MEMORANDUM

July 27, 2018

TO: Bay County Transportation Disadvantaged Coordinating Board and Interested Parties

FROM: Commissioner Pamn Henderson, Chair

SUBJECT: August 8, 2018 Transportation Disadvantaged Board Meeting

**Please note the meeting location**

The Bay County Transportation Disadvantaged Coordinating Board will meet Wednesday, August 8, 2018 at 10:30 am, at CareerSource GulfCoast, 625 Highway 231, Panama City, FL 32405. If there are any questions, please contact Howard Vanselow, Transportation Planner at 1-800-226-8914, extension 231 or by email at howard.vanselow@wfrpc.org.

BOARD AGENDA

I. Call to order and approval of the May 9, 2018 Public Hearing and Board Meeting minutes.

   A. Approval of Minutes
      For Action Presentation: Chair (Item I-A)

II. Old Business:

III. New Business:

   A. Election of Vice-Chair
      For Action Presentation: TPO Staff (Agenda Item III-A)

   B. Bylaws and Grievance Process
      For Action Presentation: TPO Staff (Agenda Item III-B)
C. Community Transportation Coordinator (CTC) Report  
   For Information  Presentation: CTC Staff  (Agenda Item III-C)

D. Transportation Planning Organization Quarterly Report  
   For Information  Presentation: TPO Staff  (Agenda Item III-D)

E. Commission for the Transportation Disadvantaged Correspondence  
   For Information  Presentation: TPO Staff  (Agenda Item III-E)

F. Grant Review  
   For Information  Presentation: CTC/TPO Staff  (Agenda Item III-F)

IV. Other Business

V. Public Comments: Any individual who wishes to address the Board is requested to fill out a Speaker Request Form obtained from TPO staff.

VI. Adjourn

The next coordinating board meeting is scheduled for Wednesday, November 7, 2018 at 10:30 am.

VISIT OUR WEB SITE AT:  http://www.wfrpc.org/programs/bay-county-td 
FOR FULL AGENDA PACKETS 
AND ADDITIONAL TRANSPORTATION PLANNING INFORMATION

The West Florida Regional Planning Council (RPC) adheres to the Americans with Disabilities Act and will make reasonable modifications for access and language for this meeting upon request. Please call Ms. Dorothy McKenzie Toll Free at 1-800-226-8914, extension 230. Requests must be made at least 48 hours in advance of the meeting in order to allow the RPC time to provide the requested services.

Florida Law and Title VI of the Civil Rights Act of 1964 Prohibits Discrimination in: Public Participation is solicited without regard to race, color, national origin, sex, age, religion, disability or family status. Persons believing they have been discriminated against on these conditions please contact Brittany Ellers, 800-226-8914 x220 or brittany.ellers@wfrpc.org. FL Relay System: 1-800-955-8770 Voice; 1-800-955-8771 TTY.
AGENDA ITEM I-A

SUBJECT: Approval of minutes

BACKGROUND: The minutes from the May 9, 2018 Public Hearing and Board meeting will be reviewed and approved by the local coordinating board.

REQUESTED ACTION: A motion and vote to approve the May 9, 2018 Board meeting and Public Hearing minutes.
INTRODUCTIONS: Chairperson Henderson called the meeting to order. Introductions were made and visitors were welcomed.

Chairperson Henderson called on Mr. Roddam to speak.

Clark Roddam
Panama City FL

Mr. Roddam said he rides the transit system. He said he had problems being picked up in time to get to work on time. On one occasion his ride arrived at 8:15 am. He needed to be at work at 8:15 am. He also commented that it took an hour to get home from work, which seemed like a long time to travel home. He asked that the problems be looked into.

Chairperson Henderson thanked Mr. Roddam for his comments.

Ms. Warner asked that when Mr. Roddam calls for transportation if he tells them to pick him up an hour early; for instance state that he needs to be picked up at 7:15 am., in order to arrive by 8:15 am. Mr. Roddam said he calls a week ahead of his trips. He said they know when he needs to be at work.

Ms. Warner stated she has many clients at the Council On Aging that use the transportation service. If the clients want to be somewhere at 8:00 am, when they make their appointment to be
picked up, they state that they need to be picked up at 7:00 am. She said the drivers can pickup the client as much as an hour after the scheduled pickup time. She advised Mr. Roddam to schedule a ride for 7:15 am, or earlier, if he needs to arrive by 8:15 am.

One of the members of the audience stated that Mr. Roddam had asked to be picked up at 7:25 am. Ms. Warner said in that event they would have until 8:25 am to pick Mr. Roddam up.

Mr. Keen said the system’s general practice when someone says they need to be at work at 8:15 am, is to schedule the pickup for the trip an hour earlier, when they don’t say specifically what time they want to be picked up. This practice allows the transit system to be within the hour timeframe for pickup. Mr. Keen thought the pickup time was 7:15, and when the schedule was run it was adjusted to 7:25 am. He said they if they did not pickup until 8:15 there was an unforeseen problem. Mr. Keen said they cannot always call when they are running late. Mr. Keen said he was going to look into the problem so the problem can be prevented in the future.

Mr. Keen said the TDSP stipulates that there is a window for pickup of one hour before, and one hour after the scheduled pickup time. He said if the pickup time is 7:15 am they can arrive between 6:15 am and 8:15 am. He said internally they allow 30 minutes around the pickup time. They try not to need a two hour window. He said the pickup time Mr. Roddam requested is during a peak time and they are running at capacity.

Ms. German expressed that she thought that someone going to work should take precedence. Mr. Keen said they are not allowed to prioritize trips with TD funds. He said APD is a different funding source and they take a large portion of their capacity.

Ms. German said that if she has clients with jobs and she has five trolley passes, she will give the trolley passes to people that have paying jobs.

Ms. Warner said the TD riders could have money; however, they may be disadvantaged for some other reason such as they use a wheelchair.

Ms. German said that she allocates her resources with priority to people who work. Ms. Warner said the person that is disabled is not less important than someone else going to work.

