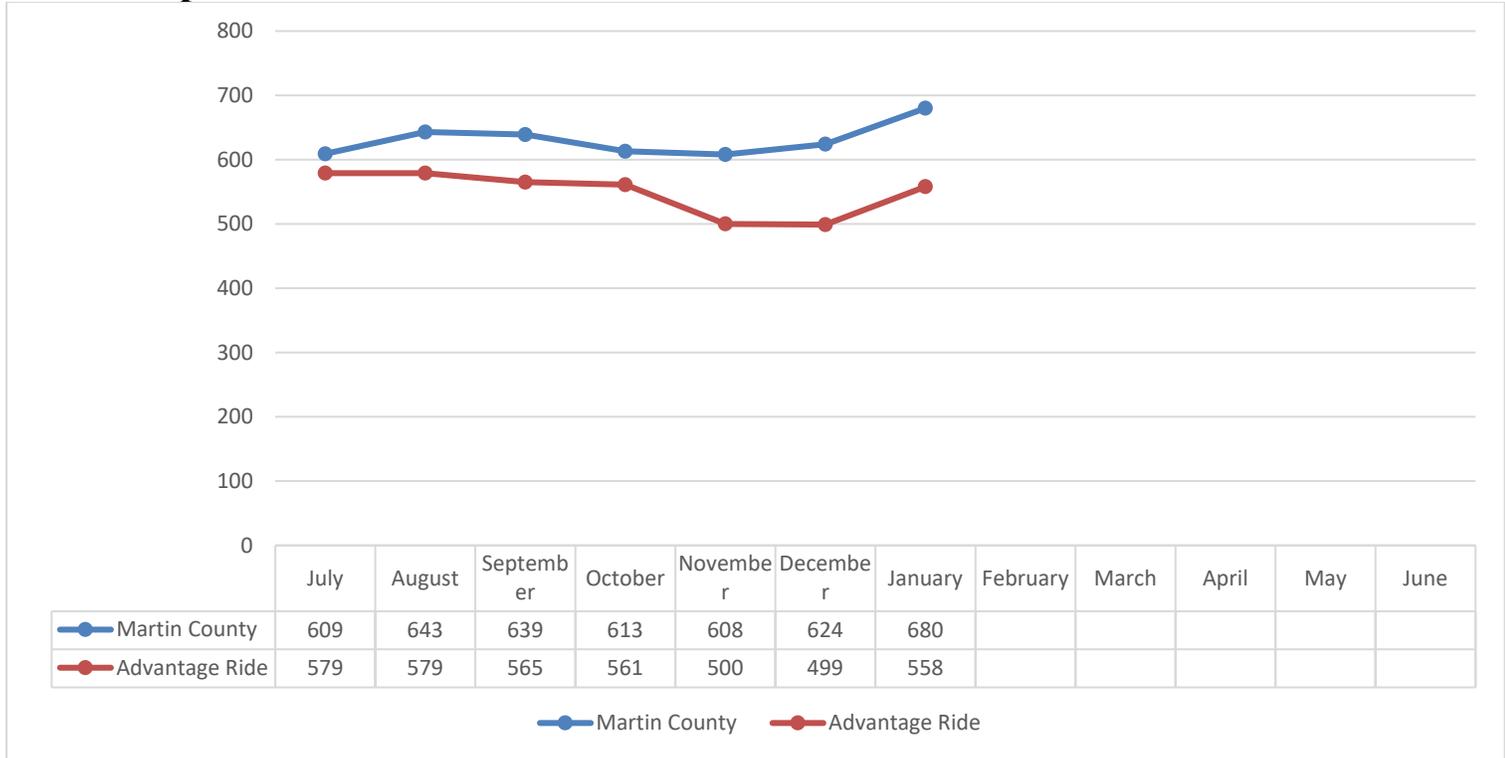
MC Received MC Approved

TD Passengers

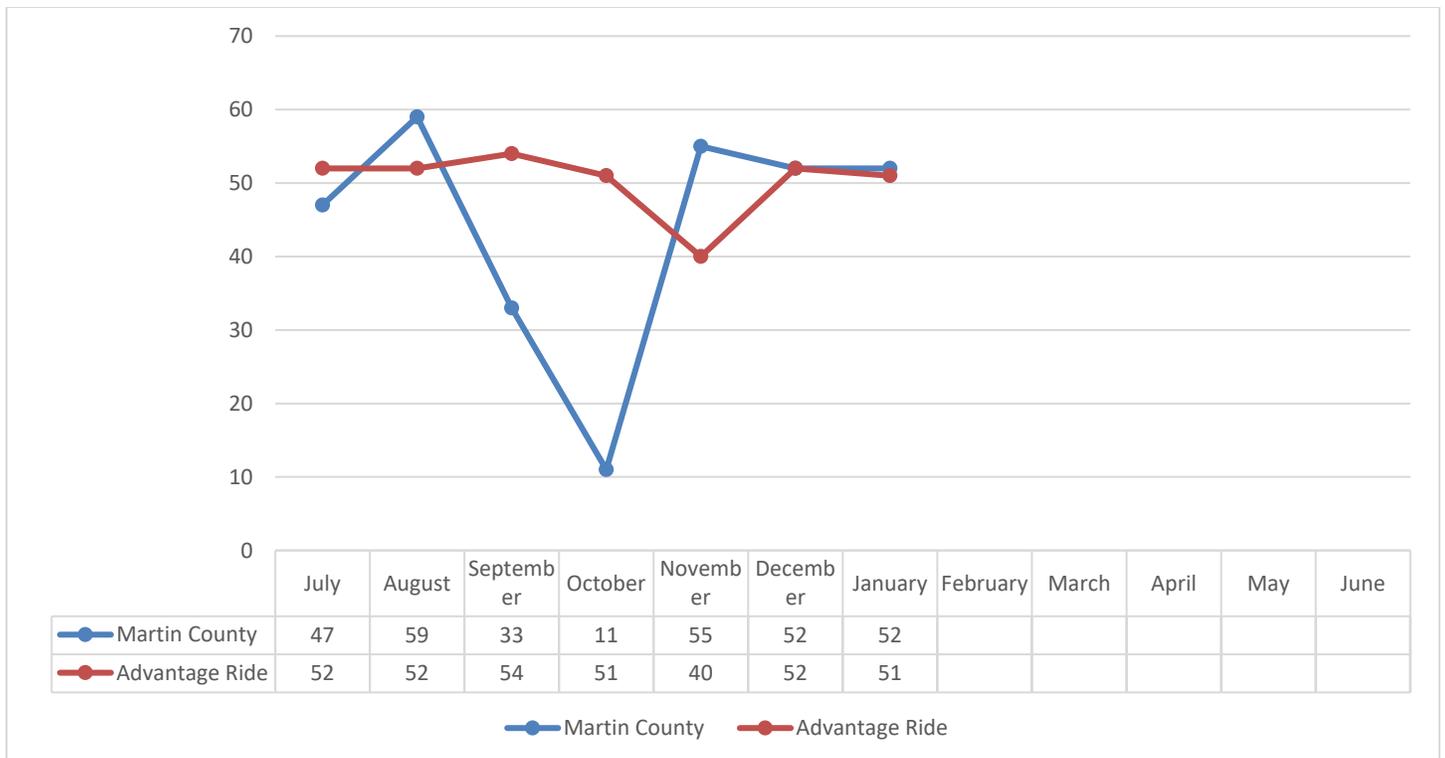
- 972 Unduplicated Passengers Currently
- Average Age of 83 years old



