MEMORANDUM

TO:    Transportation Disadvantaged Coordinating Board Members and Interested Parties

SUBJECT:    August 28, 2020 Transportation Disadvantaged Coordinating Board meeting

The Okaloosa County Transportation Disadvantaged Coordinating Board will meet Friday, August 28, 2020 at 9:30 a.m. The Board meeting will be virtual and accessible by phone.

Please join the meeting from your computer, tablet or smartphone. https://global.gotomeeting.com/join/429261909

You can also dial in using your phone.
United States: +1 (646) 749-3122
Access Code: 429-261-909

If you have any questions, please contact Howard Vanselow at 1-800-226-8914, Ext. 231 or by E-mail at howard.vanselow@ecrc.org.

BOARD AGENDA

I.   A.   Call to order / Invocation / Pledge – Board Chair

           B.   Roll Call – TPO Staff

           C.   House Keeping – TPO Staff

              •   Please remain muted if not speaking to avoid background noise and ensure all cell phones and other devices are also muted.
• Only board and staff members will able to speak during the meeting, community members participating via phone will be muted during the meeting and are only able to listen. There is opportunity for the public to provide comments however, as we do with all public meetings.

• Please state your name when making a motion and seconding the motion.

• Only staff or board members are permitted to share their screen.

• Detailed GoToMeeting Instructions and FAQs can be found at the link below: https://support.goto.com/meeting

II. A. Approval of the Agenda – Board Chair

B. Public Comments:
   For Information  Presentation: TPO Staff  (Agenda Item I-B)

Public input is valuable to Okaloosa County TD program, we encourage our communities to submit input through a variety of avenues. Comments can be submitted via phone, eComment Card, or email.

Phone Comments can be submitted by calling 850-637-1131

eComments can be submitted directly online.

Email -- Submit your comments directly to our public relations team at publicinvolvement@ecrc.org.

All comments must be submitted at least 24 hours prior to the meeting; in order to be read during the meeting. Comments submitted after the 24 hour deadline will be recorded and disseminated to the board.

C. Approval of May 28, 2020 Board meeting minutes
   For Action  Presentation: Chair  (Agenda Item I-C)

D. Approval of May 28, 2020 Public Workshop minutes
   For Action  Presentation: Chair  (Agenda Item I-D)

II. Old Business:

III. New Business:

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

C. Grievance Process
   **For Action**
   Presentation: TPO/CTC Staff
   (Agenda Item III-C)

D. Transportation Disadvantaged Service Plan (TDSP)
   **For Action**
   Presentation: TPO/CTC Staff
   (Agenda Item III-D)

E. Community Transportation Coordinator (CTC) Report
   **For Information**
   Presentation: CTC Staff
   (Agenda Item III-E)

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

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

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

IV. Other Business

V. Adjourn

**Next Board meeting date:**
Wednesday, December 16, 2020 at 9:30 p.m.

**VISIT OUR WEB SITE AT:** [WWW.ECRC.ORG](http://WWW.ECRC.ORG)

**FOR FULL AGENDA PACKETS**

**AND ADDITIONAL EMERALD COAST REGIONAL COUNCIL INFORMATION**

In compliance with the Americans with Disabilities Act, reasonable accommodations to access meeting, and for limited English proficiency, are available upon request. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services should contact Public Involvement toll-free at 800-226-8914 or TTY 711, at least 48 hours in advance.

Parainformacion en espanol, puede llamar a Ada Clark al 850-332-7976, ext. 278 o TTY 711. Sinecesita acomodaciones especiales, por favor llame 48 horas de antemano.

Participation is solicited without regard to race, color, national origin, age, sex, religion, disability, or family status. Persons who believe they have been discriminated against on these conditions may file a complaint with the Title VI Coordinator, 850-332-7976, ext. 220.
AGENDA ITEM I-C

SUBJECT: Approval of minutes

BACKGROUND: The minutes from May 28, 2020 Board meeting will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 28, 2020 Board meeting minutes.
<table>
<thead>
<tr>
<th>Position</th>
<th>8/28/19</th>
<th>12/6/19</th>
<th>2/2/20</th>
<th>5/28/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency for Health Care Admin.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>John Vinski/Alt AHCA Staff</td>
<td>P</td>
<td>A</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Agency for Persons W/Disabilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annette Zeeb/Alt Agency Staff</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>Children at Risk</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renea Black/Alt Vacant</td>
<td>A</td>
<td>P</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Citizen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yvonne Earle/Alt Toni McCormick</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>Citizen User of Transportation</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Vacant/Alt Vacant</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Action</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terri Duplantis/Alt Kelly Jasen</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Department of Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tricia Smith/Alt Lelia Trippe</td>
<td>T. Smith</td>
<td>T. Smith</td>
<td>P</td>
<td>A</td>
</tr>
<tr>
<td>Department of Elder Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharon Searcy/Alt Amber McCool</td>
<td>A</td>
<td>P</td>
<td>P</td>
<td>A</td>
</tr>
<tr>
<td>Disabled</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacant/Alt Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Elderly</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Richard Barker/Alt Vacant</td>
<td>P</td>
<td>A</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Elected Official-Chair</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carolyn Ketchel/Alt B. Love-Moore</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>FL Dept. of Children &amp; Families</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Randy Fleming/Alt Susan King</td>
<td>A</td>
<td>P</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>FL Dept of Transportation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toni Prough/Alt Zach Balassone</td>
<td>A</td>
<td>A</td>
<td>P</td>
<td>A</td>
</tr>
<tr>
<td>Local Medical Community</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacant/Alt Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Mass Transit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacant/Alt Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Vacant</td>
</tr>
<tr>
<td>Private Transportation Industry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donna Morgan/Alt Vacant</td>
<td>P</td>
<td>P</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Public Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jay McInnis/Alt Timothy Duffey</td>
<td>A</td>
<td>P</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Veterans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beatrice Love-Moore/Alt Vacant</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>Workforce Development Board</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will Miles/Alt Michele Burns</td>
<td>P</td>
<td>A</td>
<td>P</td>
<td>P</td>
</tr>
</tbody>
</table>
OTHERS PRESENT: Howard Vanselow, Dorothy, McKenzie, Tyrone Parker, Dennis Franklin, Lucas Arzuaga, Brittany Ellers, Crystal Myers

Quorum Present

Roll Call:
Carolyn Ketchel
Donna Morgan
Lelia Trippe
Randy Fleming
Beatrice Love-Moore
Terri Duplantis
Richard Barker
Yvonne Earle
Renea Black
Voncile Goldsmith
John Vinski
Annette Zeeb
Will Miles

I. Approval of the Agenda
Chairperson Ketchel called for approval of the agenda.

Action: Ms. Goldsmith moved to approve the agenda. Mr. Barker seconded the motion and it was passed unanimously.