Mr. Schnader said for Access to Care there are alternative transportation modes for those clients, and he asked if that could free up more spaces on the buses. Mr. Keen said Access for Care said they have some leeway on when and the timing on the trips. He said that Access for Care does not play as large a part as Agency for Persons with Disability (APD) clients. He said the APD clients represent a large group of clients for which they provide transportation. He said with their limited number of buses they do defer Access to Care trips to the open contracts to fill up the day. He said they juggle trips every day and get everyone where they need to go as efficiently as possible.

Mr. Keen further stated that they updated their scheduling program software. He said the scheduling tool is not advanced enough to determine that a particular trip is running late. He said they need more funding to fill more seats.

Ms. Bradley said the buses were not the problem. She said the problem is the funding sources. She said all the funding sources must work together. She said none of the funding sources pay for the trips by themselves. She said with a shared ride system, when all the money gets pooled together the system works.
Mr. Haight called for a solution to Mr. Roddam’s problem. He asked what Mr. Roddam should do to get to work on time. Ms. Bradley said Mr. Keen spoke to Mr. Roddam before the meeting and Mr. Keen will work with Mr. Roddam to find a solution.

There being no additional comments the public hearing was closed.
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**OTHERS PRESENT:** Howard Vanselow, Dorothy McKenzie, Angela Bradley, Sandy Culbreth, Angie Dyer, Gene Keen, Larry Kendrick, Clark Roddam
I. Call to order and approval of the February 21, 2018 Board Meeting minutes.

A. Approval of Minutes
Chairperson Henderson called for approval of the minutes. Ms. German presented corrections to the minutes. She said on Page 4, Paragraph 2, Sentence 2 to change “need” to “needed.” Page 4, Paragraph 5, Sentence 2 change “LIFT” to “LYFT.”

Action: Ms. German moved to approve the February 21, 2018 board meeting minutes with changes. Mr. Haight seconded the motion and it was passed unanimously.

II. New Business:

A. Membership Certification
Mr. Vanselow asked that members provide new member contacts for the vacant positions.

Ms. German said that the state college has a disabled student affairs position and she would contact them regarding a new member for the public education position.

Mr. Vanselow said Mr. Dan Sowell resigned from the disabled position.

Ms. Warner asked if the elderly position had to be filled by an elderly person that rides the transportation. Mr. Vanselow said they did not have to ride the transportation.

Mr. Vanselow said regarding the Agency for Persons with Disabilities, at the state level, they are attempting to change the statute, to add that as a board position to all state boards.

Ms. Boyer Rutherford said VR is under the Department of Education, and it might be important to indicate VR. She said she has nothing to do with education but rather she deals with employment. Mr. Vanselow said the statute indicates the position to be titled Department of Education. The statute also indicates Vocational Rehabilitation as an example, as well as other agencies.

Action: Ms. Boyer Rutherford made a motion to approve; Ms. German seconded the motion and it was passed unanimously.

B. Transportation Disadvantaged Service Plan (TDSP)
Mr. Vanselow reviewed the changes to the TDSP. He noted that the hours were updated to Monday through Friday from 8:00 am to 5:00 pm.

Mr. Vanselow said under the quality assurance section on Page 44 of the TDSP, it was indicated under survey results that 67% of the trips are for medical/dental purposes., and 23% of the trips are for school/work purposes. 49% of the surveys reported that without community transportation they would not be able to make the trip.

Mr. Vanselow said at the last meeting changing the survey was considered. The next surveys will be done in January 2019. He said a committee could be formed to update the survey.

Ms. Warner asked if the problems cited in the surveys were addressed with the clients. Mr. Vanselow advised that the surveys are private and the person’s contact information is not on the survey. Ms. Warner said problems should be made in the form of a complaint.
Mr. Schnader said responses increased 60% in the last year on the surveys. He asked why there was such a great increase. Mr. Vanselow said there was an increase by the operator in providing surveys. Ms. Bradley said there was a joint effort and a push with the drivers to get more surveys filled out. She had received comments that the survey is too long. Ms. German said the response for surveys was good and that they did not need to change the survey.

Mr. Haight related that he does a lot of surveys. He suggested that they leave the baseline as it is presently. He said the policy indicated that the drivers are eligible to get up out of their seat and help people onto the vehicles with their packages. He thought that practice was commendable.

Ms. Boyer Rutherford said she had a rider tell her that she was disappointed that she could not come to the public hearing because the rider is working at the time of the public hearing. Ms. Boyer Rutherford advised the client she could supply comments in writing.

Ms. Warner noted that on the surveys there was not one negative comment about drivers. All the driver comments were positive.

Mr. Haight expressed that it would be advantageous to have public hearings at locations that are accessible by transit.

Ms. Boyer Rutherford said the greatest issue she hears about is the problem with scheduling, especially morning pickup times.

Mr. Vanselow addressed the service update. Regarding the rate model, it showed the rate had not changed for a few years.

Mr. Vanselow asked the members if they wanted to change the survey. Ms. German said keep the survey as it is because the response was good. There was a consensus to keep the survey as it is presently. Mr. Vanselow recommended to the members, when riding the service, to handout surveys to other riders. Chairperson Henderson said perhaps when the surveys go out, board members could volunteer to ride for a day and give surveys to riders. Mr. Vanselow said that possibility would be discussed when they meet for the evaluation and decide to ride vehicles.

**Action:** Ms. Boyer Rutherford made a motion to approve; Mr. Haight seconded the motion and it was passed unanimously.

**Roll Call Vote:**

- Jennifer German: Yes
- Brandi Boyer Rutherford: Yes
- Pamn Henderson: Yes
- Jean Warner: Yes
- Jared Schnader: Yes
- Rob Forbus: Yes
- Kenyatta Smith: Yes
- David Haight: Yes

**C. Community Transportation Coordinator (CTC) Report**

Mr. Keen reviewed the CTC report. During the quarter there were 22,336 trips. He noted there were 165 unmet trip requests. He noted the no shows had improved.
Mr. Keen said he received a commendation in January about a driver, Mr. Ethan Powers. The caregiver made the commendation and stated that the driver is very courteous and professional. In February three complaints were received. One complaint was about admin staff. It was stated that admin staff was not answering phones and were dismissive. The staff members were interviewed and staff did not feel they were inappropriate. Staff stated that the caregiver often becomes difficult. There have not been any problems in this regard recently.