Phone Reports-Call Volume



Average Phone Wait Times-Seconds





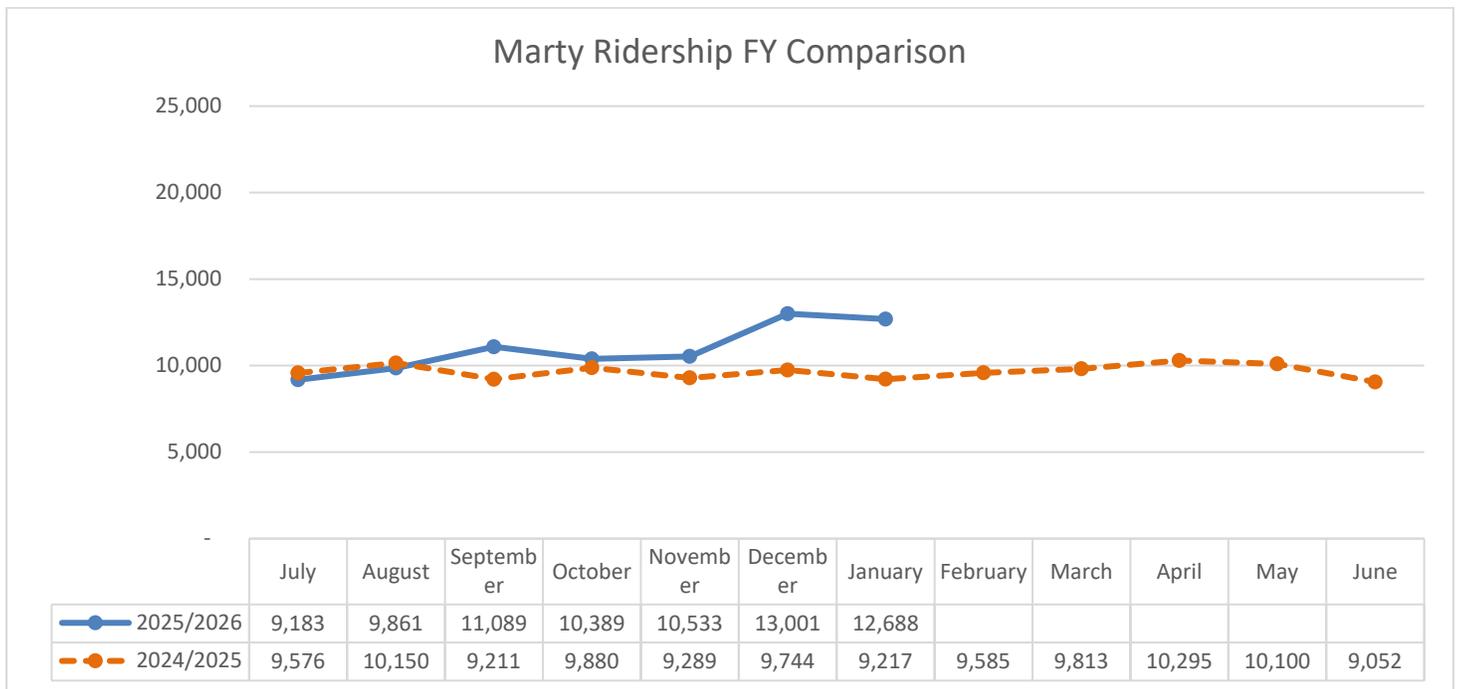
TD System Complaints this FY

16 complaints have been received about Martin Community Coach this FY

- 12 regarding timeliness
- 4 regarding call center

By Comparison, 18 complaints were received in FY 24/25

Marty Fixed Route



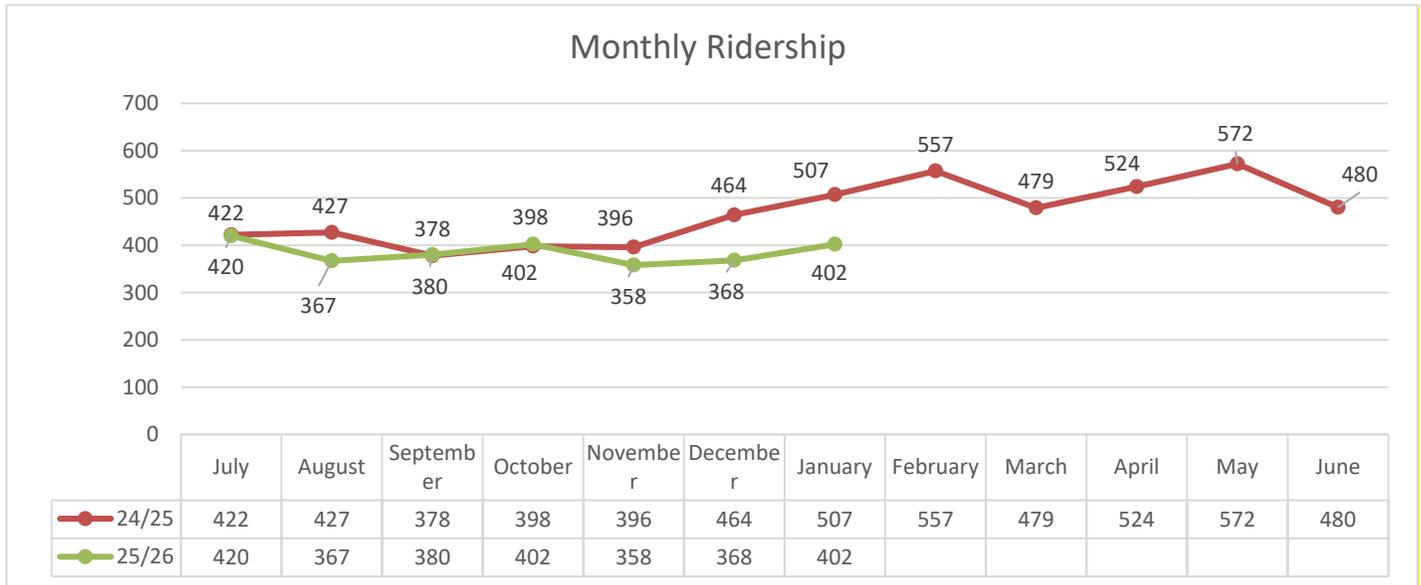
- Fiscal Year Ridership: 76,744
 - 14% increase from last fiscal year
 - The system went fare-free in November, 2025

System Accidents

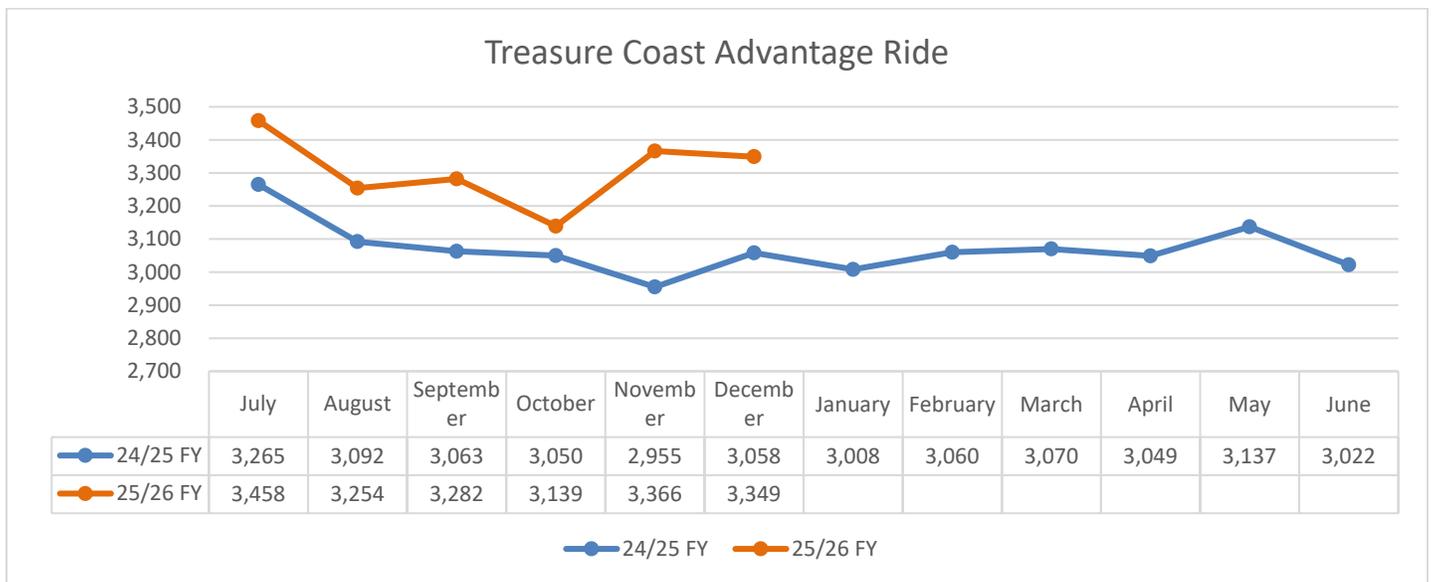
Chargeable Accidents: 1



Martin County Indiantown Shuttle



Treasure Coast Developmental Disability Advantage Ride Program



- Fiscal Year Ridership: 13,133
 - 8% increase from last fiscal year. This increase is due to the larger ISD Grant received this fiscal year, as compared to last fiscal year



**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 2, 2026	DUE DATE: February 23, 2026	UPWP#: 6
WORDING: COMMUNITY TRANSPORTATION COORDINATOR (CTC) EVALUATION		
REQUESTED BY: Florida Commission for the Transportation Disadvantaged	PREPARED BY: Ricardo Vazquez/ Beth Beltran	DOCUMENT(S) REQUIRING ACTION: N/A