II. Public Comments
There were no public comments.

III. Approval of the February 27, 2020 Board Meeting Minutes.
Chairperson Ketchel called for approval of the minutes.

Action: Ms. Goldsmith moved to approve the February 27, 2020, 2019 board meeting minutes. Ms. Love-Moore seconded the motion and it was passed unanimously.

IV. Old Business:
There was no old business to report.

V. New Business:

A. Membership Certification
Mr. Vanselow asked if there were any changes to the membership. There were no changes.

**Action:** Mr. Barker made a motion to approve; Mr. Miles seconded the motion and it was passed unanimously.

**B. Transportation Disadvantaged Service Plan (TDSP)**

Mr. Vanselow said there were a few minor changes. The rate model was submitted. The rates were changed from $2.40 to $2.36. The Transportation Disadvantaged Commission is in the process of reviewing the rate changes.

Mr. Vanselow said only eight surveys were received from riders. He reviewed the responses of the surveys. He further reviewed the TDSP. Chairperson Ketchel noted the results of the surveys were good.

Mr. Parker said he was pleased with the survey results. He said he and Mr. Franklin made some minor changes to the TDSP which he was offering as information to the board. He said at the next meeting there will be an action item to allow the public time to become aware of the changes.

Mr. Vanselow said the board was approving the rate model that the CTD will review, and approving the survey results.

**Action:** Mr. Miles made a motion to approve; Ms. Earle seconded the motion and it was passed unanimously. Roll Call Vote.

**C. Transportation Disadvantaged Service Plan (TDSP)**

Mr. Vanselow presented the TDSP items that were for review. He said Mr. Parker was allowing the riders and board members time to present changes. The hours are being recommended to be changed. Monday through Friday 5:00 am is being changed to 4:00 am to 8:00 pm. Saturday is changing to 4:00 am to 7:00 pm. Sunday is being changed from 5:00 am to 7:00 pm.

Mr. Vanselow said there were changes to subscription trips. They will be renewed every 90 days and is the responsibility of the riders to renew subscriptions. Failure to renew will cause the subscription to end on the expiration date. There will be only one phone number to call for trips. The recommendation is that shopping trips will not be limited and can be performed if the trips are available. Vaping being prohibited was added.

Chairperson Ketchel asked if masks were being required on trips. Mr. Parker said they are not requiring riders to wear masks, although they recommend wearing masks. He said if masks are required by the county or md would have to provide masks to the customers.

Chairperson asked if the drivers feel safe if customers do not wear masks. She also asked if there is enough social distancing on the buses. Mr. Parker said social distancing
is being enforced on the buses on paratransit and fixed routes. Mr. Franklin said drivers are given masks. He said they are working with their fleet department and placing a plexiglass barrier between the driver and riders. He said the drivers are happy with the measures being taken.

Chairperson Ketchel asked Mr. Franklin if he thought riders should be given masks regardless of the cost to the county. Mr. Franklin said “no” because the CDC guidelines are not recommending it. He said MV has looked at other places where passengers are required to wear masks. The problem is the ability to get enough masks.

Chairperson Ketchel said her first concern is medical. Ms. Zeeb and Love-Moore said they would like everyone to wear masks. Ms. Trippe had a concern about disinfecting the buses. Mr. Franklin said they have disinfectant on the buses and they disinfected between trips.

Chairman Ketchel asked that a motion be made to the board of county commissioners for next Tuesday's meeting that everyone using public transportation wear a mask.

**Action:** Ms. Zeeb made a motion that all riders wear mask; Ms. Morgan seconded the motion.

Chairperson Ketchel called for further discussion. There was general discussion.

Chairperson Ketchel said the county commissioners would have to decide if the masks must be used.

Chairperson Ketchel asked if there are hand sanitizers at the doors of the vehicles. Mr. Parker said there are not, although costs for sanitizers is being researched.

Chairperson Ketchel asked Mr. Parker if some people can't wear masks for medical reasons. Mr. Parker said some cannot wear masks because of respiratory issues.

Chairperson Ketchel asked for a recommendation from the board that masks are required--either provided by the medical group, or by individuals, except for those with respiratory issues. Ms. Trippe said face shields could be an alternative to masks.

Chairperson Ketchel called for a motion.

Mr. Vanselow said the motion was to recommend to the county commissioners that all riders wear a face covering if they are able to do so. Then legal could look into the matter to see if that is possible. He said if it passes by the board of county commissioners it could be made mandatory once the masks are in place.
Mr. Vanselow said the motion is to require riders to have a face covering, and if they are unable to provide one themselves, that the transportation provider would give them a mask or face covering to use on the buses. This will not be taken into action until there are enough masks for the riders, so they are not denied just because they don’t have a mask.

Chairperson Ketchel said she understood the motion to say they would require riders to have some kind of face covering defined as a face shield, that could either be a bandana or a medical/surgical mask. The facilities would provide for their patients; however, if not, the county would provide the mask.

**Action:** Mr. Miles made a motion to recommend that all riders wear face masks, face coverings and/or face shields while using EC Rider/Dial-a-Ride service. If they are transporting for a facility such as a nursing home, then the patient would be supplied by the facility. If the patrons of the services do not have a covering, then we would supply a mask. Ms. Zeeb seconded the motion and the motion passed unanimously.

Mr. Vanselow stated there were a few more items regarding the TDSP. He said the county was changing the no show policy to get rid of percentages and replace with actual numbers for cancellations in the 30-day period. Excessive no shows was being changed to three trips within a 30-day period. There was a cancellation policy for cancellations in excess of six for two months, and nine for three months. This will be on the agenda at the next meeting for approval.

**Action:** Information Only

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

Mr. Parker reviewed the third quarterly report. There were 13,588 trips provided during the quarter. On time performance for the quarter was 90% which was a great improvement over the same time period last year.

Mr. Parker said call hold time was approximately four minutes which is good considering the volume of calls.

Mr. Parker said no shows have been a problem. Even though there are issues the no shows have decreased. There are clients that do utilize the proper means to cancel trips. There were 507 no shows during the quarter.

Mr. Parker said reviewed expenses for the quarter. He said May 18th, based on the County’s approval, they re-instituted regular bus service on fixed route and paratransit service. Social distancing is being practiced on the buses and in their offices.

**Action:** Information Only
E. Transportation Planning Organization Quarterly Report
Mr. Vanselow said the planning agreement was passed and submitted to the Transportation Commission for the Transportation Disadvantaged.

Action: Information Only

F. Okaloosa County Transportation Disadvantaged Coordination Board Schedule
Mr. Vanselow advised the board schedule for the new year was included in the agenda package.

Action: Information Only

G. Commission for the Transportation Disadvantaged (CTD) Correspondence
Mr. Vanselow said the CTD will hold a meeting in June 2020. A call-in number can be provided upon request. The CTD is changing the way funds are allocated. A study is being done currently. He advised the County staff work with the CTD on the allocations.

Action: Information Only

H. Grant Review
Mr. Vanselow reviewed the funding. In 2020 there was $630,000 and will remain approximately the same for the upcoming year 2021 at $630,179.