Mr. Keen said there was an issue with the Council on Aging. There was some confusion about collecting the copay. A driver said he did not get the copay and another staff member became involved. There were some inappropriate actions on the part of the staff. The staff was coached to act appropriately.

Mr. Keen said the third complaint claimed to have waited longer than appropriate for a request for an early pickup. Mr. Keen said there was a call for an early pickup. When it was investigated it was found that the dispatcher did not follow through appropriately. The wait was extended. There was a scheduled pickup time that was met. The client was done early with their appointment and wanted to be picked up early. The dispatcher was coached and trained in order to avoid similar problems in the future.

Mr. Keen related that he received commendations indicating that Ms. Tamie Morris does an outstanding job. Ms. Morris had been a driver and moved into a dispatch position.

Mr. Keen advised there was a non-preventable accident in January 2018. The operator was struck by a driver that ran a red light. Three passengers were transported to the hospital for injuries. There were no accidents in February or March 2018.

Mr. Keen reviewed incidents for January, February, and March 2018. He explained there were certain types of wheelchairs that are not readily tied down for safe transport. Ms. German suggested that Mr. Keen send an email to providers where they pickup clients to explain that certain types of wheelchairs are not suitable for transport.

**Action:** Information Only

**D. Transportation Planning Organization Quarterly Report**

Mr. Vanselow said the report summarizes tasks performed during the last quarter. During the quarter the board meeting was held, the evaluation was approved, the annual board training was done, and the Shirley Conroy grant was approved. The report is submitted to the Commission for the Transportation Disadvantaged.

**Action:** Information Only

**E. Bay County Transportation Disadvantaged Coordinating Board Meeting Schedule**

Mr. Vanselow reported that the board meeting schedule for the next year was included in the agenda. The CTC evaluation date was also in the agenda. He requested that board members volunteer for the CTC evaluation and a ride along on the transportation service.

**Action:** Information Only

**F. Commission for the Transportation Disadvantaged Correspondence**

Mr. Vanselow stated that at the last Commission board meeting, in April 2018, Bay County did a presentation for the board.
Mr. Vanselow said the trip and equipment grant allocation for FY 17-18 is $517,843, and for FY 18-19 is $584,097.

Mr. Haight said the TPO was advertising on trolleys. He asked if there would be advertising on the Transportation Disadvantaged vehicles, and if there were special provisions regarding the types of advertising. Ms. Bradley said the TPO authorized advertising on all transit vehicles. She stated there are strict requirements on fixed route and demand response vehicles, and that the requirements are the same for all vehicles. Presently the advertising focus is on the fixed route vehicles. Later there may be advertising on the Transportation Disadvantaged vehicles.

Mr. Haight said the Transportation Disadvantaged vehicles could provide information on the types of service provided, and not just include commercial advertising.

**Action:** Information Only

G. Grant Review

Mr. Vanselow said at the last board meeting the Shirley Conroy grant was approved by the board, and since that time has been approved by the Commission for the Transportation Disadvantaged.

**Action:** Information Only

III. Other Business:

Chairperson Henderson advised that the next board meeting will be held August 8, 2018 at 10:30 a.m.

IV. Adjourn – There being no further business the meeting was adjourned.
AGENDA ITEM III-A

SUBJECT: Election of Vice Chair

BACKGROUND: The designated planning agency, the Bay County Transportation Planning Organization, appoints an elected official from Bay County to serve as the official Chairperson to preside at all Bay County Coordinating Board meetings. City of Callaway Mayor Pamn Henderson is the Bay County Board Chair.

The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chair. The Vice-Chair shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chair shall serve a term of one year starting with the first meeting after the election. Bryan Taylor is the current Vice-Chair and is eligible for reappointment if that is the wish of the Board.

REQUESTED ACTION: A motion and vote to elect the Vice Chair for the FY 2018-2019.
AGENDA ITEM III-B

SUBJECT: Bylaws and Grievance Process Update

BACKGROUND: The planning agency contract with the Commission for Transportation Disadvantaged requires an annual review of the bylaws and grievance procedure for any necessary changes. The August Board meeting is considered the organizational meeting for the fiscal year. As part of the organizational meeting the Draft Bylaws and Grievance Procedures are presented to the board for review and approval.

REQUESTED ACTION: A motion and vote to approve the Bylaws and Grievance Process.
Agency Description: The Bay County Transportation Disadvantaged Coordinating Board is a public body appointed by the Designated Official Planning Agency (DOPA), West Florida Regional Planning Council, as authorized by Section 427.015 Florida Statutes (FS). The membership of the Coordinating Board represents the appropriate parties pursuant to Rule 41-2.012(3), Florida Administration Code (FAC).

Purpose. According to Chapter 427.0157, Florida Statutes, the purpose of the Coordinating Board is to:

1. Develop local service needs; and
2. Provide information, advice, and direction to the Community Transportation Coordinator on the coordination of service to be provided to the transportation disadvantaged.

I. DEFINITIONS. As used in these Bylaws:

(A) Coordinating Board

According to Chapter 427.011(7), Florida Statutes, the Coordinating Board is defined as

"an entity in each designated service area composed of representatives appointed by the Metropolitan Planning Organization, or Designated Official Planning Agency, to provide assistance to the Community Transportation Coordinator relative to the coordination of transportation services."

(B) Designated Official Planning Agency (DOPA)

According to Rule 41-2.002(10), the Designated Official Planning Agency is defined as

"the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the Designated Official Planning Agency in areas covered by such organizations."

