MEMORANDUM

TO: Transportation Disadvantaged Coordinating Board Members and Interested Parties

SUBJECT: August 25, 2020 Transportation Disadvantaged Coordinating Board meeting

The Escambia County Transportation Disadvantaged Coordinating Board will meet Tuesday, August 25, 2020 at 10:00 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 – 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-C)

Public input is valuable to Escambia 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 June 17, 2020 Board meeting minutes
   For Action  Presentation: Chair  (Agenda Item I-C)

D. Approval of June 17, 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:**
Tuesday, December 15, 2020 at 10:00 a.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 antemanos.

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 June 17, 2020 Board meeting will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the June 17, 2020 Board meeting minutes.
## ESCAMBIA COUNTY TRANSPORTATION DISADVANTAGED
### COORDINATING BOARD MEETING MINUTES 6/17/20

*Emerald Coast Regional Council  
(Designated Staff)  
Virtual Meeting*

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<th>Date of Meeting</th>
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OTHERS PRESENT: Howard Vanselow, Dorothy, McKenzie, Harold Griffin, Jr., Harold Griffin, Braxton Griffin, Sr., Yolanda Cooper, Barbara Mayall, Rodrigues Kimbrough, Jacquita Stokes, Carolyn Grawi, Joanne Pearson

Quorum Present

I. Call to Order and Approval of the Agenda
Chairman Clark called for approval of the agenda.

Action: Commissioner May moved to approve the agenda. Mr. Powell seconded the motion and it was passed unanimously.

II. Public Comments
There were no public comments.

III. Approval of the February 25, 2020 Board Meeting minutes.
Chairman Clark called for approval of the minutes.

Action: Mr. Viksne moved to approve the February 25, 2020 board meeting minutes. Commissioner May 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 said the membership certification will be submitted to the Florida-Alabama Transportation Organization. He asked if there were any changes to be made to the membership. There were no changes.

Action: Mr. Viksne made a motion to approve; Commissioner May seconded the motion and it was passed unanimously.

B. Transportation Disadvantaged Service Plan (TDSP)
Mr. Vanselow advised there were no major changes to the TDSP. The new rates were: $31.05 for ambulatory trips and $53.22 wheelchair trips.

Mr. Vanselow reviewed the survey results. There were 45 surveys received.
Action: Commissioner May made a motion to approve; Mr. Viksne seconded the motion and it was unanimously approved.

C. Memorandum of Agreement (MOA)
Mr. Vanselow said every five years the Community Transportation Coordinator (CTC) contract is renewed. Escambia County will remain the CTC and has been approved by the State to remain as the CTC.

Action: Mr. Viksne made a motion to approve; Mr. May seconded the motion and it was unanimously approved.

D. Community Transportation Coordinator (CTC) Report
Mr. Vanselow reviewed the CTC report for the quarter. He said there were 27,921 trips during the quarter. The majority of the trips were for employment and medical. There were 1,450 no shows. There were 48 vehicles in service. There were 24 unmet requests on average per month. The on-time performance was at 95.55%.

Ms. Cooper reported on service to the pandemic. She said they follow the rules by ECAT to reduce the COVID virus. They met with nursing administrators and asked the administrators have their individuals wear masks. Most of the passengers wear masks. The number of riders has been reduced. Vehicles are being deeply cleaned at ECAT. All the measures recommended by the CDC and federal government are being implemented to prevent COVID-19.

Action: Information Only

E. Transportation Planning Organization (TPO) Quarterly Report
Mr. Vanselow said the report is submitted to the Commission for the Transportation Disadvantaged (CTD). Tasks completed during the quarter are in the report. During the quarter the board meeting was held, the minutes were completed, and the CTC evaluation was approved. Staff attended the CTD business meeting.

Action: Information Only

F. Escambia County Transportation Disadvantaged Coordinating Board Schedule
Mr. Vanselow said the board schedule for the next year was included in the agenda package. The next meeting will be held September 1, 2020. The evaluation is scheduled on January 20, 2021.

Action: Information Only

G. Commission for the Transportation Disadvantaged Correspondence
Mr. Vanselow stated there was a CTD meeting held June 8, 2020. At that meeting Escambia County was approved at the CTC for five years, starting July 1, 2020. There will be a CTD business meeting in August 2020. The CTD will be doing a trip and equipment allocation study to determine how to allocate funds to the counties.

**Action:** Information Only

**H. Grant Review**
Mr. Vanselow said Escambia County's allocation for the upcoming year stayed the same as the year prior; $767,968. The CTD had two opportunities for grants. One was for the innovation and service development grant. Also the Shirley Conroy rural assistance program was available.

Mr. Clark asked if CARES Act provided any transportation. Mr. Vanselow said the County has to apply for funding. He said for the fixed route and door-to-door service the County was given funds, or will be provided funds, to pay for the unexpected costs and pay employees while services were down during the pandemic.

**Action:** Information Only

**VI. Other Business:**
Commissioner May asked that Ms. Ellis provide information to the board members regarding the CARES Act.

The next meeting will be held September 1, 2020 at 10:00 a.m.

**VII. Public Comments**

**Carolyn Grawi – Center for Independent Living (CIL)**
Ms. Grawi said she appreciated all the work being done. She is a user of the paratransit service. She said the County/ECAT has made the decision to have tabled payments on buses so there is no exchange of items on the buses during the COVID issue.

Ms. Grawi asked that attention be given to studies done in other regions regarding transportation and COVID.

Ms. Grawi said that during this time, the transportation hours have decreased. She said she has not heard when the hours will increase again.

Ms. Grawi said the Center for Independent Living Disability Resource Center will be changing their name back to their original legal name which is Center for Independent Living of Northwest Florida, effective July 1, 2020.
Mr. Kimbrough joined the meeting and said he would answer any questions for ECAT.

Commissioner May asked Mr. Kimbrough if there are any COVID positive drivers for ECAT or for the community transportation. Mr. Kimbrough said currently at ECAT there is one positive case of COVID-19. He said they are doing everything they can to ensure they are providing a safe service for customers, citizens and drivers. He referred next to the question regarding when full service will resume. He said they are working on putting in place protective barriers for the drivers.

Regarding the CARES budget, Mr. Kimbrough said they have applied for funding. The allocated funds are approximately $10.1 million for Escambia County. He said there is another small allocation for funded for Baldwin County.

Commissioner May asked if the employees are being for COVID-19. Mr. Kimbrough said currently there is no in-house testing at ECAT. He said he has recommended to staff if they have concerns to go to the UWF facility for testing.

Commissioner May asked the chairman what will the community transportation partners eligibility be for the CARES Act $10.1 million. Mr. Kimbrough said the funding is for all operational costs. Mr. Kimbrough said ECAT is to ensure they provide the best equipment in vehicles to allow safety for the community.

Commissioner May asked if ITL was still on the line. Commissioner May said he hoped ITL administrative staff, the County staff, and Mr. Vanselow meet to ensure they are utilizing the funds for the community transportation program.

Commissioner May said it may be necessary to have a resolution drafted to the County Board to make sure the transportation disadvantaged partners are included.

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

SUBJECT: Approval of Public Workshop minutes

BACKGROUND: The minutes from June 17, 2020 Public Workshop will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the June 17, 2020 Public Workshop minutes.
MEMBERS PRESENT:
John Clark, Chairman
Lumon May
Cynthia Barnes
Randy Fleming
Cheryl Henrichs
Barbara Mayall
Kimberly Pough
David Powell
Sarah Johnson
Bruce Watson
Paul Viksne
John Vinski
Annette Zeeb

OTHERS PRESENT:
Howard Vanselow
Dorothy McKenzie
Harold Griffin, Jr.
Harold Griffin, Sr.
Braxton Griffin
Yolanda Cooper
Carolyn Grawi
Joanne Pearson
Rodrigues Kimbrough

INTRODUCTIONS:
Chairman Clark called the public workshop to order. He welcomed everyone to the public workshop. Chairman Clark asked if anyone wanted to speak. Mr. Vanselow said no comments were received.

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

SUBJECT: Election of Vice Chair

BACKGROUND: The designated planning agency, the Florida-Alabama Transportation Planning Organization, appoints an elected official from Escambia County to serve as the official Chairperson to preside at all Escambia County Coordinating Board meetings. Commissioner Lumon May is the Escambia 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. John Clark 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 Escambia County Transportation Disadvantaged Coordinating Board is a public body appointed by the Designated Official Planning Agency (DOPA), Florida-Alabama 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 a simple majority (half plus one) of the filled positions 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.
GRIEVANCE POLICY AND PROCEDURES

Escambia County
Transportation Disadvantaged Coordinating Board &
Community Transportation Coordinator (CTC)

As described in the "Local Grievance Guidelines for Transportation Disadvantaged Services", the following Grievance process is set forth.

The following details the process that the Coordinator and the Coordinating Board will use to address complaints regarding service and other transportation related matters:

COMMUNITY TRANSPORTATION COORDINATOR (CTC) GRIEVANCE PROCESS

1. **Service Complaints**: Any service complaints received by the Coordinator will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

   A file will be kept on all service complaints received, and monthly reports generated that will help in identifying any emerging patterns or complaints; e.g., multiple complaints about a particular driver or reservationist, excessive late pickups, unclean vehicles, smoking or eating permitted on vehicles, etc. By promptly identifying areas of deficiency, the Coordinator will be in a position to work with local staff or with the service provider to make the necessary corrections or adjustments to alleviate the situation. A summary of service complaint statistics shall be available to the Local Coordinating Board (LCB) at least quarterly.

2. **Grievance Policy**: Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the Community Transportation Coordinator (CTC) and have a written copy of this grievance procedure made available to them. The grievance policy and procedures shall be included in the Transportation Disadvantaged Service Plan. The Transportation Disadvantaged 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 submitted to the CTC shall be mailed to:

Escambia County Board of County Commissioners
Mass Transit Director

1515 West Fairfield Drive
Pensacola, FL 32501
Phone: 850.595.3221

A summary of all formal grievances will be given by the Coordinator at the next regularly scheduled LCB meeting.