Mr. Vanselow said the CTD made an innovative service development grant available. Applications were due May 15, 2020.

Every year there is a Shirley Conroy grant. Those applications were due May 8, 2020.

Action: Information Only

VI. Other Business

A. Virtual Meetings
Chairperson Ketchel asked how members felt about joining the meetings virtually. Ms. Earle said she would rather meet in person. Ms. Zeeb liked the virtual meetings because they reduce travel. Chairperson Ketchel is in favor of virtual meetings.

Mr. Vanselow said the State of Florida allowed meeting virtually/phone for quorum purposes. In the past, the State did not allow virtual meetings. He said hopefully if in September there are still concerns, the State will allow them to meet virtually or by phone.

Action: Information Only

VII. Adjourn – There being no further business the meeting was adjourned.
AGENDA ITEM I-D

SUBJECT: Approval of Public Workshop minutes

BACKGROUND: The minutes from May 28, 2020 Public Workshop will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 28, 2020 Public Workshop minutes.
BOARD MEMBERS PRESENT:
Carolyn Ketchel, Chairperson
Richard Barker
Renea Black
Terri Duplantis
Yvonne Earle
Randy Fleming
Voncile Goldsmith
Beatrice Love-Moore
Will Miles
Donna Morgan
Lelia Trippe
John Vinski
Annette Zeeb

OTHERS PRESENT:
Howard Vanselow
Dorothy McKenzie
Tyrone Parker
Dennis Franklin
Lucas Arzuaga
Britany Ellers
Crystal Myers

INTRODUCTIONS:
Chairperson Ketchel called the meeting to order. Introductions were made and visitors were welcomed.

Mr. Vanselow advised that the meeting was advertised and the public was invited to comment via email, phone and by internet. No comments were received.

Chairperson Ketchel closed the public workshop.
AGENDA ITEM III-A

SUBJECT: Election of Vice Chair

BACKGROUND: The designated planning agency, the Okaloosa-Walton Transportation Planning Organization, appoints an elected official from Okaloosa County to serve as the official Chairperson to preside at all Okaloosa County Coordinating Board meetings. County Commissioner Carolyn Ketchel is the Okaloosa 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. Beatrice Love-Moore 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 2020-2021.
AGENDA ITEM III-B

SUBJECT: Bylaws

BACKGROUND: The planning agency's contract with the Commission for Transportation Disadvantaged requires an annual review of the Transportation Disadvantaged Coordinating Boards Bylaws and complete any necessary changes.

REQUESTED ACTION: A motion and vote to approve the Bylaws with any changes that may have been presented.
Agency Description: The Okaloosa County Transportation Disadvantaged Coordinating Board is a public body appointed by the Designated Official Planning Agency (DOPA), Okaloosa-Walton TPO staff, Emerald Coast Regional 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

16. A representative of the Regional Workforce Development Board established in Chapter 455, Florida Statutes; and

17. A representative of the local medical community, which may include, but not be limited to kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home or community based services, etc.

18. A local representative of the Agency for Persons with Disabilities.

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 or virtual, however, a physical quorum must be present to vote on action items. (unless The Commission for the Transportation Disadvantaged authorizes otherwise)

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 workshop for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services.
AGENDA ITEM III-C

SUBJECT: Grievance Process

The planning agency’s contract with the Commission for Transportation Disadvantaged requires an annual review of the Grievance Process and complete any necessary changes.

REQUESTED ACTION: A motion and vote to approve the Grievance Process with any changes that may have been presented.
Okaloosa County
Transportation Disadvantaged Coordinating Board
GRIEVANCE POLICY

As required by the "Local Grievance Guidelines for Transportation Disadvantaged Services", the following grievance policy details the process that the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB) will use to address complaints regarding service and other transportation related matters.

COMMUNITY TRANSPORTATION COORDINATOR (CTC) GRIEVANCE PROCESS

1. **Service complaints:** Any service complaints that are received by the Community Transportation Coordinator or by the designated transportation operator or operators will be detailed on a Complaint Report. The information may be given directly to the Coordinator staff and detailed on the form, or, if desired, the form can be mailed to the client for completion. Any service complaints received by the Coordinator/Operator will be immediately investigated and every effort will be made to seek an appropriate and prompt resolution within two business days."

A summary of service complaint statistics shall be available to the LCB quarterly.

2. **CTC Grievance Procedure:** Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the Local Coordinating Board, the CTC, and the Commission for Transportation Disadvantaged Ombudsman Hotline. The CTC Grievance Policy and Procedures shall be detailed in the TDSP. A written or recorded copy of this the CTC grievance policy and procedure should be made available to the complainant. The TD Commission Ombudsman Hotline phone number will be included as a step in the grievance procedure. The formal grievance shall, at a minimum, contain a written record of the grievance and include the following:

   a. Name and address of the complainant.
   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 improvements needed to address the complaint.

All formal grievances shall be submitted to:

   Okaloosa Board of County Commissioners  
   Transit Division Manager  
   600 Transit Way Fort Walton Beach, FL 32547  
   Phone: 850-609-7003
1. A summary of all formal grievances will be given by the Coordinator at the next regularly scheduled LCB meeting.

2. A written copy of the CTC’s, transportation subcontractors, and coordination contractors’ rider policies and grievance procedures shall be made available to anyone on request.

3. The telephone number for the Commission for Transportation Disadvantaged Ombudsman must be posted in plain view on every vehicle.

4. 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).

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

6. 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.

7. CTC in house employee/employer grievances shall be resolved by the CTC.

3. In the event a service complaint becomes a formal grievance, the grievant should notify the CTC by letter or recording and the CTC should copy the Chairman of the Transportation Disadvantaged Coordinating Board. The letter or recording should outline the nature of grievance, and where applicable, the date, time, place, etc., of the incident constituting the grievance.

4. In the event the problem cannot be resolved by the CTC, the grievant may request a hearing by the Grievance Committee of the local coordinating board.

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

6. If parties are still not in agreement, the grievance may or will be presented to the Okaloosa BOCC, within 15 working days of written notification that agreement by all parties has not been reached. The final decision of the Okaloosa BOCC will be binding.

7. Aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, and the administrative hearing process or through the judicial court system.
LOCAL COORDINATING BOARD 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 complainant
   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 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 Okaloosa County Transportation Disadvantaged Coordinating Board
   Attention: Transportation Disadvantaged Planning
   PO Box 11399
   Pensacola, Florida 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.
COMMISSION FOR TRANSPORTATION DISADVANTAGED OMBUDSMAN PROCESS

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 assist callers in resolving concerns by acting as an advocate or mediator on the callers 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 the course of a reasonable time period suitable to the complainant. 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 TD services by the Transportation Operator, CTC, 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 Grievance Committee and LCB’s role in mediating a grievance.

c. **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. This second definition shall be the role of the CTC’s organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.
AGENDA ITEM III-D

SUBJECT: Transportation Disadvantaged Service Plan (Update)

BACKGROUND: At the last Local Coordinating Board (LCB) meeting staff presented Transportation Disadvantaged Service Plan (TDSP) items for Board review. The Community Transportation Coordinator (CTC) is requesting these items be reviewed and approved at the August LCB meeting.