(C) Designated Service Area

According to Rule 41-2.002(11), the Designated Service Area is defined as

"a geographical area recommended by a Designated Official Planning Agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged." The Commission for the Transportation Disadvantaged has designated each County as a Designated Service Area. When agreed upon in writing, by all Boards of County Commissioners in each county to be covered in the service area, multi-county Coordinating Boards may be appointed.
(D) **Transportation Disadvantaged**

According to Rule 41-2.002(29), the “Transportation Disadvantaged (TD)” is defined as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

(E) **Transportation Disadvantaged Service Plan (TDSP)**

The Transportation Disadvantaged Service Plan is a five-year implementation plan with annual updates developed by the Community Transportation Coordinator (CTC) and the Designated Official Planning Agency (DOPA) and contains the provisions of service delivery in the coordinated transportation system.

(F) **Memorandum of Agreement**

According to Rule 41-2.002(18), the Memorandum of Agreement (MOA) is defined as “The agreement between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for the designated service area.”

II. **MEMBERSHIP**

In accordance with Section 427.0157, Florida Statutes, all members of the County Coordinating Board shall be appointed by the Designated Official Planning Agency (DOPA). In making these appointments, the DOPA shall appoint individuals in positions of responsibility within the agency at a level high enough to allow them to adequately represent their agency during Board discussions and when votes are being taken.

A. **Voting Members**

1. An elected official from the service area, serving as the chairperson;

2. A representative of the Florida Department of Transportation;

3. A representative of the Florida Department of Children and Families

4. 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 Head Start Program in areas where the School District is responsible;

5. In areas where they exist, a local representative of the Florida Division of Vocation Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Florida Department of Veterans' Affairs as a representative of the veterans in the service area;

7. A person who represents the economically disadvantaged and is recognized by the State Association of Community Action Agencies;

8. A person over sixty years of age representing the elderly in the service area;

9. A person with a disability representing the disabled in the county;

10. Two citizen advocates representatives, one must be a user of the system;

11. A local representative for children at risk;

12. The Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;

13. A local representative of the Florida Department of Elder Affairs;

14. An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator. In cases where no private for profit or private non-profit provider exists in the service area, the position shall not exist;

15. A local representative of the Florida Agency for Health Care Administration, Medicaid Program; and


B. Technical Advisors

Upon a majority vote of a quorum of the Coordinating Board, technical advisors may be approved for the purpose of providing the Coordinating Board with technical advice as necessary.

C. Alternates

1. Alternates are to be appointed by an agency representative. Non-agency alternates may be appointed by the Designated Official Planning Agency (DOPA).

2. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
3. Alternates for a Board Member who cannot attend a meeting must represent the same interest as the member.

D. Conflict of Interest

In accordance with Chapter 112 (Part III), Florida Statutes, "No county, municipal, or other public office shall vote in an official capacity upon any measure which would inure to his or her special private gain or loss, or which the officer know would inure to the special private gain or loss of a principal by whom he or she is retained, of the parent organization or subsidiary of a corporate principal which he or she is retained, of a relative, or of a business associate. The officer must publicly announce the nature of his or her interest before the vote and must file a memorandum of voting conflict on Ethics Commission Form 8B with the meeting's recording officer within 15 days after the vote occurs disclosing the nature of his or her interest in the matter." (Pages 12-13 "Guide to the Sunshine Amendment and Code of Ethics", 2003).

E. Proxy Voting

Proxy voting is not permitted.

III. OFFICERS

A. Chairperson

The Designated Official Planning Agency (DOPA) shall appoint an elected official from the county which the Coordinating Board serves, to serve as the official Chairperson to preside at all Coordinating Board meetings. The Chairperson shall be appointed to serve the length of his or her term. The Planning Agency shall replace the Chairperson at the end of his or her term.

B. Vice-Chairperson

The Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the first meeting after the election. The Vice Chairman may serve more than one term.

In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting. In the event both the Chair and Vice Chair are absent, a Board member shall be nominated and approved by a majority of a quorum as Chairperson Pro Tem.
IV. TERMS OF APPOINTMENT

Except for the Chairperson and the state agency representatives, the members of the Board shall serve three-year terms. There are no limits to the number of terms served by any member of the Board.

V. ATTENDANCE

The planning agency shall review, and consider rescinding, the appointment of any member of the Board who fails to attend three consecutive meetings. The Coordinating Board shall notify the Commission for the Transportation Disadvantaged (CTD) if any state agency voting member or their alternate fails to attend three consecutive meetings.

VI. BYLAWS AND PARLIAMENTARY PROCEDURES

The Board will conduct business using parliamentary procedures according to Robert's Rules of Order. The Board shall adopt a set of bylaws by a majority vote of a quorum of its members. A quorum is defined as 40% of the voting members of the Board. Bylaws can be amended by a simple majority of the Board.

VII. ADMINISTRATION

A. Staff Support

The DOPA shall provide the Board with staff support and resources enabling the Board to fulfill its responsibilities as set forth in Chapter 427.0157, Florida Statutes. This responsibility includes providing sufficient:

1. Staff to manage and oversee the operations of the Board; and

2. Staff to assist in the scheduling of meetings, preparing meetings agendas and agenda packets, and other necessary administrative duties.

B. Meetings

The Local Coordinating Board (LCB) shall meet at least quarterly. All meetings, including committee meetings, will function under the “Government in the Sunshine Law.” All meetings will provide opportunity for public comments on their agenda. Planning Agency staff shall make every effort to secure a quorum. In situations where a quorum is not obtained, the members present may elect to either

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

LCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

C. Meeting Notices

1. Full Board Meeting Notices
All Local Coordinating Board (LCB) meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and request accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the Commission, LCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP, shall be given for additional review time. The agenda shall include a public participation opportunity.

2. Emergency Meeting Notices and Committee Meeting Notices
Planning Agency staff shall give the Commission, LCB members and all interested parties one week notice, if possible, of the date, time, location, and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible. Emergency/Committee Meetings shall be advertised at a minimum, in the largest general circulation newspaper in the designated service area as soon as possible prior to the meeting.