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.

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).

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

In addition to the Grievance procedures, a grievance/complaint may be submitted to the Commission for Transportation Disadvantaged Ombudsman Program/TD Hotline at 1-800-983-2435.

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

3. If not resolved at this level, the grievant may request a hearing by the CTC grievance committee.

4. Aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes, the administrative hearing process or through the judicial court system.
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, Escambia 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 selected to hear the grievance and respond to the grievant in writing within 60 calendar days. The response will provide explanation or recommendations regarding the grievance. The local coordinating board has powers to hear a grievance and advise, but not to make a determination or adjudicate.

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

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

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

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

d. **Hearing and Determining a Grievance:** When an entity makes a determination of the rights, duties, privileges benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. 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 (Major Update)

BACKGROUND: The planning agency staff, board members, and the Community Transportation Coordinator (CTC) jointly develop the Transportation Disadvantaged Service Plan (TDSP) every five years (within 120 days of a new Memorandum of Agreement) and a Minor Update is completed annually, as required by Rule 41-2.009 (4), Florida Administrative Code. Several Federal Transit Administration (FTA) grants now require Human Services Coordinated Transportation Plans. The TDSP will serve as the Human Services Coordinated Transportation Plan for Escambia County. Services approved for funding must be identified in the TDSP as a need and included in the goals and objectives.

This document is the initial (sometimes called major) update to the TDSP for the Commission for Transportation Disadvantaged as part of the MOA requirement effective July 1, 2020 through June 30, 2025.

Link to current TDSP update from June 17, 2020:
https://www.ecrc.org/document_center/Programs/Transportation%20Disadvantaged/Escambia%20TD/Escambia%20TDSP%202020%20Approved.pdf

or on the ECRC website:
www.ecrc.org/EscambiaTD

RECOMMENDED ACTION: A motion and vote to approve the Transportation Disadvantaged Service Plan with any changes that may have been presented.
Community Transportation Coordinator Designation Date/History

From October 1988 to April 1990, coordinated transportation was provided in Escambia County by CTS Management Company, using a fleet of fifteen County owned vehicles. Approximately 441,280 vehicle miles of service were provided from October 1988 to December 1989.

In April 1990, CTS discontinued operation in Escambia County. In accordance with official action taken by the Board of County Commissioners on April 3, 1990, Escambia County became the designated transportation provider for the period April 23, 1990 through September 1, 1990. The County offered temporary employment to all drivers and clerical support staff employed by CTS. Service was provided for established routes in the morning and midafternoon hours, and demand response between the hours of 9:00 A.M. and 2:00 P.M., Monday through Friday. No weekend service was provided except for limited, prearranged charter events for specific groups and agencies.

On February 19, 1990, Intelitran responded to a Request for Proposals (RFP) for the Escambia County Community Transportation Coordinator (CTC) that was issued by the Pensacola Urbanized Area Metropolitan Planning Organization (MPO). The Escambia County Local Coordinating Board (LCB) voted unanimously to recommend Intelitran as the CTC for Escambia County on May 11, 1990. The MPO voted to recommend to the Commission for the Transportation Disadvantaged (CTD) that Intelitran be designated as the CTC at its May 16, 1990 meeting and the CTD approved the recommendation at its June 13, 1990 meeting.

COMSIS/Intellitran had a contract to serve as the Community Transportation Coordinator for Escambia County, which was to expire on September 30, 1999. At the June meeting, the LCB voted to have staff advertise for letters of interest and qualifications from firms desiring to serve as the CTC for Escambia County. Seven companies responded to the advertisement and staff sent a letter requesting further information from these firms with the stipulation that the response be received by staff by September 21, 1998. The only company to respond was COMSIS/Intellitran.

Intelitran (called ATC) responded to subsequent RFPs and maintained the contract with the Commission to serve as the CTC for Escambia County through November 2003, when they resigned as CTC due to a reduction of Medicaid funds and a proposed fixed monthly allocation for Medicaid Non-Emergency Transportation. The CTD appointed Pensacola Bay Transportation as CTC on an emergency basis, December 1, 2003 through June 30, 2004, pending an RFP by the MPO. A regular RFP was then issued for a permanent CTC. Pensacola Bay Transportation was selected and served for two additional procurement periods.

Escambia County Board of County Commissioners (BCC) requested to become the CTC and was designated by the Florida Commission for the Transportation Disadvantaged (CTD) for a five-year period effective July 1, 2014 - June 30, 2019 (Extended to June 30, 2020). Escambia County BCC selected First Transit as the contract operator to provide coordinated transportation services to the transportation disadvantaged.

Escambia BCC completed a Request for Proposals selected Innovative Transport and Logistic (ITL) Solutions as the new CTC contract operator and began operations on October 1, 2017 providing coordinated transportation services to the transportation disadvantaged.

Escambia County BCC requested to remain the CTC and was designated by the Florida Commission for the Transportation Disadvantaged (CTD) for another five-year period effective July 1, 2020 - June 30, 2025.
Public Participation

The Escambia County Transportation Disadvantaged Board includes representatives of public, private, non-profit transportation, and human services providers to participate in the development and update of the Escambia County Transportation Disadvantaged Service Plan. The list below includes public participation activities.

<table>
<thead>
<tr>
<th>Months</th>
<th>Event</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep</td>
<td>Escambia Cares</td>
<td>Community Resource Expo held by Career Source</td>
</tr>
<tr>
<td>Oct</td>
<td>Mobility Week</td>
<td>FDOT event geared towards educating public of ways to commute</td>
</tr>
<tr>
<td>Feb</td>
<td>Four Travel Training</td>
<td>Engage the public on how to use public transit</td>
</tr>
<tr>
<td>March</td>
<td>TD Day</td>
<td>Transport staff to inform legislators about pending transportation issues.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Attend various monthly meetings Disability Awareness Council Meetings and TPO Technical Coordinating Committee.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Participate in Quarterly Mass Transit Advisory Committee (MTAC) meetings.</td>
</tr>
</tbody>
</table>

A public hearing was held on June 17, 2020 to offer an opportunity for anyone with comments or questions to address the Local Coordinating Board.
Needs Assessment

In assessing the transportation (service and capital purchase) needs and demands for individuals with disabilities, elderly, low income, and high risk and at-risk children, the following projects with estimated costs and funding sources have been identified and are summarized in Table 11 below.

**TABLE 11**

<table>
<thead>
<tr>
<th>Project</th>
<th>County</th>
<th>Estimated Cost</th>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formula (non-competitive) grant for transit capital and operating assistance in urbanized areas and for transportation–related planning, FTA Allows 10% of 5307 award to be used for ADA.</td>
<td>Escambia &amp; Santa Rosa</td>
<td>approx. $320,000 per year</td>
<td>Urbanized Area Formula Grant (5307)*</td>
</tr>
<tr>
<td>Formula (competitive) grant to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit service.</td>
<td>Escambia</td>
<td>2 vehicles</td>
<td>Enhanced Mobility of Seniors and Individuals with Disabilities (5310) submit to FDOT</td>
</tr>
<tr>
<td>Formula grant to provide rural transportation services in Escambia County.</td>
<td>Escambia</td>
<td>100% of Cost of trip reimbursed up to maximum allowed</td>
<td>Non-Urbanized Area (5311)</td>
</tr>
<tr>
<td>Capital funding to replace, rehabilitate, and purchase buses, vans, and related equipment, and to construct bus-related facilities.</td>
<td>Escambia &amp; Santa Rosa</td>
<td>To be determined Approx. $420,000 Per year</td>
<td>Bus &amp; Bus Facilities (5339)</td>
</tr>
<tr>
<td>Reimbursement for paratransit services to provide transportation for the elderly, disadvantaged and disabled citizens in Escambia County with no other means of transportation. Reimbursement up to maximum awarded.</td>
<td>Escambia</td>
<td>To be determined Approx. $600,000 per year</td>
<td>CTD Trips &amp; Equip Grant</td>
</tr>
</tbody>
</table>

* GRANT TO BE COORDINATED THROUGH ESCAMBIA COUNTY / ECAT.

**Barriers to Coordination**

The following are continued barriers to adequate coordination within the Escambia County area:

A. Lack of commitment with scarce tax dollars.
B. Perception that coordinated transportation is for “the poor.”
C. Not enough funding to cover demand.
   a. Securing Local funding.
   b. Specific issues directly related to funding sources.
D. Reluctance of some medical providers to cooperate with transportation coordinator.
E. Agencies that are receiving state and/or local dollars do not comply with Chapter 427 of FL Statutes.
F. Maintaining compliance for maximum hours driven – CTC sends more than one driver on out-of-area trips to prevent driving over maximum 12 hours; therefore, causing shortage of in-county drivers for that period.
GOALS, OBJECTIVES, AND STRATEGIES
Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies.