Link to current TDSP: Okaloosa County TDSP May 2020

Enclosed are the requested updates to the 2020 TDSP for your review.

RECOMMENDED ACTION: A motion and Vote to approve the Transportation Disadvantaged Service Plan with any changes that may have been presented.
Coordinating body:

Okaloosa County Board of County Commissioners
Booker “Tyrone” Parker
Transit Division Manager
600 Transit Way
Fort Walton Beach, FL 32547
Phone: 850.609.7003
Fax: 850.833.9286

LCB Chairperson
Commissioner Carolyn Ketchel, Chairperson
Okaloosa County Local Coordinating Board (LCB)

Planning Agency
Emerald coast regional council:
Okaloosa-Walton TPO and LCB Staff
Howard Vanselow, Regional Planner
Email: howard.vanselow@ecrc.org
Post Office Box 11399
Pensacola, FL 32524-1399
Phone: 850.332.7976 / Toll Free: 800.226.8914
Fax: 850.637.1923
Website: www.ecrc.org
OPERATIONS
The operations element is a profile of the Coordinator’s current system which provides basic information about
the Coordinator’s daily operations. This element is intended to give someone with little or no knowledge of the
transportation operations an adequate level of understanding. A Glossary of Terms is provided in the
appendices of this plan.

Types, Hours and Days of Service
Ambulatory, wheelchair and stretcher service are provided.

Dial-a-Ride service provides door to door pick-up and drop-off.

Normal vehicle operating hours are Monday - Friday, 5:00 A.M. to 11:00 P.M. 4:00 A.M. to 8:00 P.M.; and
Saturday 6:00 A.M. to 7:00 P.M. 4:00 A.M. to 7:00 P.M. and Sunday 6:00 A.M. to 12:00 P.M. 5:00 A.M. to
12:00 P.M.

Service is available 7 days a week/24 hours per day. After normal vehicle operating hours, service is limited to
urgent transportation needs (Hospital discharges, urgent non-emergency medical care, etc.). Service must be
arranged during normal office hours.

Deviated Fixed-Route service is available in Crestview - Route 14, Ft. Walton Beach - Routes 1-5, Okaloosa
Island - Route 20, Destin to Miramar Beach - Routes 30, 32, 33, and a North/South County Connector - Route
14, with service through Niceville.

Mandatory use of the deviated fixed route is required when it will satisfy the transit needs of the client and
there are no contraindications of its use by the client.

Subscription trips are provided to riders requiring repetitive trips to the same destination 3 or more times per
week. Subscriptions must be renewed every 60 days. 90 days. (It is the responsibility of the rider to
renew the subscription. Failure to renew will cause the subscription to end on the expiration date)

Accessing Services
Trips may be reserved up to 14 days in advance.

Reservations/Office operating hours are Monday – Friday, 7:30 A.M. to 4:30 P.M.

Reservations must be made by 12 noon the day prior to the requested ride. Reservations must be received by
close of reservations operating hours 2 P.M. the last working day prior to a weekend or holiday transportation.

Reservations may be made by calling 833-9168 (South County) or 689-7809 (North County), Monday through
Friday 7:30 A.M. to 4:30 P.M. Reservations are closed on weekends and holidays.

Cancellations should be made as soon possible. Late cancellations (within 1 hour of scheduled pick up) will be
treated as a no show.
A No Show is charged when a trip is cancelled within 1 hour of scheduled pick up time or the client is not at the scheduled pick-up location and the driver is no later than 10 minutes after the scheduled pick up time.

Non-Sponsored/transportation disadvantaged (TD) riders must complete an application with proper documentation to be eligible to utilize TD funds. Eligibility is determined based on availability of other transportation, income, disability, age, a finding of “at-risk” for children, and the ability to use the deviated fixed route system.

Shopping requests are scheduled accordingly:

- Crestview, Destin, and Niceville areas - Tuesday and Thursday from 10 a.m. to noon.
- Fort Walton Beach areas - Tuesday and Saturday 10 a.m. to noon.

Out of County trips and long distance Okaloosa trips are limited to designated days and times to best meet the needs of passengers and maximize the efficiency and effectiveness of available resources.

**Transportation Operators and Coordination Contractors**
Transportation operators are selected through the Competitive Bid process. A selection committee evaluates and scores the proposals based on specific evaluation criteria identified in the proposal and then recommends a contract award to the Okaloosa County Commission for approval.

Coordination contractors request to enter into a Coordination Agreement with the CTC to participate in the County’s Coordinated Transportation system. The Agreements are presented to the Okaloosa County Commission for approval.

Current Coordinated providers are:

- **Pyramid**
  432 Green Acres Road
  Fort Walton Beach, FL 32547
  850-862-7139

- **Pensacola Cares dba Fort Walton Beach Development Center**
  1045 Mar Walt Drive
  Fort Walton Beach, FL 32547

**Public Transit Utilization**
Continued efforts to shift Dial-a-Ride users to the fixed-route system will continue. The existing fixed-route service, 10 routes, with year round service should facilitate this effort. Additionally, in conjunction with the recently formed Transit Cooperative consisting of county and municipal leaders, current and future routes will be reviewed to improve the fixed-route area of operation, hours of service, days of service, and frequency of runs.

**School Bus Utilization**
Current CTC resources are adequate and actually more cost effective than school bus utilization.

**Vehicle Inventory**
A Vehicle Inventory of the vehicles utilized in the coordinated system is included in the appendices.

**System Safety Program Plan Certification**
Each Transportation Operator and Coordination Contractor from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061,
Florida Statutes, and Chapter 14-90, F.A.C. The System Safety Program Plan certification can be found in the appendices.

**Intercounty Services**
Transportation operators and coordination contractors are required to plan and work with county and municipal community transportation representatives, transportation operators, and coordination contractors in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator.

Through the efforts of the Emerald Coast Regional Council, discussions have recently begun with Escambia, Santa Rosa, and Okaloosa Counties to study the feasibility of coordinating transportation through the 3 counties. These discussions will continue as we receive updated census data and new urbanized area boundaries are determined.

**Emergency Preparedness and Response**
The County contracted transportation operators and coordination contractors are an integral element of the County’s Disaster Preparedness Plans. The County contracted transportation operator serves as ESF-1 in the County Emergency Operations Center. During periods of emergencies, the County contracted transportation operator supports operations by providing vehicles and drivers to meet requests by Okaloosa County Public Safety.