BACKGROUND

In accordance with Rule 41-2, F.A.C., an annual evaluation of the Community Transportation Coordinator (CTC) will be conducted by staff of the Martin Metropolitan Planning Organization (MPO) and members of the Local Coordinating Board for the Transportation Disadvantaged (LCB-TD). The following schedule is proposed:

CTC EVALUATION TASKS	DATE
Request names of riders to survey from CTC	February
Request information within the Evaluation Workbook from CTC	February
Schedule vehicle inspections with the CTC	March
Discuss tasks with Volunteers	March
Discuss Evaluation Workbook responses with CTC	March
Summarize rider surveys	March
Conduct On-Site inspections	April
Compile information to be included in CTC Evaluation Report	April
Develop Report	April
Discuss Findings and Recommendations with CTC	April
Finalize Report for LCB-TD	April
Present Report to the LCB-TD	June

ISSUES

The CTD requires that the CTC Evaluation be approved by the LCB-TD. This report will be presented to the LCB-TD at the June 1, 2026, meeting for review and approval. Staff will request volunteers from the LCB-TD to assist in the CTC Evaluation process.

AGENDA ITEM 6C

RECOMMENDED ACTION

a. Volunteers to assist with the CTC Evaluation process

FISCAL IMPACT

N/A

APPROVAL

MPO

ATTACHMENTS

N/A



**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 2, 2026	DUE DATE: February 23, 2026	UPWP#: 6
WORDING: LCB-TD BYLAWS		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Ricardo Vazquez / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: LCB-TD BYLAWS

BACKGROUND

The Bylaws govern the composition, scope, and procedures of Martin County’s LCB-TD. The Bylaws shall state that the LCB-TD will conduct business using parliamentary procedures according to Robert’s Rule of Order and shall be updated annually. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption.

ISSUES

There are no recommended changes to the LCB-TD Bylaws. At the March 2, 2026, LCB-TD meeting, MPO Staff will present the Bylaws for re-adoption.

RECOMMENDED ACTION

- a. Approve the LCB-TD Bylaws as presented.
- b. Approve LCB-TD Bylaws with comments.

ATTACHMENTS

Draft LCB-TD Bylaws

***BYLAWS
OF THE
MARTIN COUNTY
LOCAL COORDINATING BOARD
FOR THE TRANSPORTATION DISADVANTAGED***

Originally Adopted: April 18, 1991
Re-Adopted: March 3, 2008
Re-Adopted: March 2, 2009
Revised & Adopted: March 1, 2010
Re-Adopted: April 4, 2011
Re-Adopted: March 5, 2012
Re-Adopted: March 4, 2013
Re-Adopted: March 3, 2014
Re-Adopted: March 2, 2015
Re-Adopted: March 7, 2016
Re-Adopted: March 6, 2017
Re-Adopted: March 26, 2018
Re-Adopted March 4, 2019
Re-Adopted: March 2, 2020
Re-Adopted: June 7, 2021
Re-Adopted: March 7, 2022
Re-Adopted: March 6, 2023
Re-Adopted: March 4, 2024
Re-Adopted: March 31, 2025
Re-Adopted: March 2, 2026

Mayor Carmine Dipaolo, Local Coordinating Board Chair
Duly passed and adopted the 2nd day of March 2026

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1.01 PREAMBLE

The Local Coordinating Board for the Transportation Disadvantaged has been created pursuant to Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code. The following sets forth the bylaws, policies and procedures that shall serve to guide the proper functioning of the Local Coordinating Board (LCB). The intent is to provide guidance for the operation of the LCB to ensure the accomplishment of transportation disadvantaged planning and development of tasks within a cooperative framework to create a modern, efficient and safer public transportation system.

1.02 LCB PURPOSE AND FUNCTIONS

(1) The citizens of the area shall be involved in the transportation disadvantaged planning process by the establishment of an LCB. The purpose of the LCB shall be to identify local service needs and to provide information, advice, direction, and support to the Community Transportation Coordinator (CTC) on the coordination of transportation disadvantaged services.

(2) The Board shall meet at least quarterly and shall perform the following duties as mandated in FAC 41-2.012(6):

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to Florida Commission for the Transportation Disadvantaged hereinafter referred to as the "commission" and keep same on file with the Martin County Metropolitan Planning Organization (MPO) serving as the Designated Official Planning Agency (DOPA).

(b) Review and approve the CTC's Memorandum of Agreement (MOA) and the Service Plan for the provision of transportation services.

(c) Evaluate services provided under the Service Plan. Annually, by copy of the CTC's annual evaluation, provide the MPO (DOPA) with an evaluation of the CTC's performance in general and relative to Commission standards as outlined by the Commission for the Transportation Disadvantaged (CTD) and the completion of the Annual Service Plan/Update.

(d) In cooperation with the CTC, review and provide recommendations to the Commission and the DOPA on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area are provided in the most cost effective and efficient manner.

(e) Review coordination strategies for service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve

cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population. Such strategies should also encourage multicounty and regional transportation service agreements between area Community Transportation Coordinators and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so.

(f) Appoint a Grievance Subcommittee to process, investigate and resolve complaints and make Recommendations to the Board for improvement of service from agencies, users or potential users of the system in the designated service area. All Grievances shall be processed under the adopted Grievance Procedures.

(g) In coordination with the CTC, jointly develop applications for funds that may become available for planning, service expansion or related areas.

(h) Review and approve the Annual Operating Report of the CTC prior to submittal to the CTD.

(i) Review inventory of vehicles purchased with transportation disadvantaged funds in Service Plan.