A goal is a statement of purpose intended to define an ultimate end or condition. It reflects a direction of action and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

The following Goals and Objectives were updated. The Objectives and Strategies are consistent with previous year's Objectives and Strategies. The goals are categorized into service availability, efficiency, quality of service, necessary funding and program accountability. The strategies are pursuant to adequate funding available.
### GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
</table>
| 1. Provide service to riders who only have paratransit service as a means of transportation. | a. Continue to work with others such as Vocational Rehab, FDOT, CTD, and COA.  
b. Continue to pursue work related transportation opportunities by meeting with agencies.  
c. Maximize cooperation between entities not involved in the Florida Coordinated Transportation System.  
d. Network with other Community Transportation.  
e. Coordinate by sharing system improvements and funding opportunities with providers who receive FTA, DOT, and CTD funding.  
f. Utilize agency input to assist in developing policies, planning, and procedures. |
| 2. Continue to promote passenger and general public awareness of all transportation services. | a. Update public educational information on transportation services.  
b. Enhance informational materials for riders of the system and upgrade when necessary.  
c. Continue to give at least 10 presentations a year to develop public awareness and educate groups about the system.  
d. Update company website to include system material. |

### GOAL 2: Ensure cost-effective and efficient transportation services.

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
</table>
| 1. Deliver effective service by the most cost effective means.             | a. Monitor and report number of trip denials.  
b. Monitor and report number of no-shows and take corrective action when necessary.  
c. Report system efficiency, cost effectiveness monthly to management and identify best practices that would improve the cost effectiveness of the entire system.  
d. Monitor trips per hour.  
e. Continue quarterly LCB reporting. |
| 2. Transfer appropriate paratransit riders to fixed-route transit.         | a. Transfer three appropriate paratransit riders per month to fixed-route transit. |

### GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
</table>
| 1. Maintain courteous and respectful customer relations.                   | a. Conduct customer service training for all new employees and update required training for all existing employees.  
b. Educate individual and agency customers of all applicable transportation policies and procedures.  
c. Use rider survey feedback and AOR complaints/commendations as tools to encourage entire staff to improve consistently excellent service in the safest manner.  
d. Continue to conduct quarterly safety sensitivity training. |
| 2. Ensure and improve customer comfort.                                    | a. Continue preventive maintenance checks including AC, heat, seat belts, and lift equipment.  
b. Continue visual checks on lights, seats and flooring inside the vehicle. |
3. Ensure and improve customer safety.

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>STRATEGIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Conduct safety training as required for new employees and update for existing employees.</td>
<td></td>
</tr>
<tr>
<td>b. Report all accidents and road call records.</td>
<td></td>
</tr>
<tr>
<td>d. Drivers will continue to report daily inspection logs and any discrepancies must be reported immediately so corrective action can be taken.</td>
<td></td>
</tr>
<tr>
<td>e. Educate nursing homes and dialysis units the importance on preparing clients for transportation in a timely manner preventing unnecessary delay for that vehicle schedule.</td>
<td></td>
</tr>
</tbody>
</table>

GOAL 4: Ensure necessary funding to support the program

**OBJECTIVES**

1. Solicit funds to meet more of the trip demand.

   **STRATEGIES**

   a. Seek funding from local government to provide local match for transportation services while pursuing private funding through community involvement with local businesses and agencies.

2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.

   **STRATEGIES**

   a. Encourage all area human service providers to attend Local Coordinating Board meetings.
   b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients.
   c. The planning agency (ECRC) will monitor Intergovernmental Coordination and Response request and update the CTC and LCB of grants involving transportation disadvantaged services.

3. Encourage local government to include paratransit services in FTA grant.

   **STRATEGIES**

   a. Continue to stress the need for local government to review data from the CTC and surrounding counties to see the importance of its involvement in paratransit.

GOAL 5: Ensure program accountability

**OBJECTIVES**

1. Comply with procedures, rules and regulations outlined by Florida Legislature and the Transportation Disadvantaged Commission.

   **STRATEGIES**

   a. Comply with contract standards and submit an accurate Annual Operating Report including all Purchase of Service and Coordination Contracts data. (Continuous)

2. Provide uniform, accurate, and timely submittal of data for contract requirements.

   **STRATEGIES**

   a. Comply with the Community Transportation Disadvantaged contract requirements. (Continuous)

3. Collect, compile report and maintain necessary data for program evaluation.

   **STRATEGIES**

   a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)
IMPLEMENTATION SCHEDULE

Increasing system efficiency is a primary component of this Implementation Plan. The implementation plan also involves execution of the plan’s policies and goals & objectives. For the TDSP, the implementation plan identifies actions and activities, type of action required, responsible entity for taking the action, and the timing. The Community Transportation Coordinator will provide an overview of the ongoing system improvements and review steps, as well as provide a timeline for actions and strategies to meet the above stated goals.

<table>
<thead>
<tr>
<th>Action/Strategy</th>
<th>Responsible Agency</th>
<th>Time Frame to be Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to collaborate with agencies such as Vocational Rehab, FDOT and Workforce Development.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Review and update, if necessary, the Maintenance Plan, System Safety Program Plan, and the Hazard and Security Plan.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Network with other Community Transportation Coordinators by sharing system improvements and funding.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Update website as needed for educating public on transportation services.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Update informational materials (brochures) for riders of the system and upgrade when necessary.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Monitor and report number of no-shows and take corrective action when necessary.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Reward employees for excellent service through internal customer service recognition.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Provide employee customer service training throughout the year. Pursue additional employee training opportunities.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Use rider survey comments and AOR complaints/commendations as tools to encourage drivers consistently to provide excellent service in the safest manner.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Highlight safety practices by employees through internal safety Briefing program.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Conduct safety training as required for new employees and updated for existing employees.</td>
<td>CTC</td>
<td>Immediate &amp; Continuous</td>
</tr>
<tr>
<td>Report all accident and road call records to DOT, TD Commission and other appropriate necessary agencies.</td>
<td>CTC</td>
<td>Immediate &amp; Continuous</td>
</tr>
<tr>
<td>Maintain dialogue with health care facilities to enhance coordination of appointment times.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Task</td>
<td>CTC</td>
<td>Frequency</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------</td>
<td>------------</td>
</tr>
<tr>
<td>Encourage area human service providers to attend Local Coordinating Board meetings.</td>
<td>CTC</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Comply with contract standards by submitting an accurate Annual Operating Report including all Purchases of Service and Coordination Contracts data.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Comply with the Community Transportation Disadvantaged contract requirements.</td>
<td>CTC</td>
<td>Continuous</td>
</tr>
<tr>
<td>Prepare a quarterly report to the LCB outlining activities over the Quarter.</td>
<td>CTC</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>

The Escambia County paratransit vehicle replacement and expansion plan is summarized in Table 12 below and illustrates the requests for paratransit vehicles.

As illustrated in the Needs Assessment (Table 11), there are several funding sources that should be considered each year for the purchase of paratransit vehicles (e.g., 5307, 5310, 5311, 5339, etc.).
<table>
<thead>
<tr>
<th>Fleet Number</th>
<th>Model Year</th>
<th>Chassis, Make and Model</th>
<th>Vehicle Identification Number (17 Digits)</th>
<th>Maximum Ambulatory/Wheelchair Passenger Seating</th>
<th>Average Vehicle Miles Per Year</th>
<th>Current Mileage as of (5/2/19)</th>
<th>Anticipated Retirement Year</th>
<th>Source of Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>209</td>
<td>2014</td>
<td>Chevy 350</td>
<td>1GAZGZFA1E1210656</td>
<td>14 Ambulatory</td>
<td>30,848</td>
<td>115,622</td>
<td>2021</td>
<td>5310</td>
</tr>
<tr>
<td>210</td>
<td>2014</td>
<td>Chevy 350</td>
<td>1GAZGZFA9E1213093</td>
<td>14 Ambulatory</td>
<td>28,046</td>
<td>115,868</td>
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<td>5310</td>
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<tr>
<td>211</td>
<td>2014</td>
<td>Dodge Caravan</td>
<td>2C7WDGCXER478247</td>
<td>3 Ambulatory/1 WC</td>
<td>32,715</td>
<td>90,453</td>
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<td>54,856</td>
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<td>5310</td>
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<td>2035</td>
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</table>
Service Plan

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.

Escambia County Community Transportation (ECCT)
Transportation Disadvantaged (TD) and Americans with Disabilities (ADA) ambulatory paratransit and non-ambulatory paratransit (wheelchair) transportation services are coordinated by the Escambia County Community Transportation Coordinator (CTC). Escambia County Board of County Commissioners (BCC) assumed the role of the Escambia County Community Transportation Coordinator (CTC) as of July 1, 2014.

Escambia County paratransit services are administered under the Mass Transit Department as a separate operating unit called Escambia County Community Transportation (ECCT). Escambia County BCC and has contracted with Integrated Transportation (ITL) Solutions effective October 1, 2017 as the County’s operator provider of ECCT. Escambia County Area Transit (ECAT) is Escambia County's fixed route transit service under the Mass Transit Department. ECAT’s ADA paratransit services are also provided by ECCT. A large portion of demand response and fixed route transportation is located within the urban core.

ECCT provides a door-to-door, advance reservation paratransit service to ambulatory and non-ambulatory customers who are funded through the coordinated agencies. Each funding program has different eligibility criteria.

Types, Hours and Days of Service
Ambulatory, and Non-Ambulatory services are the types of transportation services available through the coordinated system. Trips are arranged under the following classifications:

a. Advance Reservation: A trip request, which is reserved 1 to 14 days in advance depending on funding agency.

b. Subscription Service: Subscription Trips Subscriptions (also known as “standing orders”) are trips provided at least two times a week, to and from the same locations, at the same time, on the same days of the week. Examples of subscription trips: work, school, dialysis, therapy, etc.

Customers or agencies requesting subscription service (standing orders) or for the high-volume group trips, need to contact the ECCT Office and request a standing order form. Once approved, subscription trips are automatic and additional telephone calls are not necessary. As long as there are no changes entered, the trips will be assigned to a vehicle and will automatically print to that vehicles schedule at the set times and days requested. Subscription trips are scheduled for a minimum of four consecutive weeks. It is the rider’s responsibility to cancel specific subscription trips not needed. Subscription service is a privilege and may be discontinued for due cause, such as excessive no-shows.

c. High Volume Group: A high volume group is defined as transportation arranged for the same 7 or more customers riding together for five days a week, from different locations, who have the same pick up and return times, and will be transported to the same destination.
d. **Same-Day Demand Response:** Urgent same day request or trips that are provided with less than 24- hour advance notice depending upon driver/vehicle availability.