**Educational Efforts/Marketing**
Marketing efforts continue to focus on transportation services available to all residents of the County. Presentations to local service agencies as well as nationally affiliated clubs will continue. Flyers have been sent to all local clubs, organizations, and groups as well as inserts to in-house publications and the local Chambers of Commerce. Items are also published in the local newspapers and used by local radio shows. Staff has appeared on public interest television shows. The County contracted transportation operator, in conjunction with the recently formed Transportation Cooperative consisting of county and municipal leaders, will develop and circulate additional releases and advertising.

**Acceptable Alternatives**
Requests For Proposal (RFP) will continue to be developed to try and contract a private operator to help us expand our night and weekend services and continued efforts will be made to obtain additional stretcher service operators for our clients. Promoting the deviated fixed route system is another alternative that could reduce trip costs for riders.

**Service Standards**
The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

**Drug and Alcohol Policy.** For safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Transit Administration.

**Companions and children.** Okaloosa County children under the age of twelve (12) require a companion. The requirement may also be imposed if the child has special needs or exhibits behavior problems. The minimum age of companion must be 18 years or older.

**Child Restraints.** The Okaloosa LCB, in accordance with *Florida Statute, Title XXIII, Chapter 316.613, Child restraint requirements*, must ensure children 5 years of age and under are transported in a crash tested, federally approved child restraint device. Additionally, the Okaloosa LCB has determined that infants (birth to
20 pounds) are required to be transported in an infant carrier, which is the responsibility of the parent or guardian. The transportation operator does not provide infant carriers.

The transportation operator provides limited child restraint seats for children greater than 20 pounds up to child restraint maximum rated capacity of 50 pounds. Clients must request a child restraint seat when placing their transportation reservation/request.

**Rider Property.** Property that can be carried by the passenger in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Passenger property includes wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

**Vehicle Transfer Points.** Shall provide shelter, security, and safety of passengers.

**Local Toll Free Phone Number for Consumer Comment.** Shall be posted inside the vehicle. The TD Helpline phone number, 1 (800) 983-2435, shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission’s Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user’s guides, etc.) will include the TD Helpline phone number.

**Out of County Trips.** Shall be provided only when the rider cannot be accommodated within Okaloosa County. Medical documentation is required.

**Vehicle Cleanliness.** The interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

**Billing Requirements to Contracted Operators.** All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes.

**Rider/Trip Data.** Must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system.

**Adequate Seating.** For Dial-a-Ride services shall be provided to each rider and companion, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and companion, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

**Driver Identification.** Drivers for Dial-a-Ride services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

**Passenger Assistance.** The Dial-a-Ride driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility
assistive devices, and closing the vehicle door. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step.

**Smoking/Vaping and Eating on Vehicles.** Is prohibited in any vehicle.

**Cancelled Late and No-Show Policies.** The Community Transportation Coordinator and the Local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified as follows:

Trips should be cancelled by 12 noon the day prior to the scheduled pick up time. This type of cancellation would be considered a Cancelled in Advance (CA) and would not be considered a cancel or no-show.

Trips that are cancelled after 12 noon to 2 hour prior to the scheduled pickup time will be classified as a Cancelled Late (CL) and will be documented by ECR.

Trips that are cancelled within 1 hours of the scheduled pickup time will be classified as a No-Show (NS). The contractor will contact the client to determine the cause for the no-show. The contractor will share the information within the organization to reduce No-shows and recorded in Trapeze.

Trips that are cancelled at the door are considered a No-Show. The contractor will contact the client to determine the cause for the no-show. The contractor will share the information within the organization to reduce No-shows and recorded in Trapeze.

If a driver is later than 30 minutes from the scheduled pick-up time and the client is not present or cancels at the door, the trip will be classified as a Missed Trip and will not be counted as a No-Show.

If the client frequently fails to notify the appropriate office with the terms stated above, then that client may be subject to suspension.

If the client responds to any cancelled late or no-show notifications and provides acceptable, verifiable evidence that the cancelled late or no-show was due to unforeseen and unavoidable circumstances, the missed trip will not be counted against the client.

Cancellations should be called into the transportation coordinator offices at 850 833-9168.

**No Show Policy.**

EC Rider has established the following “No Show” policy for Dial-a-Ride clients. Passengers who establish a pattern or practice of excessive “No Shows” shall be subject to suspension of service. This policy is necessary in order to recognize the negative impact “No Shows” have on other passengers and service provided.

A passenger is considered a “No Show” if the passenger fails to board at the scheduled pick up locations when the driver has wait 5 minutes during the 1 hour pick up window. EC Rider has a 1 hour pick up window that means that means your ride may arrive anytime from 30 minutes prior to your scheduled pick time to 30 minutes after your scheduled pick up time

**Example:** If your scheduled pick up time is 9 AM the driver may arrive anytime between 8:30 AM – 9:30 AM.

All riders must then be ready to board the vehicle during the entire 1 hour pick-up window and the driver will only wait 5 minutes.

If you’re a driver arrives before your scheduled pick up time, the rider does not have to board the vehicle until the scheduled pick up time and the driver will only wait 5 minutes after the scheduled time.
An individual is considered a “No Show” if he/she is not available for pick up as described above.

Each leg of a client’s trip is treated separately. If a client misses a scheduled pick up, EC Rider will not cancel that passenger’s return trip. If the client does not appear for the return trip, that incident will count as a “No Show” as well. A client will be counted as a “No Show” for each leg of any trip they fail to cancel and do not appear.

Clients will not be penalized for "No Shows" or late cancellations due to circumstances beyond their control.

**Example:** Cancelations due but, not limited to power outages, family emergency, illness or error caused by EC Rider.

Once a client shows a trend or has in excess of 45% 3 cancelations in a 30 day period, call the client to remind them of their increasing “No Shows” and explain the affect “No Shows” have to the systems resources and other clients. Explain when to call to avoid a “No Show”. You will frequently find a simple reason and solution to the “No Show” such as client has relocated, on vacation, in the hospital, visiting family transporting and some forget they are on a “standing order”.

Excessive “No Shows” in excess of 45% of the client’s total trips in a 3 month rolling period. 3 trips per 30 day period may or may not result in sanctions as described below.

Once a client shows a trend or has in excess of 45% 3 cancelations in a 1 month period, call the client to remind them of their increasing “No Shows” and explain the affect “No Shows” have to the systems resources and other clients. Explain when to call to avoid a “No Show”. You will frequently find a simple reason and solution to the “No Show” such as client has relocated, on vacation, in the hospital, visiting family transporting and some forget they are on a “standing order”. Document the call, date, time, person spoke with and the details of the conversation from both perspectives.

Excessive “No Shows” in excess of 45% 6 for 2 months. Notify the client a second time, reminding them of the previous documented conversation. If necessary, send a warning letter. Reference your previous conversations, outline the “No Show” incidents and explain the consequences if the trend continues and reaches a 3 month rolling period.

Excessive “No Shows” in excess of 45% 9 for 3 months. Notify the client telephonically and in writing they will be suspended from service for a period of up to 30 days. Once the 30 days has passed, the client may begin receiving service. If the “No Show” trend continues in excess of 45% 3 in a 30 day period following the reinstatement of services, the client may be suspended for additional periods of time.