1.03 LCB MEMBERSHIP

(1) LCB voting membership may be attained in the following ways:

(a) Per the requirement of Rule 41-2, the MPO shall appoint one elected official to serve as the official Chairperson for all Coordinating Board meetings and the appointed person shall be an elected official from the County that the Coordinating Board serves.

(b) Per the requirement of Rule 41-2, a representative shall be selected by a state or local agency and be recommended to the DOPA to serve on the Board.

(c) Each voting member of the Board may nominate one alternate for approval by the DOPA; said alternate shall vote only in the absence of that member on a one-vote per member basis.

(2) The LCB membership shall include, but not be limited to the following voting members or their alternate:

(a) A representative of the Florida Department of Transportation;

(b) A representative of the Florida Department of Children and Families;

(c) A representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services representing the Department of Education;

- (d) A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program;
 - (e) A person who is recognized by the Florida Department of Veterans Affairs, representing the Veterans in the service area;
 - (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the service area;
 - (g) A disabled person representing the disabled in the County;
 - (h) Two citizen advocates - users of the system;
 - (i) A person over sixty years of age representing the elderly in the county;
 - (j) A local representative for children at risk;
 - (k) A person representing Department of Elder Affairs;
 - (l) A person representing the Florida Agency for Health Care Administration (Medicaid);
 - (m) A representative of the Private Transportation Industry;
 - (n) A representative of the Regional Workforce Development Board established in Chapter 455, Florida Statutes;
 - (o) A representative of the local medical community which may include but not limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health departments or other home and community-based services.
 - (p) A local representative of the Agency for Persons with Disabilities
- (3) Additional non-voting members may be appointed.
- (4) Non-voting members shall sit with the same rights and privileges as other members, except that non-voting members shall not have the right to present motions or second same, or to vote upon any motion of the LCB.

1.04 LCB APPOINTMENT, QUALIFICATIONS AND TERMS OF OFFICE

(1) The LCB shall encourage affected state/local agencies, the MPO serving as the DOPA and interested citizens in the service area to nominate representatives and alternates to serve as voting members on the LCB.

(2) Voting members of the LCB may have mass transportation expertise or interests to advise CTC on public transportation operations, management and planning matters.

(3) Each LCB member or his/her alternate is expected to regularly attend scheduled LCB meetings, except for unavoidable reasons. A committee member missing three (3) consecutive meetings for unexcused reasons may be recommended for resignation. After two (2) consecutive absences, the Chairperson will write a letter to the affected member regarding absenteeism and his/her intention to continue serving on the LCB with a copy to his/her supervisor, as appropriate.

(4) The DOPA will review and consider terminating the appointment of any voting member of the Board who fails to attend three (3) consecutive meetings without notice to the MPO. The affected agency or representative will be informed of this termination by letter and a replacement for that category shall be appointed.

(5) In the event a member decides to resign or is unable to serve, such member or their representative shall submit a written notice to the DOPA. The resignation shall take effect upon receipt of the written notice by the Chairperson and its presentation to the LCB at a regularly scheduled meeting.

(6) LCB members shall be appointed to terms as follows, or as specified by the MPO serving as the DOPA.

(a) The Chairperson shall be appointed by the MPO serving as the DOPA. Per Rule 41-2, the Chairperson shall serve until replaced by the MPO.

(b) Per Rule 41-2 membership shall be maintained with a representative/alternate from the prescribed agencies/entities referenced in Section 1.03 of these Bylaws.

(c) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years.

(7) Vacancies shall be filled in the same manner as the initial appointment.

1.05 LCB OFFICERS AND DUTIES

- (1) The LCB voting membership shall hold an organizational meeting as part of their first regular annual meeting for the purpose of electing a Vice-Chairperson from its voting membership.
- (2) The Chairperson shall accept nominations for Vice-Chairperson either in written or verbal form at the meeting specified in (1) above of this section.
- (3) Quorum – A majority of the LCB-TD voting members on the active roster at the time of the respective meeting must be present for the LCB to conduct business. If a quorum is in attendance, the Vice-Chairperson shall be elected by a majority of the members present at the organizational meeting and shall serve a term of one year, starting with the next meeting.
- (4) The Chairperson shall preside at all meetings. In the event of his/her absence, or at his/her direction, the Vice-Chairperson shall preside over meetings.
- (5) In the event of the permanent incapacitation or removal from the LCB of the Chairperson or Vice-Chairperson, a new Chairperson will be nominated by the DOPA, or a new Vice-Chairperson elected from the membership at the next scheduled meeting.
- (6) The Chairperson shall be the only person to sign all correspondence or to delegate letter preparation to staff.

1.06 REGULAR LCB MEETINGS

- (1) LCB meetings shall be held at least quarterly or on an as-needed basis at a date, time and place to be designated by the Chairperson. The Chairperson, or Vice-Chairperson when acting on behalf of the Chairperson, may change regular meeting dates and times to accommodate desirable changes due to holidays or other reasons.
- (2) In the event that the Chairperson or Vice-Chairperson acting on behalf of the Chairperson wishes to cancel or change the meeting time of a regular meeting, advance notice of such cancellation or change shall be given by mail or telephone at least three (3) working days before such meeting was to have taken place.
- (3) Except in the case of emergency meetings or workshops, the MPO shall give at least five (5) days of public notice of any meeting or workshop by posting on the MPO website, the Florida Administrative Register and through various communication platforms.

1.07 EMERGENCY LCB MEETINGS

(1) An emergency meeting of the LCB may be called by the Chairperson when, in his/her opinion, an emergency exists which required immediate action by the LCB. When such a meeting is called, each LCB member will be notified, stating the date, hour and place of the meeting and the purpose for which it is called, and no other business shall be transacted at that meeting. At least twenty-four (24) hour advance notice of such emergency meeting shall be given before the meeting is held.