Acceptable paratransit same-day demand response trips are normally for urgent care and verified with the appropriate doctor’s office. It is at the discretion of ECCT to provide same-day service on a limited basis, which is based upon available vehicle capacity and time. ECCT will make reasonable efforts to accommodate same-day trip requests which will be evaluated on a case-by-case basis and must be approved by a supervisor.

Trips are categorized according to the following Commission for Transportation Disadvantaged definition:

**Medical:** Anyone transported for medical reasons. Medical reasons include trips to the doctor, dentist, chiropractor, hospital or to purchase prescriptions.

**Employment:** Anyone transported to or from a current job, a job related duty, or a job interview, that is related to receiving payment for employment, including sheltered workshops where the riders receive minimal payment.

**Education/Training/Day Care:** Anyone transported to or from school, college, Vo-tech, or any other facility whose purpose it is to train, teach, or educate people, including day care for children or WAGES/Regional Workforce Boards. Sheltered workshops where payment for employment is not provided would be in this category.

**Nutritional:** Anyone transported for reasons of receiving a meal, nutritional benefits or grocery shopping. Meals on wheels should not be included in this report.

**Life-Sustaining/Other:** Anyone transported for the purpose of conducting personal business (e.g. banks, social service offices, visiting spouse/parent in nursing home); and shopping, excluding grocery shopping. Or anyone transported for reasons other than the above. This could include after school programs, transporting persons against their will (e.g. Baker Act, juvenile detention), social, or recreational reasons. Volunteer workers and support groups would also be included in this category.

ECCT provides service Sunday through Saturday, according to the funding source and demand. The ECCT office hours are open Monday through Saturday, from 8:00 a.m. through 5:00 p.m.; with limited service after those hours and on Sunday, depending on the service being provided. Service on county- recognized holidays and when the ECAT fixed route is not running will be limited to dialysis service and will only be provided if pre-authorized. ADA paratransit service will not be available when ECAT fixed route is not running services. The coordinated system provides service to the urbanized and non-urbanized area of the county except on the following days:

### Escambia County Community Transportation (ECCT) July 1, 2020 - June 30, 2021

**Holiday Schedule – CLOSED**

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 7, 2020</td>
<td>Labor Day</td>
</tr>
<tr>
<td>November 11, 2020</td>
<td>Veterans Day</td>
</tr>
<tr>
<td>November 26, 2020</td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>December 25, 2020</td>
<td>Christmas Day</td>
</tr>
<tr>
<td>January 1, 2021</td>
<td>New Year's Day</td>
</tr>
<tr>
<td>May 31, 2021</td>
<td>Memorial Day</td>
</tr>
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</table>
Limited Schedule - No ADA services Call Center & Admin Closed

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>July 4, 2020</td>
<td>Independence Day</td>
</tr>
<tr>
<td>December 31, 2020</td>
<td>New Year's Eve</td>
</tr>
<tr>
<td>January 18, 2021</td>
<td>MLK Jr. Day</td>
</tr>
</tbody>
</table>

Service Areas
In the urban area, the pick-up time is normally one hour prior to the appointment. Reservationist will then read the trip information back and have the caller verify that the information is correct. All trips are required to provide a return time. In the event a return time is not available (dialysis, doctor’s office, etc.), the customer can opt for a will call return. Your return trip is activated when we receive a call saying the customer is ready to go. The vehicle will pick you up within 90 minutes.

For customers living in the northern rural part of the county (from Kingsfield Road north), a shuttle service is available Monday through Friday. There is one morning shuttle at 7:00 a.m. and one afternoon shuttle at 1:30 p.m. heading south from the northern most rural area. Returns to the rural areas at 11:30 a.m. and 4:00 p.m. Customers are picked up at their homes and then dropped at one of seven different destinations in the urban area. If the destination is along the route, customers can be dropped at the door. Additional shuttles may be added in the future based on demand.

Accessing Services
This section includes detailed information regarding: (a) Co-Payments; (b) the phone number and office hours in which services can be scheduled. Include alternative communications such as Florida Relay Service; (c) advanced notification time required to obtain services; (d) Eligibility criteria; (e) Pick-up Windows (f) cancellation process and requirements; (g) no show procedure (both CTC operator and rider), including any applicable penalties; (h) dispatching backup service or after-hours service; (i) service suspension.

Additional information on ADA Transportation can be found on ECAT’s website at: https://goecat.com/ada-services/ada

(a) Co-Payments.
TD Fare/Co-Pay per trip: $2.50

ADA Fare/Co-pay per trip = $3.50

Any customer who rides under a co-payment program (non-sponsored, or ADA) is responsible for payment each time he or she boards the vehicle. All co-pays are the responsibility of the customer.

Prepaid tickets may be purchased at the Escambia County Community Transportation (ECCT) offices in the amounts of $50 for a book of 20 for Non-Sponsored or $70 for a book of 20 for ADA.

To provide a consistent, cost effective and efficient operation, Escambia County CTC has recommended adopting the following service policies:

Escambia County CTC will regulate expenditures to ensure a consistent level of service for all months of the year.
(b) **Phone numbers and office hours.**
The ECCT office is open to the public Monday through Friday from 8:00 a.m. until 5:00 p.m. Agencies may call the office as early as 8:00 a.m. by calling the agency line: (850) 595-0501.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip requests from the public can be arranged by calling:</td>
<td>(850) 595-0501</td>
</tr>
<tr>
<td>Hearing impaired customers may use the Florida Relay System by calling:</td>
<td>7-1-1 or (800) 955-8770</td>
</tr>
<tr>
<td>Text Telephone (TTY):</td>
<td>(850) 595-0502</td>
</tr>
<tr>
<td>Toll Free:</td>
<td>(844) 595-0501</td>
</tr>
<tr>
<td>Fax:</td>
<td>(850) 595-0503</td>
</tr>
<tr>
<td>In person: 315 South A Street, Pensacola, FL 32502</td>
<td></td>
</tr>
<tr>
<td>Commission TD Helpline</td>
<td>1-800-983-2435</td>
</tr>
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</table>

After hours, the phone system will send you to the dispatch office phone, (850) 595-0501, to answer any questions concerning your immediate transportation request. Trip reservations for Saturday and Monday will be taken no later than 4:00 p.m. on Friday. The CTC reserves the right to request that customers make reasonable adjustments in pick up times to effectively provide shared ride trips.

**Scheduling a Ride / Making Reservations**

1) To schedule a trip, call between 8:00 a.m. to 5:00 p.m. Monday through Friday. ADA trips may be scheduled from 8:00 a.m. to 5:00 p.m. Monday through Friday and the day prior to a holiday observed by ECAT. Reservations may be made by calling or faxing.
   - Telephone (850) 595-0501
   - Fax (850) 595-0503
2) Identify yourself as Non-Sponsored, or ADA client.
3) Have the following information ready:
   - First and last name
   - Telephone number
   - Trip date
   - Complete pick up address (apt. #, lot, or building #)
   - Complete destination address (suite and building #)
   - Business name or doctor’s name
   - Notify reservationists of special needs (vision, hearing, mobility, cognitive, child safety seat)
   - Include personal care attendant or companions on trip
   - Ask reservationists to repeat trip information
   - Ask reservationists for trip confirmation number
   - Write down trip confirmation number
   - Write down your pick up time

When making a reservation, please provide the reservationist with detailed information about the pickup and drop off locations. At larger facilities, such as hospitals, the customer service detailed information about pick up and drop off locations. At large facilities, such as hospitals, the rider may be requested to wait in a common pick up area so that you can be easily located.

If leaving a voice mail message, please leave full name and telephone number. All calls will be returned.
promptly. Rides are reserved on a first-come, first-serve basis, and are subject to driver availability, vehicle availability, and vehicle capacity. In order to confirm your reservation, you must speak an agency representative.

(c) **Advanced notification time required to obtain services.**
Request for trips is required at least 24 hours (1 day) prior to the day transportation is needed. ADA requires 24 hours (1 day) advance notice.

(d) **Eligibility criteria.**

**Transportation Disadvantaged (TD)/Non-Sponsored Eligibility**
Eligibility for program and sponsored general trips is determined by or through the agencies that purchase or provide those trips. Eligibility for non-sponsored (TD) trips subsidized by Transportation Disadvantaged Trust Fund is determined by CTC, in conjunction with the local coordinating board. Individuals who meet the definition of “transportation disadvantaged” in Chapter 427, F.S., and Rule 41-2, F.A.C., must meet the following eligibility requirements:

1) No other funding is available to pay for the requested trip, such as transportation sponsored by another program or agency.
2) Individual is unable to transport themselves or have no other means of transportation.
3) One or more of the following criteria are met:
   a. Individual has a physical or mental disability, as specified in the Americans with Disabilities Act (ADA); or
   b. Individual is over the age of 60; or
   c. Individual's household income is equal or less than 125% of the Federal poverty level. See the Federal Poverty Guidelines in Appendix F or at: [https://aspe.hhs.gov/poverty-guidelines](https://aspe.hhs.gov/poverty-guidelines)

Also, an ECCT Rider’s Brochure explaining the rules and regulations is sent to eligible recipients at this time. Reservations for the Non-Sponsored TD Program are only accepted on a first come first served basis the day prior to the trip. The only exception to this is trips going to dialysis or chemotherapy.

The Transportation Disadvantaged Program is a funding source of last resort. If a customer is receiving funding from another agency such as Agency for Persons with Disabilities (APD) Medicaid Waiver Program or on a waiting list, then the customer would have to utilize the Medicaid Waiver Program funding for transportation services. However, if a developmentally disabled customer is not on any other program, they may request utilization of Transportation Disadvantaged Program funding through the eligibility application process.

All persons will be required to complete an Eligibility Application bi-annually and must provide all of the required information, including verification of age, of income, and disability. If a person provides false or misleading information they will be denied services.

Once the application has been approved (normally within fifteen days), a letter of eligibility is sent to the applicant notifying them that they are eligible or not for the Non-Sponsored Program.