D. Minutes

Staff is responsible for maintaining an official set of minutes for each Board meeting. The minutes shall include an attendance roster and reflect official actions taken by the Board. Copies of all Board minutes shall be sent to the Commission, the Chairperson of the DOPA and the Board members.
VIII. DUTIES

A. Chapter 427.0157, Florida Statutes

1. Review and approve the coordinated community transportation disadvantaged service plan, including the Memorandum of Agreement, prior to submittal to the Commission for the Transportation Disadvantaged (CTD).

In order to perform this duty, the Board shall review and develop recommendations concerning the MOA and coordinated community transportation disadvantaged service plan. The Board shall insure that the MOA and service plan have been developed by involving all appropriate parties in the process. The Board shall forward the recommended MOA and service plan to the CTD for approval.

2. Evaluate services provided in meeting the approved plan.

   a. The Board shall conduct an annual performance evaluation of the Community Transportation Coordinator. This evaluation shall be conducted using evaluation criteria developed by the Commission as well as other evaluation criteria approved by the Board.

      The evaluation of the Community Transportation Coordinator's performance shall be both in general, and relative to specific criteria contained in the Transportation Disadvantaged Service Plan, and recommendations contained in the Commission's quality assurance reviews.

   b. The results of this evaluation shall be forwarded to the DOPA for its consideration as it develops its recommendation concerning the redesignation of the community transportation coordinator. The results of this evaluation and the Metropolitan Planning Organization or Designated Official Planning Agency's recommendation shall be forwarded to the Commission.

3. In cooperation with the Community Transportation Coordinator, review and provide recommendations to the Commission on funding applications affecting the transportation disadvantaged, the Board shall:

   a. Direct the members representing state, federal, or local government agencies to provide for Board review all applications or purchase of service requests for client services which contain funds for transportation disadvantaged services. Such funds may include expenditures for operating, capital or administrative needs.

   b. Review the applications for:
      (1) The need for the requested funds or services
(2) Consistency with local government comprehensive plans
(3) Coordination with local transit agencies, including the Community Transportation Coordinator
(4) Whether such funds are adequately budgeted amounts for the services expected
(5) Whether such funds will be spent in a manner consistent with the requirements of the coordinated transportation laws and regulation

c. Notify the Commission any unresolved funding requests without delaying the application process.

4. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.

5. Evaluate multi-county or regional opportunities.

6. In carrying out 4 and 5 above, the Board is responsible for reviewing the coordination strategies of service provision to the transportation disadvantaged in the designated service area and to evaluate multi-county or regional transportation opportunities. To accomplish this, the Board shall:

   a. Review and develop inter and intra county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies.

   b. Seek the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery. Such plans should address the honoring of adjacent service area certifications of eligibility.

B. Additional duties as follows:

1. Review coordination strategies for transportation disadvantaged services in the area to seek innovative ways to increase ridership to a broader population by improving:

   a. Cost effectiveness;
   b. Efficiency;
   c. Safety; and
   d. Types and hours of service.

   These strategies should also encourage multi-county and regional transportation service agreements between each Community Transportation Coordinators and consolidation of adjacent designated service areas when it is appropriate and cost effective to do so.

2. In coordination with the Community Transportation Coordinator, jointly develop applications for funds that may become available.
3. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service.

The Local Coordinating Board (LCB) shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission’s Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission’s TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5)(c), FAC)

4. The local Coordinating Board process should complement the Community Transportation coordinator's grievance process. Members appointed to the committee shall be voting members of the Local Coordinating Board.

5. The Board shall establish procedures to provide regular opportunities for issues to be brought before the Grievance Subcommittee and to resolve such issues in a timely manner.

6. Annually review coordination contracts to determine whether the continuation of said contract arrangement is the most cost-effective and efficient utilization that is possible.

7. All coordinating Board members shall be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflict of interest (41-2.012(5)(d).

C. Additional Requirement

1. Assist the Community Transportation Coordinator in establishing priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TD Trust Fund moneys.

2. Annually, hold a public hearing for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services.
As required by the "Local Grievance Guidelines for Transportation Disadvantaged Services", the following grievance policy details the process that the Local Coordinating Board (LCB) and Community Transportation Coordinator (CTC) will use to address complaints regarding service and other transportation related matters.

COMMUNITY TRANSPORTATION COORDINATOR (CTC) GRIEVANCE PROCESS

1. **Service Complaints:** Any service complaints received by the Community Transportation Coordinator will be immediately investigated and every effort made to seek an appropriate and prompt resolution. A file will be kept on all service complaints received, and monthly reports generated that will help in identifying any emerging patterns or complaints; e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation. The agency documents and investigates all complaints. Transportation staff discusses complaints with all parties involved and any witnesses. Transportation staff works to reach a resolution in five (5) working days unless the severity of the complaint requires additional time. The resolution is based on all parties satisfaction. A summary of service complaint statistics shall be provided to the local coordinating board quarterly.

2. **CTC Grievance Procedure:** A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged (TD) services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance. Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the CTC and have a written or recorded copy of this grievance policy made available to them upon request. The CTC grievance policy and procedures shall be included in the Transportation Disadvantaged Service Plan (TDSP). In addition to the CTC grievance process, the complainant shall be advised of the local coordinating board’s Grievance Policy and the Commission for Transportation Disadvantaged (CTD) Ombudsman’s Program. The formal grievance shall, at a minimum, contain a written or recorded notice of the grievance and include the following:

   a. Name and Address of the person making the complaint.
   b. A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
   c. An explanation by the complainant of the recommended improvements needed to address the complaint.
All formal grievances shall be mailed to:

Bay County Board of County Commissioners
Angela Bradley, Transit System Administrator
840 W. 11th Street
Panama City, FL 32401
850.248.8161
abradley@baycountyfl.gov

1) A written copy of the CTC’s, transportation subcontractors, and coordination contractor’s rider policies and grievance procedures shall be made available to anyone upon request.

2) The telephone number for accessing information for making a service complaint or formal grievance must be posted in plain view in every vehicle (including vehicles used under coordination contracts).