(2) If, after reasonable diligence, it becomes impossible to give notice to each member, such failure shall not affect the legality of the emergency meeting if a quorum is present. The minutes of each emergency meeting shall show that proper notice was given to each member of the LCB or shall show a waiver of notice.

1.08 PUBLIC HEARINGS AND WORKSHOPS

(1) Public Hearings and workshops may be called by the LCB and may be scheduled before, during or after regular meetings at the designated meeting place or may be scheduled at other times and places, provided:

(a) The LCB shall give notice of the date, hour and place of the hearing or workshop including a statement of the general subject matter to be considered no less than ten (10) working days (Or as required by Federal, State Regulations) before the event; and

(b) No formal business, for which notice has not been given, shall be transacted at such workshops or hearings.

1.09 LCB MEETING AGENDA

(1) There shall be an official agenda for every meeting of the LCB, which shall determine the order of business conducted at the meeting.

(2) Requests for agenda changes to any LCB meeting must be received by MPO Staff at least three (3) working days prior to the meeting. MPO staff will then inform the Chairperson prior to the LCB meeting.

(3) The LCB shall not take action upon any matter, proposal or item of business not listed on the official agenda, unless a majority of the voting members present shall have first consented to the presentation thereof for consideration and action; however, the Chairperson may add new business to the agenda under other business, or reports.

(4) No agenda item listed on the agenda for public hearing or vote thereon may be deferred until a later time unless a majority of the voting members present shall vote in favor of such deferral.

(5) The agenda shall be prepared by the DOPA staff.

1.10 LCB MOTIONS

(1) All actions of the LCB shall be by motion as follows:

(a) Endorsement of transportation disadvantaged plans and programs and amendments thereto;

(b) Endorsement of goals and objectives;

(c) Endorsement of policy directives:

(d) Approval of administrative matters including directive or authorizations of the Chairperson, LCB Subcommittees, or the technical staff;

(e) Amendments to the LCB Bylaws subject to the approval of the MPO serving as the DOPA; and

(f) Any other matters deemed by the LCB to be of sufficient importance to require a motion.

(2) All official and formal motions of the LCB shall be recorded in the minutes and kept in the permanent files of the MPO.

1.11 CONDUCT OF LCB MEETINGS

(1) All LCB meetings will be open to the public and members of the press.

(2) Roberts Rules of Order shall be used as a guideline at all meetings. The Chairperson shall have the authority to appoint a Parliamentarian to interpret Roberts Rules of Order.

(3) No official action shall be taken without a quorum. No motion shall be adopted by the LCB except upon the affirmative vote of a majority of the voting members present.

(4) Should no quorum attend within fifteen (15) minutes after the hour appointed for the meeting of the LCB, the Chairperson or Vice-Chairperson acting in his/her absence may adjourn the meeting. In that event, those members present may, by unanimous agreement, select another hour or day to be readvertised to provide adequate notice. The

names of the members present and their action at such meeting shall be recorded in the minutes.

- (5) All meetings of the LCB shall be conducted in accordance with the following:
 - (a) The Chairperson shall preside at all meetings at which he/she is present;
 - (b) In the absence of the Chairperson, the Vice-Chairperson shall preside;
 - (c) The Chairperson shall state every question coming before the LCB and announce the position of the LCB on all matters coming before it;
 - (d) A majority vote of the members present shall govern and conclusively determine all questions of order not otherwise covered. Individual dissent shall be recorded and represented as such;
 - (e) No individual member shall represent an individual opinion to the press. State, Federal or local officials or any other party as being the consensus/findings of the LCB unless previous discussion and a majority vote was taken at an LCB meeting;
 - (f) The Chairperson shall take the chair at the hour appointed for the meeting, and shall call the LCB to order immediately;
 - (g) In the absence of the Chairperson and Vice-Chairperson, the staff representative shall determine whether a quorum is present and in that event shall call for election of a temporary Chairperson, the temporary Chairperson shall relinquish the chair upon conclusion of the business immediately before the LCB;
 - (h) Any LCB member who intends to be absent from any LCB meeting shall notify the staff of the intended absence as soon as he or she conveniently can;
 - (i) Any member of the LCB who has conflict of interest on a particular matter shall, by these rules, be deemed absent for the purpose of constituting a quorum, voting, or for any other purpose;
 - (j) Any LCB member who has a disagreement with Committee or Board policies shall state it in a letter to the LCB Chairperson and the MPO Administrator prior to seeking a resolution;
 - (k) The vote upon any resolution, motion or other matter may be a voice vote, unless the Chairperson or any member requests that a roll call be taken;
 - (l) Upon every roll call vote, the staff representative shall call the roll, tabulate the votes, and announce the results;

(m) The minutes of prior meetings may be approved by a majority of the voting members provided a quorum is present, and upon approval shall become the official minutes;

(n) Unless a reading of the minutes of a meeting is requested by a majority of the voting LCB members, the minutes shall not be read for approval, provided the staff delivers a copy thereof to each LCB member at least seven (7) working days prior to the meeting;

(o) Any citizen who is not on the Committee shall be entitled to be placed on the official agenda of a regular meeting of the LCB and be heard concerning any matter within the scope of the jurisdiction of the MPO;

(p) Any citizen who is not on the Committee shall be permitted to address the LCB on any matter NOT appearing on the official agenda, upon approval by a majority of the voting LCB members present;

(q) Any citizen who is not on the Committee shall be entitled as a matter of right to address the LCB on any matter listed on the official agenda, which is NOT scheduled for public hearing, discussion or debate, upon approval by a majority of the voting LCB members present;

(r) Each person, other than staff members who addresses the LCB shall give the following information for the minutes:

1. Name

2. Address

3. Representing

4. Whether or not he or she is being compensated by the person(s) for whom he or she speaks; and whether he or she, or any member of his/her immediate family has a personal financial interest in the pending matter, other than that set forth in (4), of this section.