Individuals utilizing the Non-Sponsored Program may request trips for two (2) consecutive days providing the funding is available for the first day’s trip and the trips for both days are identical. This helps to reduce the number of phone calls coming into the reservation office. This procedure is only allowed based on current funding and may be changed or discontinued based on future funding levels.

Non-Sponsored customers who are using these funds for employment trips are being referred to the Emerald Coast Regional Council (ECRC) Commuter Service program ([www.ECRC.org/programs/rideon](http://www.ECRC.org/programs/rideon) or 850-332-7976 ext.227). By moving those customers into carpools and others means of transportation, these funds will be freed up for other individuals to use. Funding is limited on a daily basis. Once the funds have been depleted
ADA Transportation Eligibility

ADA transportation is available for individuals unable to access the bus system due to a disability (permanent or temporary) and whose trip begins and ends within ¾ miles of the bus route and during the times the fixed route operates. Unlimited rides are available during Escambia County Area Transit (ECAT) service hours.

Eligibility depends on functional limitations of the individual. Depending on the disability and whether or not using the bus system can be a learned (participation in travel training), eligibility may be permanent or temporary.

The ADA specifies three criteria to be eligible:

Criteria 1: Any person with a temporary or permanent, physician-verified disability who can use an accessible vehicle but cannot make the necessary trips to the bus stops. All buses are wheelchair lift equipped.

Criteria 2: Because of a disability, any person who is not able to independently board or disembark from an accessible vehicle, including any disability that prevents a person from identifying a bus, following or understanding directions, waiting at a bus stop, moving from one bus to another, or recognizing a destination.

Criteria 3: Travel must begin and end within the Escambia County bus service area. Trips that do not begin and end in this service area are not eligible.

A certification process determines ADA Transportation eligibility. Escambia County Area Transit (ECAT) coordinates with Escambia County Community Transportation (ECCT) to process ADA certification. To apply, call 850-595-0501, request an application form and Medical Verification form to be signed by a licensed physician. After these forms are complete, call to schedule an interview. This interview may take up to ninety (90) minutes. You need to bring all necessary forms to your interview.

The application will be reviewed and the interviewer will discuss your travel ability and limitations. You will have a photo taken for an ID if eligibility is determined. ECAT will provide you with a free round trip on ADA transportation for the interview. You should be notified within 21 days after your interview of your possible eligibility. If the process takes more than 21 days, you become temporarily eligible until a determination is made. You will be mailed written notification of your eligibility along with your identification card. After notification, trips may be scheduled for up to two weeks in advance.

Additional information on ADA Transportation can be found on ECAT’s website at:
https://goecat.com/ada-services/ada

(e) Pick-up Windows.

TD Transportation Pick-Up Window.

When calling to schedule a TD/ Non-sponsored or agency trip, the reservationist will provide the caller with two (2) estimated pick-up times for all round trips.

a. The first estimated pick-up time will be from your home to your destination.

b. The second estimated pick-up time will be the return time from the passenger’s destination back to their home.

Each pick-up time is the start of a one-hour window. Passengers will be given a one-hour pick-up window...
when they call to make a reservation. This means that a vehicle will arrive within thirty (30) minutes before or thirty (30) minutes after the pick-up time given at the time of the reservation. A passenger will need to be ready to travel at any time within the one-hour window. Schedules are developed to allow multi-loading and for passengers to get to their destinations on time when they are picked up within the pick-up window. When the driver arrives the passenger must board the vehicle immediately.

For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 11:30 a.m., your pick-up window begins at 11:00 a.m., so be ready at 11:00 a.m.

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: 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.

The driver can arrive up to the one hour past the scheduled pick-up time and still be considered “on time” as long as the passenger arrives at their destination on time. Please remember the pick-up time is developed with consideration of factors such as the time the passenger needs to reach their destination, traffic delays, inclement weather conditions and multi-loading of other passengers.

The one-hour pick-up window does not apply to ADA and passengers. ECCT will pick up all ADA passengers within thirty (30) minutes of their scheduled pick-up time.

For scheduled return trip with a specified time such as end of work shift, pick-up should occur within 60 minutes after that time. For those times that a customer is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait.

Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the customer will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up customers.

Should a driver arrive early for a pick-up time, passengers cannot be forced to be ready earlier or leave earlier.
than their scheduled pick-up time. Early arrival of a driver for a pick-up when a passenger is not ready does not constitute a “no show” for the passenger.

**ADA Transportation Pick-Up Window.**
Customers 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. The driver will only wait five minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, depart without you, and you will be considered a no-show.

For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 9:15 a.m., your pick-up window begins at 9:00 a.m., so be ready at 9:00 a.m.

(f) **Cancellation process and requirements.**
You may call the ECCT office to cancel a ride on the day of that trip. Cancellations should be done in enough time to inform the driver before leaving to pick up the customer, at least two hours or more prior to the scheduled pickup time. Customers should never cancel future trips by means of a driver or a carrier. An answering machine is available to cancel service after hours. Riders who are absent for return trips and have not notified ECCT or left message with appropriate personnel will be considered a no-show.

A late cancellation occurs when a rider decides not to take a scheduled trip and does not call to cancel their trip at least 2 hours prior to the scheduled time of the pickup. The rider will be reported as a late cancellation. Late cancellations are considered a no-show.

(g) **No show procedure (both CTC operator and rider).**
A trip is considered a No-Show when a passenger:

- The passenger cancels the trip less than 1 hour prior to the start of the scheduled pickup window.
- The vehicle arrives on time, but the passenger no longer wants the ride this is also called a “cancel at the door”.
- The vehicle arrives on time, but the driver cannot locate the passenger at the requested pick-up location.
- The vehicle arrives on time and waits for five (5) minutes, but the passenger is not ready to go, and the driver must leave to stay on schedule.
- Passenger refuses to pay the required fee.

Passengers who demonstrate a pattern or practice of No-Show’s and/or Late Cancellations may incur penalties which could lead to a suspension of service. No-shows are enforced according to policy. ADA Transportation has a specific No-Show Policy in accordance, which is identified later in the ADA Rider’s Handbook.

The No-Show Policy is as follows:
A cancellation at the door occurs when the vehicle arrives on time and the rider declines their scheduled transportation. Cancellations at the door are considered a no-show.

If a driver arrives before the start of the rider’s pick-up window and the rider is not ready to be transported,
the rider is not required to board the vehicle. The rider may board if ready and is not opposed to early
departure. Should the rider decide not to board for early departure, they will not be charged a no-show.

The CTC reserves the right to receive payments for no-shows before additional service will be provided. If
a rider fails to notify the Community Transportation Coordinator of trip cancellation and an expense is
incurred due to a vehicle being dispatched and the rider is not available or decides not to go, then the rider
is classified as a "No Show".

1st No Show: Driver will leave "No Show" Notice on door.

2nd No Show: A letter of warning, outlining dates, times and pickup locations causing no shows will be
sent from ECCT to the rider and user agency.

3rd No Show: If third No Show occurs within 60 days, a letter notifying rider of suspension from service
for a 30-day period will be sent from the Escambia County CTC to the rider and user agency.

After the customer has been reinstated and another three infractions occur within a sixty (60) day period,
the suspension is extended to forty-five (45) days. Once the customer has been reinstated again and
another three infractions occur within a sixty (60) day period, the suspension will be extended to sixty (60)
days.

Sponsoring agency will be notified in writing when a rider is suspended. Riders may only be removed from
suspension by the sponsoring agency.

The sponsoring agency may contact the CTC and reinstate their suspended customer when unique
situations result in a suspension. The agency is responsible for counseling the customers so future no-
shows will be minimized. The sponsoring agency may request to reinstate a rider with the provision that a
"No Show" within 30 days will result in automatic 30-day suspension with no reinstatement. Sponsoring
agencies may choose not to reinstate riders if they determine that the rider refuses to follow correct policy.

There may be occasions when a customer is not picked up through no fault of the customer (CTC error).
This is not a no-show. When this type of error occurs and the CTC's office is alerted, we will make every
effort to make this customer a priority.

The Community Transportation Coordinator reserves the right to modify the No Show Policy as the Local
Coordinating Board finds best for the Transportation Disadvantaged population of Escambia County. It is
imperative that agencies adhere to and support the "No Show" Policy to achieve consistent results.

(h) Dispatching backup service or after-hours service.
Whenever there is a delay due to a mechanical breakdown, traffic or weather conditions, the driver of the
vehicle is responsible for making radio contact with the dispatcher and alerting them of the situation. The
dispatcher will make every effort to contact the various agencies and/or family members of those
customers.

When the cause of the delay is a breakdown or an accident that has disabled the vehicle, other available
vehicles will be dispatched to assist in the transport of those customers.

In the event of an accident, the driver will immediately begin to check for any possible injuries. The driver
will contact the dispatcher and report the accident and request assistance (ambulance, police, agencies) if
needed. The dispatcher will then contact the Safety Manager and the General Manager to notify them of
the accident. Other vehicles will be dispatched to assist in the transport of the customers. A detailed
accident report will be completed by the driver, the dispatcher and the Safety Manager within 24 hours.
(i) **Service suspension.**
Any customer who is violent, seriously disruptive and/or involved in any illegal conduct shall immediately be suspended for 30 days or until an appeal hearing is held. This includes, but is not limited to:

1) Threats of physical harm to other passengers, drivers, or other service personnel.
2) Physical assault or battery on a driver or other passengers.
3) Verbal abuse, intimidation or altercation with driver or other passengers.
4) Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations.
5) Unauthorized use of or willful damage to vehicle equipment.
6) Smoking while on board the vehicle.
7) Repeatedly violating riding rules, including smoking in the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document.
8) Failing to maintain reasonably acceptable personal hygiene standards, which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers.

**Transportation Operators and Coordination Contractors**

There are presently four carriers participating in the Escambia County Coordinated System. Two operator/carriers which are paid by the CTC directly for the service that they deliver. The two other carriers are considered a coordination contracted agency.