**Pick-Up Window.** Clients are to be ready for pick up 30 minutes prior to their scheduled pick-up time. The “pick up window” for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. For scheduled returns, clients are expected to be dropped off 30 minutes before or after the scheduled drop off.

**Negotiated Times.** Under certain circumstances pick-up times may be negotiated with riders to allow more efficient scheduling. Pick-up window adjustments of up to one hour may be required depending on the travel distance and the number of passengers being transported.

- The one-hour window.
- Additional time for the trip distance.
- Additional time for peak periods (rush hour).
- Additional time for other passengers scheduled on the vehicle.
- Additional “negotiated” time of up to one hour if necessary.
**Pick-up window for Negotiated Times:** One hour before the appointment time plus applicable additional time for trip distance, peak periods and additional passengers.

1. Up to 60 minutes in negotiated time may be added to your one-hour window to allow more efficient scheduling system wide on cross-county or out of county trips.
2. Estimated travel time for trip distance will be included.
3. Estimated additional time for peak periods will be included when applicable.
4. Up to 20 minutes for additional passengers will be added when applicable.

**Appointment/Requested Late Drop-off Time.** For clients with appointment or a requested late drop-off time, the operators are expected to deliver clients no earlier than 30 minutes before and no later than the appointment or requested late drop-off time.

**Suspension Removal.** Suspension will only be removed by the sponsoring agency and the CTC or transportation operator.

Upon any conversation following a suspension of service the clients or representatives must be counseled on the policies and responsibilities of using the coordinated system (i.e., canceling trips appropriately, shared ride, cost to CTC, future loss of transportation.) If a client feels that he/she had been unfairly suspended the client may appeal through the Grievance Procedure of the LCB or CTC.

**Communication Equipment.** All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base.

**Vehicle Air Conditioning, Heating Equipment, and Camera System.** All vehicles providing service within the coordinated system, shall have working air conditioners, heaters and cameras in each vehicle. Vehicles that do not have a working air conditioner, heater or camera will be scheduled for repair or replacement as soon as possible.

**First Aid Policy.** Drivers are not required to have First Aid training.

**Cardiopulmonary Resuscitation.** Drivers are not required to have CPR training.

**On-Time Performance.** The primary operator will have a 90% on-time performance rate for all completed trips.

**Income Eligibility.** Income eligibility will be based on 200% of the Federal Poverty Guideline based on the most current federal fiscal year. Income eligibility may be adjusted by the Program Manager based on the availability of resources. Individual exceptions meeting the Federal Poverty Guideline must be approved, in writing, by the Program Manager or CTC. Any adjustments or exceptions will be briefed and approved at the next available Local Coordinating Board (LCB) meeting.

**Advance Reservation Requirements.** Advance reservations for Dial-a-Ride trips must be made by 12 Noon CT the day prior to the requested ride. Additionally, reservations must be received by 2:00 p.m. CT the last working day prior to weekend or holiday. Same day demand response trips, which provide little advance notification, will be reviewed on a case-by-case basis.

**Public Transit Ridership.** Continue efforts to move customers from Dial-a-Ride door-to-door service onto the fixed route system to provide greater independence for applicable riders.

**Complaints.** Total complaints per year shall not exceed 0.5% (0.005) of the total trips per year.
Accidents. The maximum allowable number of accidents during any one evaluation period will be 1 chargeable accident per 100,000 miles.

RoadCalls. There should be no less than 10,000 miles between each roadcall.

Call Answering Time. The CTC office attempts to answer all calls within 12 seconds, approximately four rings.

Driver Criminal Background Screening. All drivers in the coordinated system must have a favorable Level 2 background screening.
AGENDA ITEM III-E

SUBJECT: Community Transportation Coordinator (CTC) Report

BACKGROUND: The Local Coordinating Board shall 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 the Okaloosa County service area.

CTC staff may also provide any additional information in an effort
to keep the Local Coordinating Board informed of the progress
being made in Community Transportation.

- Quarterly Report
- COVID 19 Service Updates

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

**CTC:** Okaloosa County Board of County Commissioners  
Operated as EC Dial-A-Ride by MV Transportation, Inc

### Client, Child, Escort

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
<th>4th Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>2,185</td>
<td>2,246</td>
<td>2,807</td>
<td>7,238</td>
<td>Apr - Jun</td>
</tr>
<tr>
<td>Non-Ambulatory</td>
<td>972</td>
<td>994</td>
<td>1,115</td>
<td>3,081</td>
<td>FY 2019-2020</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,157</td>
<td>3,240</td>
<td>3,922</td>
<td>10,319</td>
<td></td>
</tr>
</tbody>
</table>

### Trip by Purchaser

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>CTD / Non-Sponsored</td>
<td>1,732</td>
<td>2,185</td>
</tr>
<tr>
<td>APD / Med Wavier</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Med/ Logist/ A2C</td>
<td>392</td>
<td>340</td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dept of Elder Affairs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>FDOT / 5311</td>
<td>852</td>
<td>986</td>
</tr>
<tr>
<td>Local Gov't</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Local Non-gov't</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>77</td>
<td>97</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,053</td>
<td>3,145</td>
</tr>
</tbody>
</table>

### Trip by Purpose

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Medical</td>
<td>1,374</td>
<td>1,415</td>
</tr>
<tr>
<td>Employment</td>
<td>1,343</td>
<td>1,383</td>
</tr>
<tr>
<td>Education/Training</td>
<td>61</td>
<td>63</td>
</tr>
<tr>
<td>Nutrition</td>
<td>153</td>
<td>157</td>
</tr>
<tr>
<td>Other</td>
<td>122</td>
<td>127</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,053</td>
<td>3,145</td>
</tr>
</tbody>
</table>

### Revenue Miles

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Vehicles in Service</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>46,207</td>
<td>47,988</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>N/A</td>
<td>142,562</td>
</tr>
</tbody>
</table>

### Revenue Miles Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>251,401</td>
<td>204,983</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>142,562</td>
<td>271,784</td>
</tr>
</tbody>
</table>

### Year to Date

- **10,319** trips provided
- **765,459** revenue miles
- **60,192** trips provided
- **984,851** revenue miles
## Okaloosa County Community Transportation Coordinator Report -- 4th Quarter

### Unmet Request 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>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>579</td>
<td>333</td>
<td>403</td>
<td>326</td>
<td>1,641</td>
</tr>
<tr>
<td>FY 2018-2019</td>
<td>1,159</td>
<td>872</td>
<td>2034</td>
<td>1368</td>
<td>5,433</td>
</tr>
<tr>
<td><strong>Avg</strong></td>
<td><strong>989</strong></td>
<td><strong>985</strong></td>
<td><strong>1301</strong></td>
<td><strong>769</strong></td>
<td><strong>1011</strong></td>
</tr>
</tbody>
</table>