(s) All remarks shall be addressed to the LCB as a body and not to any member thereof. No person, other than LCB members and the person having the floor, shall be permitted to enter into any discussion, either directly or through a member, without permission of the presiding officer. No question shall be asked of a LCB member except through the presiding officer.

1.12 LCB SUBCOMMITTEES

(1) LCB Subcommittees may be designated as necessary to investigate and report on subject areas of interest to the LCB. These subcommittees may include, but are not limited to:

- (a) Paratransit, Intercounty travel and future public transportation development;
- (b) Fare structure and service area need assessment; and
- (c) Directions for future growth and funding sources.

(2) LCB Subcommittees may be designated as necessary to deal with administrative and legislative procedures. These subcommittees may include, but are not limited to:

- (a) Administrative matters (CTC evaluation, etc.);
- (b) Bylaw amendments; and
- (c) Grievance Committee

1.13 LCB ADMINISTRATION

(1) The MPO Administrator shall be the direct liaison between the LCB Chairperson and the MPO serving as the DOPA.

(2) The MPO shall serve as the support staff of the LCB.

(3) The staff is responsible for the minutes of all meeting and all notices and agendas for future meetings

(4) The staff shall furnish recording capability for all meetings.

(5) The staff will assist the Chairperson in the preparation, duplication and distribution of all printed materials necessary for the meetings.

(6) All official actions of the LCB are to be recorded and kept in permanent minute files by the staff. These files shall be open to public inspection during regular office hours of the staff office in Stuart, Florida.



**LOCAL COORDINATING BOARD (LCB-TD) MEETING
AGENDA ITEM SUMMARY**

MEETING DATE: March 2, 2026	DUE DATE: February 23, 2026	UPWP#: 6
WORDING: LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES		
REQUESTED BY: Commission for Transportation Disadvantaged (CTD)	PREPARED BY: Ricardo Vazquez / Beth Beltran	DOCUMENT(S) REQUIRING ACTION: LCB-TD COMPLAINT AND GRIEVANCE PROCEDURES

BACKGROUND

The TD Program Complaint and Grievance Procedures establish a specific course of action to remedy situations that may have contributed to a complaint or grievance from a TD rider or beneficiary. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. The Florida Commission for the Transportation Disadvantaged requires that these procedures are brought before the LCB-TD on an annual basis for re-adoption.

ISSUES

The only change in the Complaint and Grievance Procedures is an updated Commission for Transportation Disadvantaged (CTD) webpage link. At the March 2, 2026, LCB-TD meeting, MPO staff will present the LCB-TD Complaint and Grievance Procedures for re-adoption.

RECOMMENDED ACTION

- a. Approve the Martin County TD Program Complaint and Grievance Procedures as presented.
- b. Approve the Martin County TD Program Complaint and Grievance Procedures with comments.

ATTACHMENTS

Martin County TD Program Complaint and Grievance Procedures

**MARTIN COUNTY
TRANSPORTATION DISADVANTAGED PROGRAM
COMPLAINT & GRIEVANCE PROCEDURES**

**Adopted: March 7, 2011
Re-Adopted: March 5, 2012
Re-Adopted: March 4, 2013
Re-Adopted: March 3, 2014
Re-Adopted: March 2, 2015
Re-Adopted: March 7, 2016
Re-Adopted: March 6, 2017
Re-Adopted: March 26, 2018
Re-Adopted: March 4, 2019
Re-Adopted: March 2, 2020
Re-Adopted: June 7, 2021
Re-Adopted: March 7, 2022
Re-Adopted: March 6, 2023
Re-Adopted: March 4, 2024
Re-Adopted: March 31, 2025
Re-Adopted: March 2, 2026**

**CTD OMBUDSMAN
HELP-LINE: 1-800-983-2435**
Florida Commission for the
Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL 32399-0450
www.dot.state.fl.us/ctd

INTRODUCTION

The purpose of this document is to provide transportation disadvantaged riders with a course of action to remedy the situation in which a complaint or grievance arose. This document also serves as the local grievance system as mandated by Chapter 427, Florida Statutes and Rule 41, Florida Administrative Code. It complies with requirements set forth in §641.511, F.S.; 42 CFR 431.200; and 42 CFR 438.

These procedures apply to transportation disadvantaged riders.

During the complaint, grievance, and appeal process the rider or his/her representative has the right to contact the Commission for the Transportation Disadvantaged (CTD) by:

- Phone: TD Helpline 1-800-983-2435
- Mail: Florida Commission for the Transportation Disadvantaged
605 Suwannee St., MS-49
Tallahassee, FL, 32399-0450
fdot.gov/ctd/ctd-home

If a customer is unable to submit a written complaint, grievance, or appeal, the Community Transportation Coordinator (CTC) will assist the customer in submitting such a request.

The CTC shall ensure no punitive action is taken against the customer, his/her representative, or other persons involved in the processes listed below.

All records of the complaint, grievance, and appeal processes, to include the Coordinator's, Grievance & Appeal Committees' reports, will be maintained by the Coordinator and made available upon request.

DEFINITIONS

Action – The denial or limited authorization of a requested service, including the type or level of service;
the reduction, suspension or termination of a previously authorized service;
the denial, in whole or in part, of payment for a service;
the failure to provide services in a timely manner, or the failure to act within the timeframes provided in 42 CFR 438.408 (as described within this document).

Appeal – Requests for review of an *Action* taken by the Community Transportation Coordinator or the Subcontracted Transportation Provider.

Complaint – Expressions of dissatisfaction related to the quality of care provided by a provider or any matter other than an *Action* that can be resolved at the Point of Contact rather than through filing a formal *Grievance*.