A coordination-contacted agency is an agency that performs their own client transportation and is utilizing state, federal, or local funds in the process. These agencies are responsible for meeting all of the standards established in the CTC’s System Safety Program Plan and are also responsible for reporting Annual Operating Report statistics to the CTC.

If an agency is distributing fixed route tickets, then the number of clients receiving tickets, the type (ten ride, twenty ride, single, monthly, etc.), the number and the total cost must be reported to the CTC. Coordination contracts and the Annual Operating Report statistics are reviewed annually by the Local Coordinating Board.

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**Escambia County Board of County Commissioners (BCC)** is the CTC for Escambia County and provides service as Escambia County Community Transportation (ECCT), which is currently operated by ITL Solutions.

**ITL Solutions** is the Escambia County CTC contract operator which provides door-to-door service to the ambulatory and wheelchair customers for such programs as Non-sponsored, Council on Aging, Vocational Rehabilitation Services, Department of Transportation, and the various other agencies who request transportation through ECCT’s office.

**Tucker/Yellow Cab of Pensacola** is a subcontractor of the operator/carrier who will provide service for ITL Solutions for difficult to schedule trips.

**Escambia County Area Transit (ECAT)** provides the fixed route service for Escambia County. ECAT offers a bus pass system, which is utilized by several agencies for both the sponsored and non-sponsored programs. ECAT is Escambia County’s fixed route transit service under the Mass Transit Department. ECAT’s ADA paratransit
services are also provided by ECCT.

**Educational Efforts/Marketing**
Community awareness of Escambia County’s coordinated transportation system and ridership are promoted through various education and marketing efforts. These efforts include: (1) producing literature (e.g., flyers and posters) and distributing it widely in doctors’ offices, county public health clinics, nursing homes and Assisted Living Facilities, and at sites such as stores and post offices frequented by the public; 2) meeting with representatives from agencies and organizations which provide transportation services for county residents or work with individuals likely to need assistance with transportation; 3) making presentations before civic, social and other groups; 4) involving the local media (public service announcements, news releases and stories, and advertisements as funding permits);

In addition to this, public hearings and LCB meetings are advertised in the local newspaper inviting the general public to participate and voice their transportation concerns. The CTC also requests from the LCB assistance in marketing strategies to make the public aware of the $1.00 tag renewal donations that will be placed into the non-sponsored program for Escambia County.

**Service Standards**
Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Local service standards have been developed jointly by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. The following standards have been implemented by ECCT.

**Drug and Alcohol Policy.** All operators participating in the coordinated system must adhere to Department of Transportation 49 CFR Part 40 and shall have a written Drug and Alcohol Policy in place to be in compliance with FTA and FHWA.

**Escorts and children.** Children under the age of 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The exceptions to this rule are considered on a case-by-case basis. The escorts must be able to provide the necessary assistance to the passenger.

**Child Restraints.** Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children up to 3 years old, the restraint must be a separate carrier or a vehicle manufacturer's integrated child seat. The carrier is the responsibility of the parent or guardian. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a child booster seat may be used. Seats belts will be required for 5 year olds and older. All children under the age of six years will be required to ride in the back seat of the vehicles.

**Rider Property.** Passengers will be allowed to bring up to two carry-on bags or packages on board the vehicle that can be securely placed in their lap or on the floor between the client’s legs. Passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry packages. Mobility or medical equipment (e.g., oxygen, cane, etc.) is not counted in the two items.

**Vehicle Transfer Points.** Vehicle transfer points will be located in a safe, well-lit and secured area that provides shelter.

**Local Toll Free Phone Number for Consumer Comment.** Toll free phone numbers will be included in the complaint process. The following numbers will be posted on letter size paper with 18 point or larger font in all vehicles.

- Escambia County Community Transportation (ECCT) Center: 1-844-595-0501 toll free
- TD Ombudsman: 1-800-983-2435 toll free
Out of Service Area Trips. Out of county trips will be considered based on trip purpose and funding source on a case-by-case basis.

Vehicle Cleanliness. All vehicles should be free of dirt, trash, and sand. All vehicle interiors and exteriors will be cleaned on a regular basis.

Billing Requirements to Contracted Operators. The CTC shall make payments to the operator within a seven (7) day period once payment has been received from an agency. Payment will be based upon reconciled driver manifests and completed monthly carrier reports.

The CTC reserves the right to withhold payments if requested information is not provided to the CTC until such time that the information is received.

The operator will be reimbursed by the CTC for those trips actually completed once payment has been received from the requesting agency.

Cancellations, no-shows, rejected claims, and uncorrectable accounts are not reimbursable. If full payment is not received from an agency, the operators will be paid proportionately based on the amount received.

Rider/Trip Data. ECCT will collect the name, phone number, address, funding source eligibility, and any other pertinent information on each client.

Adequate Seating. Vehicle seating will not exceed the manufacturer’s recommended capacity.

Driver Identification. All drivers are required to have either picture identification or nametag displayed at all times while transporting passengers.

Passenger Assistance. All drivers will be required to assist those passengers needing or requesting assistance from exterior door to exterior door and on/off the vehicle.

Smoking and Eating on Vehicles. There will be no smoking, to include electronic smoking devices and all e-cigarettes, at any time on any vehicles in the coordinated system. Eating and drinking on board the vehicle will be allowed only as a medical necessity to the passenger and only at the discretion of the driver.

No-Show Policies. Passenger no-shows are defined as trips not canceled prior to dispatch of the vehicle. Please see the accessing service portion of the TDSP.

Communication Equipment. All vehicles will establish a two-way communication source through the utilization of radio or cellular phone.

Vehicle Air Conditioning and Heating Equipment. All vehicles must have a workable air conditioning and heating system prior to the transport of passengers within the coordinated system. If either element is not functioning properly, the operator is responsible for repairing prior to providing passenger service with that vehicle.

First Aid Policy. The CTC does not require drivers to be trained in first aid.

Cardiopulmonary Resuscitation. The CTC does not require CPR.

Pick-Up Window. Please see the accessing service portion of the TDSP.

On-Time Performance (OTP). OTP is defined as overall on-time pickup for scheduled trips provided each month. The definition of on-time is that the individual trip occurs within the 30-minute window on either side of
the scheduled pickup for ADA, trip and within the 1-hour window on a TD trip. The Operator must provide a monthly report to the County/CTC for all trips provided within that respective month detailing the exact pickup times for such trip. The report should be run using the following parameters in the Route Match software system. The operator will have a 90% on-time performance rate for all completed trips.

**Advance Reservation Requirements.** Prior day request is required for ADA.

**Public Transit Ridership.** ADA clients are instructed on the use of public transportation when they are initially interviewed for their eligibility.

**Complaints.** No more than 5 total complaints a month. (evaluation goal is set to less than .5% of total trips)

**Accidents.** One chargeable accident per 100,000 miles will be the maximum allowable number of accidents for the evaluation period.

**Road Calls.** There should be no less than 10,000 miles between road calls.

**Call Hold Time.** The Escambia County Community Transportation (ECCT) office has a system that will answer the ringing line and direct the call via menus to the appropriate party. As a result, reservationists are no longer required to place the client they are working with on hold to answer ringing lines. This will result in fewer interruptions and faster service for the client. When all reservationists are busy with calls, 90% of those callers on hold should be attended to within three (3) minutes.

**Driver Criminal Background Screening.** All drivers in the coordinated system must have a clear Level Two background screening prior to providing passenger service.

**Service Effectiveness.** The CTC and the LCB shall review the Annual Operating Report and determine acceptable levels for the performance measures that will be used to evaluate the service of effectiveness of the contracted operators.

**Contract Monitoring.** The CTC will perform at a minimum an annual evaluation of the contracted operator using the FDOT Safety Certification process.

**Riding Lifts.** Clients who are unable to step up on vehicles will be allowed to ride the lift on vehicles that meet the ADA safety standards; namely, those vehicles having hand rails. Drivers will not ride on the lifts unless unusual circumstances dictate. The safety of the clients is our primary concern.
Local Complaint and Grievance Procedure/Process

The Community Transportation Coordinator (CTC) has established the following grievance procedure as authorized by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statutes and Rule 41-2, F.A.C.

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance.

Step 1:

CTC
- Community Transportation Coordinator

The CTC formal grievance process shall be 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, the designated official planning agency, elected officials, and drivers.

By contacting the CTC office, a written copy of the grievance process and rider policies will be made available to anyone, upon request. The CTC will be responsible for posting on all vehicles in plain view of riders, including transportation subcontractors and coordination contractors, the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance.

All grievances filed must contain the following information:
1. The name and address of the complainant.
2. A statement of the reasons for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation of the requested relief desired by the complainant.

All formal grievances submitted to the CTC shall be mailed to:

Escambia County Board of County Commissioners
Mass Transit Department
1515 West Fairfield Dr.
Pensacola, FL 32501
Phone: 850.595.3221

Step 2:

LCB
- Local Coordinating Board

If the aggrieved party is not satisfied with the CTC decision, they may have the Local Coordinating Board (LCB) Grievance Committee hear the grievance and make recommendations to the CTC on their behalf.

To request a LCB Grievance Committee contact the Escambia County Transportation Disadvantaged Coordinating Board Chair at P.O. Box 11399, Pensacola, FL 32524-1399 (phone 850-332-7976 x231 or 1-800-226-8914).
Step 3:

If satisfaction cannot be achieved at the local level, a grievance/complaint can be submitted to the Commission for the Transportation Disadvantaged (CTD) Ombudsman Program/TD Hotline at 1-800-983-2435.

Similar to the LCB, the Commission for the Transportation Disadvantaged can hear a grievance and make recommendations or advise the CTC. Apart from these grievance processes, aggrieved parties also have recourse through Chapter 120, F.S., administrative hearing process or the judicial court system.