3) All procedures pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

4) All formal grievances received by the LCB pertaining to the operation of services under the CTC will be passed on to the CTC for their response, which shall be included in the LCB's response.

3. In the event a service complaint becomes a formal grievance, the CTC should copy the Chairman of the local coordinating board. The grievance procedures outlined in the TDSP should be followed to resolve the grievance.

4. If parties concerned are still not in agreement, the grievance will be presented to the CTC’s Grievance Committee within 30 calendar days of written notification that agreement of all parties has not been reached. The final decision of the CTC’s Grievance Committee will be binding.

5. At any point in the grievance process, the grievant may submit the grievance to the Commission for Transportation Disadvantaged Ombudsman.

6. Aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, the administrative hearing process or through the judicial court system.
LOCAL COORDINATING BOARD (LCB) GRIEVANCE PROCESS

1. The local coordinating board grievance process is open to addressing concerns by any person or agency including, but not limited to purchasing agencies, users, potential users, private-for profit operators, private non-profit operators, CTCs, designated planning agencies, elected officials and drivers.

2. Grievances must be written and contain the following:
   a. The name and address of the person making the complaint
   b. A statement of the grounds for the grievance, supplemented by supporting documentation, and made in clear and concise manner
   c. An explanation by the complainant of the recommended improvements needed to address the grievance.

3. A written copy of this grievance procedure will be made available to anyone, upon request.

4. All formal grievance shall be sent to:
   Chair Bay County Transportation Disadvantaged Coordinating Board
   Attention: Transportation Disadvantaged Planning
   P.O. Box 11399
   4081 E Olive Road, Suite A
   Pensacola, FL 32524-1399
   1-800-226-8914

5. The Transportation Coordinating Board Grievance Committee will be called to hear the grievance and respond to the grievant in writing within 60 calendar days. The response will provide explanation or recommendations regarding the grievance. The local coordinating board has powers to hear a grievance and advise, but not to make a determination or adjudicate.

6. The grievance committee must review all grievances and report accordingly to the full local coordinating board.

7. All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

8. If the local coordinating board receives a grievance pertaining to operation of services under the CTC, that grievance should be passed to the CTC for their response to be included in the local coordinating board response.
1. The Commission for Transportation Disadvantaged maintains a toll free number for access to Ombudsman Staff. The toll free number 1-800-983-2435 is available Monday through Friday, 8:00 am to 5:00 pm, eastern time.

2. The Ombudsman staff will intake calls, listen to and document concerns of consumers, provide callers with information, refer callers to appropriate local area, and maintain a data base on information for callers.

3. All concerns regarding local Transportation Disadvantaged services will be referred to the appropriate staff for follow-up.

4. Ombudsman staff assists callers in resolving concerns by acting as an advocate or mediator on the caller’s behalf.

Definitions:

a. **Service Complaint:** Service complaints are routine incidents that occur on a daily basis, are reported to the driver or dispatcher, or to other individuals involved with the daily operations, and are resolved within a reasonable time period. Local service complaints are driven by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. If the CTC is also an operator, their statistics on service complaints should be included. Local standards should be developed regarding the reporting and parameters of service complaints.

b. **Formal Grievance:** A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantage (TD) services by the Transportation Operator, CTC, Designated Official Planning Agency (DOPA), or LCB. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

c. **Hearing a Grievance:** Hearing a grievance shall be defined as listening to and/or investigating a grievance from a purely fact finding perspective without imposing restrictions or penalty on a third party. This first definition shall be the extent of the LCB’s Grievance Committee role in mediating a grievance.

d. **Hearing and Determining a Grievance:** When an entity makes a determination of the rights, duties, privileges benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers.
AGENDA ITEM III-C

SUBJECT: Community Transportation Coordinator (CTC) Report

BACKGROUND: The Local Coordinating Board shall on evaluate services provided by the CTC and seek innovative ways to improve cost-effectiveness, efficiency, and safety. In order to fulfill this requirement, the board has requested that the CTC provide a quarterly summary of coordination activities and a financial report of sponsored and non-sponsored trip costs in Bay County.

The current report reflects some changes that were requested at the last board meeting and is a work in progress trying to summarize services provided.

Share any additional information in an effort to keep the Local Coordinating Board informed of the progress being made to the Demand Response System.

REQUESTED ACTION: For Information.
## Bay County Coordinated Transportation Report

**CTC:** Bay County Board of County Commissioners  
Operated as Bay Area Transportation by First Transit Inc.

### 4th Quarter

#### FY 2017-2018

<table>
<thead>
<tr>
<th>Trips</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
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#### Trip by Purchaser

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<tbody>
<tr>
<td><strong>CTD / Non-Sponsored</strong></td>
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<td>2,207</td>
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<td><strong>APD / Med Waiver</strong></td>
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<td><strong>MMA / Access 2 Care</strong></td>
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<td><strong>Dept of Ed / VR</strong></td>
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<td><strong>Dept of Elder Affairs</strong></td>
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<tr>
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<td>322</td>
<td>1,124</td>
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<td><strong>Local Gov't</strong></td>
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<td><strong>Local Non-gov't</strong></td>
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<td><strong>Total</strong></td>
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<td>21,970</td>
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#### Trip by Purpose

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<thead>
<tr>
<th>Purpose Type</th>
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<td>8</td>
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<td><strong>Other</strong></td>
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<td>5,118</td>
<td>4,489</td>
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<td>21,970</td>
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#### Total Trips Provided Comparison by Quarter

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
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</thead>
<tbody>
<tr>
<td><strong>FY 2017-2018</strong></td>
<td>22,657</td>
<td>21,140</td>
<td>22,336</td>
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<td><strong>Previous Year</strong></td>
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<td>22,379</td>
<td>23,234</td>
<td>21,998</td>
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#### Revenue Miles

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<th>Jun</th>
<th>Total</th>
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<tbody>
<tr>
<td><strong>Vehicles in Service</strong></td>
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<td>19</td>
<td>18</td>
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<td><strong>Revenue Miles</strong></td>
<td>32,900</td>
<td>31,725</td>
<td>26,440</td>
<td>91,065</td>
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#### Revenue Miles Comparison by Quarter