Grievance – Expressions of dissatisfaction about any matter other than an *Action*.

RESPONSIBLE PARTIES

Community Transportation Coordinator
Martin County Transit, a division of Senior
Resource Association
4385 43rd Ave
Vero Beach, FL 32967
772-569-0760

*Local Coordinating Board for the
Transportation Disadvantaged*
c/o Martin MPO
3481 SE Willoughby Blvd, Suite 101
Stuart, FL 334994
772-221-1498

COMMITTEES

The Local Coordinating Board (LCB) for the Transportation Disadvantaged appoints membership of the Grievance Committee as follows:

- (1) An Area Agency on Aging Representative;
- (1) A Florida Department of Transportation Representative;
- (1) A Division of Vocational Rehab Representative;
- (1) A Veteran Service Office Representative; and
- (1) A Disadvantaged citizen over 60.

At least 3 Committee members must be present during the meeting to render a decision.

The LCB also appoints membership of the Appeal Committee as follows:

- (1) An LCB Member,
- (1) An MPO Staff Member, and
- (1) A CTC Staff Member.

Members of the Appeal Committee may not have been involved in the determination of the initial action. Members must be able to meet within 72 hours notice in order to address Expedited Appeal Requests.

COMPLAINT PROCEDURES

FIRST LINE OF RESOLUTION PROCESS

1. Community Transportation Coordinator (CTC) representative receives verbal or written complaint from customer within 90 calendar days of incident.
2. CTC representative documents complaint and works to resolve complaint within 15 business days.
3. If unable to resolve within 15 business days, CTC extends for an additional 10 business days. The CTC provides notice to customer of extension and the reasons for the extension.
4. Once complaint is resolved, CTC provides written notification of the resolution to customer within 5 business days. Include the following in written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of right to file a grievance through Grievance Committee.
 - Information on the CTD Ombudsman Program.
5. CTC forwards copy of the notification of the resolution to Chairperson of the Local Coordinating Board (LCB) and the MPO Administrator.

GRIEVANCE PROCEDURES

SECOND LINE OF RESOLUTION PROCESS

1. CTC receives verbal or written grievance within 1 year of incident.
2. CTC forwards copy of grievance to Chairperson of the LCB and the MPO Administrator. Upon receipt of the grievance, the CTC will have up to 10 business days to schedule the initial Grievance Committee meeting. The meeting must be held within 15 business days of the initial filing of the grievance. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Grievance Committee at least 3 business days prior to the meeting(s). At least 3 Committee members must be present during the meeting.
4. If unable to resolve within 90 calendar days, the Grievance Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once grievance is resolved, CTC provides written notification of the resolution to customer within 30 calendar days. Include the following in the written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.

- Notice of right to file an appeal.
- The procedures for exercising these rights.
- The circumstances for which an expedited appeal is available and the procedures to request it.
- Notice of right to have benefits continue pending resolution of the appeal, how to request exercise this right, and the circumstances under which the customer would be required to pay the costs of these services.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the Florida Commission for the Transportation Disadvantaged (CTD) upon request.

APPEAL PROCEDURES

THIRD LINE OF RESOLUTION PROCESS

1. The CTC receives verbal or written appeal within 30 calendar days of the customer's receipt of notice of action. If request is made verbally, CTC notifies customer within 10 business days of need to file written request. The CTC acknowledges the receipt of the appeal in writing.
2. The CTC forwards a copy of the appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. Upon receipt of the appeal, the CTC will have up to 10 business days to schedule the initial Appeal Committee meeting. The meeting must be held within 15 business days of the initial filing of the appeal. Further meetings may be held at the discretion of the Committee.
3. The CTC will provide all relevant documents to the Appeal Committee at least three 3 business days prior to the meeting(s). At least three 3 Committee members must be present during the meeting.
4. If unable to resolve within 45 calendar days, the Appeal Committee extends for an additional 14 calendar days. The CTC provides notice to customer of the extension and the reasons for the extension.
5. Once the appeal is resolved, CTC provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:
 - The action the CTC has taken or intends to take.
 - The reasons for this action.
 - Notice of the right to file a grievance with the CTD.
 - The procedures for exercising these rights.
 - Information on the CTD Ombudsman Program.

6. The CTC forwards a copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

EXPEDITED APPEAL PROCEDURES

1. The CTC receives verbal or written request for an expedited appeal within 30 calendar days of the customer’s receipt of notice of action. The request must be based on conditions which would seriously jeopardize the customer’s life, health, or ability to attain, maintain or regain maximum function.

2. The CTC must notify the customer of the limited time available to provide allegations of fact or law. The CTC acknowledges the receipt of the appeal in writing.

3. The CTC forwards a copy of the request for an expedited appeal to the Chairperson of the LCB, the MPO Administrator, and the CTD. The CTC will have up to 72 hours (3 calendar days) to schedule an Appeal Committee meeting, review relevant evidence, and to resolve the Expedited Appeal.

5. Once the appeal is resolved, the CTC makes reasonable efforts to provide immediate verbal notification to the customer of the resolution. The CTC also provides written notification of the resolution to customer within 2 business days. Include the following in the written notice:

- The action the CTC has taken or intends to take.
- The reasons for this action.
- Notice of the right to file a grievance with the CTD.
- The procedures for exercising these rights.
- Information on the CTD Ombudsman Program.

6. The CTC forwards copy of the notification of the resolution to the Chairperson of the Local Coordinating Board (LCB), the MPO Administrator, and the CTD.

ADOPTED THIS 2nd DAY OF MARCH 2026

MARTIN COUNTY LOCAL COORDINATING BOARD for the
TRANSPORTATION DISADVANTAGED

Carmine Dipaolo, Local Coordinating Board Chair

Attest: _____
Susan Ortiz, Administrative Assistant