Note: At any point in the grievance process, the grievant may submit the grievance to the, CTC, Local Coordinating Board (LCB) or the Commission for Transportation Disadvantaged Ombudsman.

CTC Monitoring Procedures Operators, Contractors, and Coordination Contractors
The CTC conducts system performance monitoring on a monthly, quarterly, and annual basis. The Contractor is required to provide Escambia County CTC with a Monthly Operations Report included with the monthly billing invoice by the tenth (10) calendar day of each month. Each month, a Monthly Operations Report is produced showing such items to include, but are not limited to: the number of trips, trip type and mileage for trips provided under each funding source, revenue miles, accidents, driver expiration dates for driver license and DOT physicals.

1) Safety
   Contractor is required to maintain updated Driver Rosters in Route Match and also available in spreadsheet format.

   Accidents and roadcalls will be reported in the Monthly Operating Report. Accidents for all vehicles, operated under the contract, should be reported to the CTC Safety and Maintenance Managers. An accident reports shall be submitted in writing no later than 24 hours.

2) Service data
   Pursuant to the Federal Transit Administration's (FTA's) standards for precision, accuracy and accountability, Escambia County CTC is required to report data to the National Transit Database (NTD). As required by Federal Transit Administration, or Escambia County CTC, Operators shall collect NTD data and other "service supplied" information or "service consumed" information, as terms are defined in Section 15 of the Federal Transit Administration Regulations. Operators are responsible for collection of financial and operational data including on-board operational and passenger-related data, for transmittal to Escambia County CTC on CTC-approved forms.

3) Vehicle Maintenance
   The Contractor is responsible for providing the CTC an updated printout of vehicle information, to include year, model, type, capacity, special equipment, and identification numbers. This information should be updated and provided frequently enough to ensure validity.
Vehicle inspections are scheduled and performed on an as needed basis, but no less than annually. The CTC does the vehicle inspections according with the federal and state guidelines for scheduled maintenance. The Contractor will provide a copy of the results with appropriate recommendations or required actions. Deficiencies will be noted on the applicable Monitor form with a follow-up letter provided to the Operator.

Deficiencies which pose a real or potential safety hazard must be corrected immediately or service suspended until correction is made and verified.

Deficiencies which pose no immediate safety hazard but constitute a violation to the terms of the contract must be corrected within a specified period of time which will be determined according the nature of the violation.

Noncompliance can result in contract termination as specified within the terms of the applicable agreement.

Escambia County CTC staff inspect all vehicles, wheelchair lifts or ramps and wheelchair securement devices annually. All vehicles must be approved, inspected and display an inspection sticker issued by Escambia County CTC prior to providing service. Any complaints received concerning a vehicle or equipment, vehicle must report to Escambia County CTC’s facility the next business day for inspection. Any vehicle found in violation of any contractual standard is removed from service until violation is remedied.

4) Complaints

Escambia County CTC requires that the Contractor treat all customer concerns related to performance as complaints. All complaints are referred to Escambia County CTC’s Customer Service Supervisor for documentation. The Supervisor will input all such complaints in computer and assign each complaint to the Operator. Complaints must be documented and investigated by the Operator, which shall include, but not be limited to, the review of available vehicle video footage, driver’s statement, phone interview, and other available data during the investigation. After the investigation is completed, the resolution may require the Contractor to take appropriate corrective action promptly. All complaint responses are to be reviewed and approved by the CTC prior to issuance to the customer. The Contractor shall notify the customer and CTC of the disposition of the complaint in writing within five (5) calendar days of receipt of said complaint. The CTC reserves the right to change the complaint procedures. Complaints of a safety, security and/or of a severe nature require a response within 24 hours.

Escambia County CTC works closely with FCTD’s Ombudsman Program to resolve all service complaints and inquiries submitted to the TD Ombudsman. Escambia County CTC investigates each item as described above, contacts all concerned parties and sends FCTD’s Ombudsman Program a report on resolution of the complaint/inquiry.

Complaints are tallied each month, indicating total number of complaints, and type of complaints for each funding source.

5) Monthly Reports

Contractor must keep separate denial forms/logs, by funding source, of all requests for service that cannot be accommodated. Contractor shall fill out all information required on the log. A cumulative denial form/log is used that shows all trips denied for the month and shall be included as part of the Monthly Operating Report submitted to Escambia County CTC.

Contractor must provide written monthly reports, as part of the monthly operating report to Escambia County CTC by the tenth (10) day of the month following month of service. Collect and report all required information individually for each funding component of service. Reports shall be submitted on a form developed by Contractor and approved by Escambia County CTC, and shall include, but not limited to the following:
1. **Quarterly Reports**  
On a quarterly basis, the Contractor produces a report detailing performance measures as identified in the paratransit RFP, eligibility determinations, trip origins and destinations, trips provided with cancellations and no-shows, trips by type, and service complaints by funding sources. The data from this report is also presented to the local coordinating board at their quarterly meetings. The CTC will have on-site quarterly reviews in the categories of safety, service data and vehicle maintenance. The items inspected during the quarterly on-site review will be selected randomly for review.

2. **Annual Reports**  
Operators within the Coordinated System are evaluated annually for contract compliance. Areas reviewed include, but are not limited to, System Safety Program Plan, driver records, Drug Free Workplace, insurance, and other local standards. Monitoring is done on site and conducted by CTC staff. The Contractor will cooperate fully with Escambia County CTC’s monitoring programs.

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**Appendices**

A. Memorandum of Agreement between CTD and CTC  
B. Transportation Disadvantaged Program Concept Chart  
C. Organization Chart  
D. Paratransit Vehicle Inventory  
E. Safety System Program Plan (SSPP) Certifications  
F. Federal Poverty Guidelines  
G. Glossary of Terms  
H. Rider Survey Comments  
I. Rider Survey Results & Comparisons  
J. CTC Evaluation  
K. Rate Model Worksheets (2020-2021)
APPENDIX C

Organization Chart
APPENDIX D

Paratransit Vehicle Inventory
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<tr>
<td>1801</td>
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<td>FORD</td>
<td>E-350</td>
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<td>1FDEE3FS6KDC68858</td>
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<td>11</td>
<td>2019</td>
<td>FORD</td>
<td>E-350</td>
<td>White</td>
</tr>
</tbody>
</table>
APPENDIX E

Safety System Program Plan (SSPP) Certifications
This Certifies year 2019.

DATE: January 13, 2020

TRANSIT SYSTEM: Escambia County Area Transit

ADDRESS: 1515 W. Fairfield Drive, Pensacola FL 32501

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.

2. Compliance with adopted safety standards in the SSPP & SPP.

3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: __________________________________________________________________________

Name: Tonya Ellis 
Title: Mass Transit Director

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: Escambia County BOCC (ECAT)

Address: 1515 W. Fairfield Drive, Pensacola FL 32501

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)
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 Escambia 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.
### 4th Quarter Statistics

#### Trips

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>5,191</td>
<td>5,425</td>
<td>6,588</td>
<td>17,204</td>
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<tr>
<td>Non-Ambulatory</td>
<td>1,228</td>
<td>1,308</td>
<td>1,373</td>
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<td><strong>Total</strong></td>
<td><strong>6,419</strong></td>
<td><strong>6,733</strong></td>
<td><strong>7,961</strong></td>
<td><strong>21,113</strong></td>
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</tbody>
</table>

#### Trip by Purchaser

<table>
<thead>
<tr>
<th>Purchaser</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>2,814</td>
<td>3,953</td>
<td>3,216</td>
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<tr>
<td>Dept of Ed / VR</td>
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<td>0</td>
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<tr>
<td>Dept of Elder Affairs</td>
<td>0</td>
<td>0</td>
<td>63</td>
<td>63</td>
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<tr>
<td>Local Gov’t / ADA</td>
<td>3,605</td>
<td>2,780</td>
<td>4,682</td>
<td>11,067</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>6,419</strong></td>
<td><strong>6,733</strong></td>
<td><strong>7,961</strong></td>
<td><strong>21,113</strong></td>
</tr>
</tbody>
</table>

#### Trip by Purpose

<table>
<thead>
<tr>
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<th>April</th>
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<th>Total</th>
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<td>Medical</td>
<td>3,014</td>
<td>2,953</td>
<td>3,294</td>
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<tr>
<td>Employment</td>
<td>3,014</td>
<td>3,203</td>
<td>4,024</td>
<td>10,241</td>
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<td>Education/Training</td>
<td>41</td>
<td>45</td>
<td>24</td>
<td>110</td>
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<tr>
<td>Nutrition</td>
<td>193</td>
<td>206</td>
<td>237</td>
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<td>Other</td>
<td>157</td>
<td>326</td>
<td>382</td>
<td>865</td>
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<td><strong>Total</strong></td>
<td><strong>6,419</strong></td>
<td><strong>6,733</strong></td>
<td><strong>7,961</strong></td>
<td><strong>21,113</strong></td>
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#### No-Shows

<table>
<thead>
<tr>
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<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
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<td>96</td>
<td>78</td>
<td>285</td>
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<td>Dept of Elder Affairs</td>
<td>0</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Local Gov’t / ADA</td>
<td>212</td>
<td>178</td>
<td>137</td>
<td>527</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>573</strong></td>
<td><strong>413</strong></td>
<td><strong>464</strong></td>
<td><strong>812</strong></td>
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#### Percentage of Trips

<table>
<thead>
<tr>
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<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>8.93%</td>
<td>6.13%</td>
<td>5.83%</td>
<td>3.85%</td>
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</table>
## Escambia County Coordinated Transportation Report

CTC: Escambia County Board of County Commissioners

Operated as Escambia County Community Transportation (ECCT) by ITL Solutions, Inc.