### Cost Comparison by Quarter

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>$33.49</td>
<td>$39.19</td>
<td>$42.80</td>
<td>$58.74</td>
<td>$41.36</td>
</tr>
<tr>
<td>FY 2018-2019</td>
<td>$28.94</td>
<td>$26.48</td>
<td>$33.29</td>
<td>$35.94</td>
<td>$31.04</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$41,362</strong></td>
<td><strong>$2,489,568</strong></td>
<td><strong>$587,000</strong></td>
<td><strong>$587,000</strong></td>
<td><strong>$2,579,257</strong></td>
</tr>
</tbody>
</table>

### On Time Percentage Comparison by Quarter

<table>
<thead>
<tr>
<th>Year</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>96.52%</td>
<td>96.00%</td>
<td>94.52%</td>
<td>95.68%</td>
</tr>
<tr>
<td>FY 2018-2019</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>90.92%</strong></td>
<td><strong>5,368</strong></td>
<td><strong>90.92%</strong></td>
<td><strong>5,368</strong></td>
</tr>
</tbody>
</table>

### Call Hold Time Comparison by Quarter

<table>
<thead>
<tr>
<th>Year</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>3:55</td>
<td>4:27</td>
<td>4:03</td>
<td>4:08</td>
</tr>
<tr>
<td>FY 2018-2019</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
### Okaloosa County Community Transportation Coordinator Report -- 4th Quarter

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>123</td>
<td>116</td>
<td>116</td>
<td>355</td>
<td>All TDs (less TD5)</td>
</tr>
<tr>
<td>APD / Med Waiver</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Medicaid/ LogistiCare</td>
<td>32</td>
<td>32</td>
<td>33</td>
<td>97</td>
<td>Log/A2c</td>
</tr>
<tr>
<td>DCF</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>VRF</td>
</tr>
<tr>
<td>Dept of Elder Affairs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>BBB</td>
</tr>
<tr>
<td>FDOT / 5311</td>
<td>95</td>
<td>79</td>
<td>84</td>
<td>258</td>
<td>TD5</td>
</tr>
<tr>
<td>Local Gov't</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>DOC/Mid Bay/OCE</td>
</tr>
<tr>
<td>Local Non-gov't</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>9</td>
<td>13</td>
<td>18</td>
<td>40</td>
<td>PP</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>259</td>
<td>240</td>
<td>251</td>
<td>750</td>
<td></td>
</tr>
<tr>
<td><strong>Percentage of Trips</strong></td>
<td>8.20%</td>
<td>7.41%</td>
<td>6.40%</td>
<td>7.27%</td>
<td></td>
</tr>
</tbody>
</table>

### 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>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>1,734</td>
<td>1,424</td>
<td>1,122</td>
<td>750</td>
<td>5,030</td>
</tr>
<tr>
<td>No-Show</td>
<td>1,734</td>
<td>1,424</td>
<td>1,122</td>
<td>750</td>
<td>5,030</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>8.68%</td>
<td>8.56%</td>
<td>8.26%</td>
<td>7.51%</td>
<td>8.36%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total/Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2018-2019</td>
<td>1,648</td>
<td>1,641</td>
<td>1,485</td>
<td>1,449</td>
<td>6,223</td>
</tr>
<tr>
<td>No-Show</td>
<td>1,648</td>
<td>1,641</td>
<td>1,485</td>
<td>1,449</td>
<td>6,223</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>7.61%</td>
<td>7.63%</td>
<td>7.51%</td>
<td>7.18%</td>
<td>7.48%</td>
</tr>
</tbody>
</table>

### Missed Trips

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>375</td>
<td>117</td>
<td>86</td>
<td>58</td>
<td>636</td>
</tr>
<tr>
<td>Missed Trips</td>
<td>375</td>
<td>117</td>
<td>86</td>
<td>58</td>
<td>636</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commendations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaints/Concerns</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>14</td>
</tr>
</tbody>
</table>

### Commendation/Complaints Comparison by Quarter

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Commendations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaints/Concerns</td>
<td>33</td>
<td>35</td>
<td>25</td>
<td>14</td>
<td>107</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2018-2019</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Commendations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaints/Concerns</td>
<td>39</td>
<td>19</td>
<td>54</td>
<td>34</td>
<td>146</td>
</tr>
</tbody>
</table>

### Comments
### Okaloosa County Community Transportation Coordinator Report -- 3rd Quarter

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accidents</strong></td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td><strong>Incident</strong></td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Roadcalls</strong></td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>9</td>
</tr>
</tbody>
</table>

#### Accident/Incident/Roadcalls Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th></th>
<th></th>
<th></th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td></td>
</tr>
<tr>
<td><strong>Accident</strong></td>
<td>5</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>13</td>
</tr>
<tr>
<td><strong>Incident</strong></td>
<td>4</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td><strong>Roadcalls</strong></td>
<td>10</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Total</td>
</tr>
<tr>
<td><strong>Accident</strong></td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td><strong>Incident</strong></td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>7</td>
<td>21</td>
</tr>
<tr>
<td><strong>Roadcalls</strong></td>
<td>58</td>
<td>21</td>
<td>18</td>
<td>13</td>
<td>110</td>
</tr>
</tbody>
</table>

#### Comments

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operator Payment MV</strong></td>
<td>$196,494</td>
<td>$187,590</td>
<td>$202,916</td>
<td>$587,000</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>$1,919</td>
<td>$183</td>
<td>$2,713</td>
<td>$4,815</td>
</tr>
<tr>
<td>(including Maint &amp; Fuel)</td>
<td>$24,600</td>
<td>$14,622</td>
<td>$21,929</td>
<td>$61,152</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$223,013</td>
<td>$202,395</td>
<td>$227,558</td>
<td>$652,966</td>
</tr>
</tbody>
</table>

#### Expenses Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th></th>
<th></th>
<th></th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td></td>
</tr>
<tr>
<td><strong>Operator Payment MV</strong></td>
<td>$668,799</td>
<td>$652,242</td>
<td>$581,527</td>
<td>$587,000</td>
<td>$2,489,568</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>$68,659</td>
<td>$7,307</td>
<td>$9,080</td>
<td>$4,815</td>
<td>$89,861</td>
</tr>
<tr>
<td>(including Maint &amp; Fuel)</td>
<td>$128,997</td>
<td>$91,342</td>
<td>$140,069</td>
<td>$61,152</td>
<td>$421,560</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$3,000,989</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
<th></th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td></td>
</tr>
<tr>
<td><strong>Operator Payment MV</strong></td>
<td>$438,599</td>
<td>$424,397</td>
<td>$658,027</td>
<td>$659,485</td>
<td>$2,180,508</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>$188,017</td>
<td>$144,848</td>
<td>$131,480</td>
<td>$223,504</td>
<td>$687,849</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$2,868,357</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
AGENDA ITEM III-F