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
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<tbody>
<tr>
<td><strong>FY 2017-2018</strong></td>
<td>90,376</td>
<td>90,079</td>
<td>94,941</td>
<td>91,065</td>
<td>366,461</td>
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<td><strong>Previous Year</strong></td>
<td>102,149</td>
<td>116,031</td>
<td>103,477</td>
<td>92,691</td>
<td>414,348</td>
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### Unmet Request

<table>
<thead>
<tr>
<th></th>
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<th>May</th>
<th>Jun</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Unmet Request</td>
<td>67</td>
<td>130</td>
<td>324</td>
<td>521</td>
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<tr>
<td>Unduplicated Riders</td>
<td>414</td>
<td>384</td>
<td>290</td>
<td>363</td>
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### Unmet Request Comparison by Quarter

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<tr>
<th></th>
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<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
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<tbody>
<tr>
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<td>101</td>
<td>165</td>
<td>521</td>
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<td>Aver Undup Riders</td>
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<td>421</td>
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<th></th>
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<th>Q3</th>
<th>Q4</th>
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<tr>
<td>Aver Undup Riders</td>
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<td>461</td>
<td>448</td>
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### Cost per Trip

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<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Average</th>
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<tr>
<td>Cost per Trip</td>
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<td>$13.07</td>
<td>$12.84</td>
<td>$13.09</td>
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<td>Cost/Expenses</td>
<td>103,476</td>
<td>101,050</td>
<td>83,065</td>
<td>287,591</td>
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### Cost Comparison by Quarter

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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
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<tbody>
<tr>
<td>Cost per Trip</td>
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<td>Cost/Expenses</td>
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<th>FY 2016-2017</th>
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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tbody>
<tr>
<td>Cost per Trip</td>
<td>$13.54</td>
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### On Time Percentage

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>98.00%</td>
<td>98.10%</td>
<td>98.35%</td>
<td>98.15%</td>
</tr>
<tr>
<td># of Calls Received</td>
<td>3,998</td>
<td>3,864</td>
<td>3,277</td>
<td>11139</td>
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</table>

### Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2017-2018</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>97%</td>
<td>96%</td>
<td>99%</td>
<td>98%</td>
<td>97%</td>
<td>10627.66667</td>
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<tr>
<td># of Calls Received</td>
<td>0</td>
<td>9653</td>
<td>11091</td>
<td>11139</td>
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<table>
<thead>
<tr>
<th></th>
<th>FY 2016-2017</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>97%</td>
<td>97%</td>
<td>98%</td>
<td>98%</td>
<td>98%</td>
<td></td>
</tr>
<tr>
<td># of Calls Received</td>
<td>N/A for prior year</td>
<td></td>
<td></td>
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### Comments
## No-Show Comparison by Quarter

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total/Average</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017-2018</td>
<td>No-Shows</td>
<td>574</td>
<td>445</td>
<td>406</td>
<td>356</td>
<td>1781</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>2.53%</td>
<td>2.11%</td>
<td>1.82%</td>
<td>1.62%</td>
<td>2.02%</td>
<td></td>
</tr>
<tr>
<td>FY 2016-2017</td>
<td>No-Shows</td>
<td>1163</td>
<td>954</td>
<td>1068</td>
<td>807</td>
<td>3992</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>5.08%</td>
<td>4.26%</td>
<td>4.60%</td>
<td>3.67%</td>
<td>4.40%</td>
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</table>

## Year to Date

<table>
<thead>
<tr>
<th>Year to Date</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>FY 2017-2018</td>
<td>2.02%</td>
</tr>
<tr>
<td>FY 2016-2017</td>
<td>4.40%</td>
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## Commendations

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017-2018</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>FY 2016-2017</td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
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</table>

## Year to Date

<table>
<thead>
<tr>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2017-2018</td>
</tr>
<tr>
<td>FY 2016-2017</td>
</tr>
</tbody>
</table>

## Comments

- Comments

---

Bay TD Agenda 30 of 39
Bay County Community Transportation Coordinator Report -- 4th Quarter

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Incident</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

Accident/Incident/Roadcalls Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2017-2018</th>
<th>FY 2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Accident</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Incident</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Comments

Operator Payments

<table>
<thead>
<tr>
<th>Operator Payments</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Transit</td>
<td>54,180</td>
<td>48,729</td>
<td>37,405</td>
<td>$140,313</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>54,180</td>
<td>48,729</td>
<td>37,405</td>
<td>$140,313</td>
</tr>
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</table>

Operator Payments Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2017-2018</th>
<th>FY 2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>First Transit</td>
<td>$131,332</td>
<td>$151,189</td>
</tr>
<tr>
<td><strong>Year to Date</strong></td>
<td>$585,111</td>
<td>$585,111</td>
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</tbody>
</table>
AGENDA ITEM III-D

SUBJECT: Transportation Planning Organization Report

BACKGROUND: West Florida Regional Planning Council as designated staff to the Bay County Transportation Planning Organization (TPO) submits a quarterly report to the Commission for the Transportation Disadvantaged on planning grant tasks. The fourth quarter report is enclosed for board review.

REQUESTED ACTION: For information.
I. Program Management

A. When necessary and in cooperation with the local coordinating board, solicit and recommend a community transportation coordinator, in conformity with Chapters 287 and 427, Florida Statutes. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee. (Task 2)

Tri-County Community Council gave notice to cease operations as the CTC for Bay County as of 12/31/2013. Bay County voted to become the CTC during the emergency period 1/1/2014 to 6/30/2014. Bay County Board of County Commissioners (BCC) voted to remain the CTC for a 5 year period beginning July 1, 2014. Bay County BCC was approved by the CTD as the CTC at the May 14, 2014 Business Meeting. Current MOA is from July 1, 2014 to June 30, 2019. **TASK COMPLETE**

B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board (LCB). (Task 3)

The process is in place and a current roster is sent with each invoice. Membership was updated at the May 9, 2018 board meeting and certified at the June Bay County TPO meeting. **TASK COMPLETE**

C. Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. Ensure that operator payments are addressed as a standard agenda item. (Task 3)

The agenda for the February LCB meeting was consistent with the CTD Guidelines and included operator payments.

D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit an approved copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)

The approved minutes of the February 2018 LCB meeting and the draft minutes of the May 2018 LCB meetings are included with the invoice.
E. Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings. This public hearing must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)

The Public Hearing was held in conjunction with the May 2018 LCB meeting.  
**TASK COMPLETE**

F. Provide staff support for committees of the local coordinating board. (Task 3)

Staff supports committees and assist with the TDSP development.

G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)

Annual by-laws were approved at August 2017 LCB meeting and are included in the invoice.  
**TASK COMPLETE**

H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission.(Task 6)

Local coordinating board grievance procedures were approved at August 2017 LCB meeting and are included in the invoice.  
**TASK COMPLETE**

I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)

The current roster is included with the invoice. Membership was updated at the May 9, 2018 board meeting and certified at the June Bay County TPO meeting.  
**TASK COMPLETE**

J. Provide public notice of local coordinating board meetings and local public hearings in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)

A copy of the advertisement for the meeting are included with the invoice.

K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)

The Annual Operating Report was reviewed at the November 2017 meeting with the LCB. The LCB voted to authorize the Chair to sign the Face Sheet. The signed Face Sheet is included with the second quarter invoice.  
**TASK COMPLETE**
L. Review the transportation disadvantaged service plan, and recommend action to the local coordinating board. (Task 1)

The annual TDSP update was reviewed and approved at the May 2018 LCB meeting.

**TASK COMPLETE**

M. Report the actual expenditures of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)

Actual Expenditure Report (AER) was completed and submitted to the CTD.

**TASK COMPLETE**

**II. Service Development**

*The planning agency shall develop the following service development items.*

A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) by preparing the planning section following Commission guidelines. (Task 1)

The annual TDSP update was reviewed and approved at the May 2018 LCB meeting.

B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.

The Transportation Disadvantaged program was included in the Bay County TPO Public Transportation Priorities.

C. Encourage the local Community Transportation Coordinator to work cooperatively with regional workforce boards established in Chapter 445, Florida Statutes, and provide assistance in the development of innovative transportation services for welfare transition program.

No activity to report: The regional Workforce Board is represented on the LCB.

**III. Technical Assistance, Training, and Evaluation**

*The planning agency shall provide technical assistance and training for the local coordinating board, and shall assist the local coordinating board in monitoring and evaluating the community transportation coordinator.*
A. Provide the local coordinating board with quarterly reports of transportation disadvantaged planning accomplishments and expenditures as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program including but not limited to consultant contracts, special studies, and marketing efforts. (Task 9)

The quarterly report was included in the May 2018 Agenda.

B. Attend at least one Commission-sponsored training, including but not limited to, the Commission's quarterly regional meetings, the Commission's annual training workshop, or other sponsored training. (Task 10)

Staff attended the 2017 CTD Annual Training and Workshop, August 29-30, 2017.  
**TASK COMPLETE**

C. Attend at least one Commission meeting each year within budget/staff/schedule availability.

Staff attended the CTD business meeting on August 31, 2017 in Orlando, FL, and April 11, 2018 in Pensacola, FL.  **TASK COMPLETE**

D. Notify Commission staff of local transportation disadvantaged concerns that may require special investigations.

No activity to report.

E. Provide training for newly-appointed local coordinating board members. (Task 3)

Annual board training and TD review was accomplished at the February 2018 LCB meeting and is also provided as needed. **TASK COMPLETE**.

F. Provide assistance to the community transportation coordinator, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss transportation disadvantaged needs, service evaluation and opportunities for service improvement.

No activity this quarter.

G. To the extent feasible, collect and review proposed funding applications involving "transportation disadvantaged" funds consistent with Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, and provide recommendation to the local coordinating board.

Shirley Conroy Rural Area Capital Assistance Grant application was reviewed by the Board.
H. Ensure the local coordinating board conducts, at a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum, using the modules concerning Competition in Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2)

The CTC Evaluation Committee was approved and appointed at the November 2017 LCB meeting. The CTC Evaluation was conducted in January 2018 and the LCB approved the Evaluation at the February 2018 meeting. **TASK COMPLETE**

I. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

No activity to report.

J. Ensure the local coordinating board annually reviews coordination contracts to advise the Coordinator whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, Florida Administrative Code.

No activity to report.

K. Implement recommendations identified in the Commission's Quality Assurance Performance Evaluation reviews.

No activity to report.

IV Special Considerations by Planning Agency:

No activity to report.

V. Special Considerations by Commission:

No activity to report.

Howard K. Vanselow, Transportation Planner
Typed name of Individual Submitting Report

Signature of Individual Submitting Report 18 July 2018 Date
AGENDA ITEM III-E

SUBJECT: Commission for Transportation Disadvantaged Correspondence

BACKGROUND: In order to keep the Board informed, selected information available from the Commission for Transportation Disadvantaged (CTD) is enclosed for Board review.

2018 Commission for the Transportation Disadvantaged Scheduled Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Dial-In Number &amp; Conference Code</th>
<th>Meeting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 15, 2018</td>
<td>TBA</td>
<td>Business Meeting</td>
<td>Hilton Daytona Beach Oceanfront Resort</td>
<td>(888) 670-3525 Conference Code 7993168355</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FPTA-CTD Training Workshop</td>
<td>Daytona Beach, FL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Save The Date October 14-17, 2018</td>
<td>TBA</td>
<td>FPTA-CTD Training Workshop</td>
<td>Ocean Center Daytona Beach, FL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

REQUESTED ACTION: For Information.
AGENDA ITEM III-F

SUBJECT: Grant Review

BACKGROUND: Any grants for TD funds may be reviewed by the LCB. Any grant application received will be presented to the Board for review and comment.

REQUESTED ACTION: For information.