SUBJECT: Planning Grant Agreement Tasks
Quarterly Progress Report

BACKGROUND: Emerald Coast Regional Council as designated staff to the Okaloosa-Walton 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.
Planning Grant Agreement Tasks  
Quarterly Progress Report

<table>
<thead>
<tr>
<th>Planning Agency</th>
<th>Emerald Coast Regional Council</th>
<th>County</th>
<th>Okaloosa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period</td>
<td>Q4 April 1 – June 30, 2020</td>
<td>Invoice #</td>
<td>Q4</td>
</tr>
<tr>
<td>Grant #</td>
<td>G1873</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### PROGRAM MANAGEMENT

| A. | When necessary and in cooperation with the LCB, **solicit and recommend a CTC**. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A) | No activity to report: |
| B. | Develop and maintain a process for the **appointment and reappointment of voting and non-voting members** to the local coordinating board. (41-2.012, FAC) | The process is in place and a current roster is sent with each invoice. The annual membership certification was approved by the LCB in May 2020 and approved by the Okaloosa-Walton TPO. **TASK COMPLETE Q4** |
| C. | Prepare **agendas** for local coordinating board meetings consistent with the [Local Coordinating Board and Planning Agency Operating Guidelines](#). (Task 3) | The agenda for the May LCB meeting was prepared and was consistent with the Guidelines. |
| D. | Prepare official **minutes** of local coordinating board meetings regardless of a quorum and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3) | The approved minutes of the February 2020 and the draft minutes of the May 2020 LCB meetings are included with the invoice. |
| E. | Provide at least one **public workshop** annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4) | The Public Workshop was held for May 2020. **TASK COMPLETE Q4** |
| F. | Provide staff support for **committees** of the local coordinating board. (Task 3) | No activity to report: Staff supports committees and assist with the TDSP development when needed. |
| 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 the August 2019 LCB meeting and are included in the invoice. **TASK COMPLETE Q1** |
| 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 the August 2019 LCB meeting and are included in the invoice. **TASK COMPLETE Q1** |
| 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 and mailing list are included with the invoice. The annual LCB certification was approved in May 2020. |
| J. | Provide **public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3) | Public notice was given in the local paper and on the ECRC webpage. A copy of the advertisement for the meeting is 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 December 2019 LCB meeting and certified by the Board Chair. **TASK COMPLETE Q2** |
| L. | Report the **actual expenditures** (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8) | The Actual Expenditures Report was submitted to the CTD on Sept 13, 2019. **TASK COMPLETE Q1** |

**II. SERVICE DEVELOPMENT PROGRESS**

| A. | Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines. (Task 1) | The annual TDSP update was approved at the May 2020 LCB meeting and is posted on the ECRC webpage. **TASK COMPLETE Q4** |
| B. | Encourage integration of “transportation disadvantaged” issues into **local and regional comprehensive plans**. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS) | The Transportation Disadvantaged program is included in the Okaloosa-Walton TPO Public Transportation Priorities. |
| C. | Encourage the local community transportation coordinator to work cooperatively with **regional workforce boards** established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS) | No activity to report: The regional Workforce Board is represented on the LCB. |

**III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION PROGRESS**

<p>| A. | Provide the LCB with <strong>quarterly reports</strong> of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9) | The quarterly report was included in the May 2020 Agenda. |
| B. | Attend at least one <strong>Commission-sponsored training</strong>, including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10) | Staff attended Commission sponsored training in September at the CTD-FPTA Annual Training Workshop. <strong>TASK COMPLETE Q1</strong> |
| C. | Attend at least one <strong>CTD meeting</strong> each year within budget/staff/schedule availability. | Staff attended the CTD meeting on September 16, 2019, February 10, 2020, and June 8, 2020. <strong>TASK COMPLETE Q1</strong> |
| D. | Notify CTD staff of local <strong>TD concerns</strong> that may require special investigations. | No activity to report. |
| E. | Provide <strong>training</strong> for newly-appointed LCB members. (Task 3) | Board training was provided at the February 2020 LCB meeting and is also provided as needed. <strong>TASK COMPLETE Q1</strong> |
| F. | Provide <strong>assistance</strong> to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement. | No activity to report. |
| G. | To the extent feasible, collect and review <strong>proposed funding applications</strong> involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS) | No activity to report. |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H.</strong></td>
<td>Ensure the local coordinating board conducts, as a minimum, an <strong>annual evaluation</strong> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <em>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</em> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)</td>
</tr>
<tr>
<td></td>
<td>The CTC Annual Evaluation was conducted in January 2020 and the LCB reviewed and approved the Evaluation at the February 2020 meeting. <strong>TASK COMPLETE Q3</strong></td>
</tr>
<tr>
<td><strong>I.</strong></td>
<td>Assist the CTD in <strong>joint reviews</strong> of the CTC.</td>
</tr>
<tr>
<td></td>
<td>No activity to report.</td>
</tr>
<tr>
<td><strong>J.</strong></td>
<td>Ensure the LCB annually reviews <strong>coordination contracts</strong> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</td>
</tr>
<tr>
<td></td>
<td>Coordination contracts are reviewed as needed.</td>
</tr>
<tr>
<td><strong>K.</strong></td>
<td>Implement recommendations identified in the CTD’s <strong>QAPE</strong> reviews.</td>
</tr>
<tr>
<td></td>
<td>No activity to report.</td>
</tr>
</tbody>
</table>

**Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:**

No activity to report.

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

*Signature*

Representative – Howard K. Vanselow

24 July 2020

Date
AGENDA ITEM III-G

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Dial-In Number &amp; Conference Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/07/20</td>
<td>9:30AM - 12:00PM</td>
<td>Third Public Workshop on the Trip &amp; Equipment Funding Allocation Methodology</td>
<td>Virtual Meeting</td>
<td>TBA</td>
</tr>
<tr>
<td>08-24-20 thru 08-26-20</td>
<td>Cancelled</td>
<td>2020 CTD Annual Training Workshop</td>
<td></td>
<td>Cancelled due to COVID-19</td>
</tr>
<tr>
<td>08-26-20</td>
<td>1:00PM - 3:00PM</td>
<td>CTD Business Meeting</td>
<td>Telephone Conference</td>
<td>TBA</td>
</tr>
</tbody>
</table>

TRIP & EQUIPMENT ALLOCATION FORMULA STUDY  ---  https://ctdallocationstudy.com/

Florida's Commission for Transportation Disadvantaged is conducting a study to explore changes to the formula used to allocate funds through the Trip and Equipment Grant, established in Rule Chapter 41-2.014, F.A.C. The study will consist of:

- An in-depth analysis of data collected and reported by the Coordinated Transportation System, including an examination of the impact of potential changes to the formula;
- Stakeholder workshops for the Commission to receive input and explore funding models for future consideration; and
- A final report (due June 30, 2020), summarizing the findings from the analysis, input received from stakeholders, and proposed changes to the formula to be implemented in rule, beginning July 1, 2021.

REQUESTED ACTION: For information.
AGENDA ITEM III-H

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.