4th Quarter April - June FY 2019-2020

<table>
<thead>
<tr>
<th>Other Quarterly Information</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
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<td>Vehicles in Service</td>
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<td>43</td>
<td>44</td>
<td>44</td>
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<tr>
<td>Revenue Miles</td>
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<td>68,420</td>
<td>74,622</td>
<td>211,462</td>
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<td>Unmet Request</td>
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<td>18</td>
<td>11</td>
<td>39</td>
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<tr>
<td>Unduplicated Riders</td>
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<td>462</td>
<td>519</td>
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<tr>
<td>Cost Per Trip</td>
<td>$33.54</td>
<td>$34.87</td>
<td>$33.70</td>
<td>$34.02</td>
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<td>Expenses</td>
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<td>$268,291</td>
<td>$718,366</td>
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<td>98.23%</td>
<td>97.34%</td>
<td>97.62%</td>
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<td># of Calls Received</td>
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<td>9,781</td>
<td>10,219</td>
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<td>AVG. Call Hold Time</td>
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<td>1:41</td>
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<tr>
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<td>16</td>
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<td>Complaints</td>
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<td>1</td>
<td>5</td>
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<tr>
<td>Accidents</td>
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<td>0</td>
<td>0</td>
<td>3</td>
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<tr>
<td>Incident</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Operator Payments - Cab</td>
<td>$10,528</td>
<td>$14,687</td>
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### Comparisons 19/20 VS 18/19

#### Total Trips

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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
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<tbody>
<tr>
<td>2019/20</td>
<td>26,538</td>
<td>27,603</td>
<td>27,921</td>
<td>21,113</td>
<td>103,175</td>
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<tr>
<td>2018/19</td>
<td>24,483</td>
<td>23,660</td>
<td>23,611</td>
<td>26,538</td>
<td>98,292</td>
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#### Revenue Miles

<table>
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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
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<tr>
<td>2019/20</td>
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<td>307,529</td>
<td>241,014</td>
<td>211,462</td>
<td>1,057,979</td>
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<tr>
<td>2018/19</td>
<td>224,710</td>
<td>226,098</td>
<td>217,144</td>
<td>252,015</td>
<td>919,967</td>
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#### Unmet Request

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/20</td>
<td>44</td>
<td>34</td>
<td>24</td>
<td>39</td>
<td>141</td>
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<td>2018/19</td>
<td>0</td>
<td>0</td>
<td>31</td>
<td>44</td>
<td>75</td>
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#### Average Unduplicated Riders

<table>
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<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/20</td>
<td>395</td>
<td>643</td>
<td>647</td>
<td>473</td>
<td>719</td>
</tr>
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<td>2018/19</td>
<td>536</td>
<td>525</td>
<td>382</td>
<td>375</td>
<td>455</td>
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#### Cost Per Trip

<table>
<thead>
<tr>
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<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019/20</td>
<td>$30.57</td>
<td>$32.83</td>
<td>$31.88</td>
<td>$34.02</td>
<td>$43.10</td>
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<tr>
<td>2018/19</td>
<td>$28.77</td>
<td>$33.67</td>
<td>$30.09</td>
<td>$29.51</td>
<td>$30.51</td>
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#### Expenses by Quarter

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018/19</td>
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<td>$798,142</td>
<td>$723,996</td>
<td>$783,127</td>
<td>$753,474</td>
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#### Other Comparison's by Quarter FY 2019-2020

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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>94.00%</td>
<td>94.00%</td>
<td>95.55%</td>
<td>97.62%</td>
</tr>
<tr>
<td># of Calls Received</td>
<td>31,393</td>
<td>32,877</td>
<td>34,762</td>
<td>29,323</td>
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<td>Avg. Call Hold Time</td>
<td>1:55</td>
<td>1:54</td>
<td>1:52</td>
<td>1:40</td>
</tr>
<tr>
<td>No-Show</td>
<td>1,413</td>
<td>1,818</td>
<td>1,450</td>
<td>812</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>5.32%</td>
<td>6.59%</td>
<td>5.19%</td>
<td>3.85%</td>
</tr>
<tr>
<td>Commendations</td>
<td>15</td>
<td>14</td>
<td>12</td>
<td>16</td>
</tr>
<tr>
<td>Complaints/Concerns</td>
<td>6</td>
<td>6</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Accident</td>
<td>5</td>
<td>4</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Incident</td>
<td>1</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>4</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Operator Payments - 3rd Party</td>
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<td>$32,097</td>
<td>$32,486</td>
<td>$9,962</td>
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</table>

#### Other Comparison's by Quarter FY 2018-2019

<table>
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<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
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<td>94.27%</td>
<td>95.44%</td>
<td>94.72%</td>
</tr>
<tr>
<td># of Calls Received</td>
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<td>37,305</td>
<td>32,958</td>
<td>29,825</td>
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<td>2:20</td>
<td>2:05</td>
<td>2:16</td>
<td>1:58</td>
</tr>
<tr>
<td>No-Show</td>
<td>893</td>
<td>662</td>
<td>313</td>
<td>1,413</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>3.65%</td>
<td>2.80%</td>
<td>1.33%</td>
<td>5.35%</td>
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<td>12</td>
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<tr>
<td>Complaints/Concerns</td>
<td>11</td>
<td>7</td>
<td>12</td>
<td>7</td>
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<tr>
<td>Accident</td>
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<td>2</td>
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<tr>
<td>Incident</td>
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</tr>
<tr>
<td>Roadcalls</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Operator Payments - 3rd Party</td>
<td>$39,377</td>
<td>$36,701</td>
<td>$38,877</td>
<td>$48,783</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 Florida-Alabama 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.
<table>
<thead>
<tr>
<th>INDEX</th>
<th>PROGRAM MANAGEMENT</th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>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)</td>
<td>Staff sent a letter to Escambia County BOCC to ascertain their interest in remaining the CTC. Escambia BOCC responded they wished to remain the CTC. FL-AL TPO adopted a resolution recommending Escambia County BOCC remains the CTC for Escambia County. Staff presented the recommendation to the CTD and it was approved at the June 8, 2020 business meeting. TASK COMPLETE Q4</td>
</tr>
<tr>
<td>B.</td>
<td>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)</td>
<td>The process is in place and a current roster is sent with each invoice. The annual membership certification was approved by the LCB in June 2020 and approved by the FL-AL TPO. TASK COMPLETE Q4</td>
</tr>
<tr>
<td>C.</td>
<td>Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. (Task 3)</td>
<td>The agenda for the June LCB meeting was prepared and was consistent with the Guidelines.</td>
</tr>
<tr>
<td>D.</td>
<td>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)</td>
<td>The approved minutes of the February 2020 and the draft minutes of the June 2020 LCB meetings are included with the invoice.</td>
</tr>
<tr>
<td>E.</td>
<td>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)</td>
<td>The Public Workshop was held for June 2020. TASK COMPLETE Q4</td>
</tr>
<tr>
<td>F.</td>
<td>Provide staff support for committees of the local coordinating board. (Task 3)</td>
<td>No activity to report: Staff supports committees and assist with the TDSP development when needed.</td>
</tr>
<tr>
<td>G.</td>
<td>Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)</td>
<td>Annual by-laws were approved at the August 2019 LCB meeting and are included in the invoice. TASK COMPLETE Q1</td>
</tr>
<tr>
<td>H.</td>
<td>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)</td>
<td>Local coordinating board grievance procedures were approved at the August 2019 LCB meeting and are included in the invoice. TASK COMPLETE Q1</td>
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<tr>
<td><strong>I.</strong></td>
<td>Provide the Commission with a current <strong>membership roster and mailing list</strong> 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)</td>
<td>The current roster and mailing list are included with the invoice. The annual LCB certification was approved in June 2020.</td>
</tr>
<tr>
<td><strong>J.</strong></td>
<td>Provide <strong>public notice</strong> of local coordinating board meetings and local public workshops in accordance with the <strong>Coordinating Board and Planning Agency Operating Guidelines</strong>. (Task 3)</td>
<td>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.</td>
</tr>
<tr>
<td><strong>K.</strong></td>
<td>Review and comment on the <strong>Annual Operating Report</strong> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)</td>
<td>The Annual Operating Report was reviewed at the December 2019 LCB meeting and certified by the Board Chair. <strong>TASK COMPLETE Q2</strong></td>
</tr>
<tr>
<td><strong>L.</strong></td>
<td>Report the <strong>actual expenditures</strong> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)</td>
<td>The Actual Expenditures Report was submitted to the CTD on Sept 13, 2019. <strong>TASK COMPLETE Q1</strong></td>
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### II. **SERVICE DEVELOPMENT**

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<tr>
<td><strong>A.</strong></td>
<td>Jointly, with the community transportation coordinator and the local coordinating board, develop the <strong>Transportation Disadvantaged Service Plan (TDSP)</strong> following CTD guidelines. (Task 1)</td>
<td>The annual TDSP update was approved at the June 2020 LCB meeting and is posted on the ECRC webpage. <strong>TASK COMPLETE Q4</strong></td>
</tr>
<tr>
<td><strong>B.</strong></td>
<td>Encourage integration of “transportation disadvantaged” issues into <strong>local and regional comprehensive plans</strong>. 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)</td>
<td>The Transportation Disadvantaged program is included in the FL-AL TPO Public Transportation Priorities.</td>
</tr>
<tr>
<td><strong>C.</strong></td>
<td>Encourage the local community transportation coordinator to work cooperatively with <strong>regional workforce boards</strong> 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)</td>
<td>No activity to report: The regional Workforce Board is represented on the LCB.</td>
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### III. **TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION**

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<tr>
<td><strong>A.</strong></td>
<td>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)</td>
<td>The quarterly report was included in the June 2020 Agenda.</td>
</tr>
<tr>
<td><strong>B.</strong></td>
<td>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)</td>
<td>Staff attended Commission sponsored training in September at the CTD-FPTA Annual Training Workshop. <strong>TASK COMPLETE Q1</strong></td>
</tr>
<tr>
<td><strong>C.</strong></td>
<td>Attend at least one <strong>CTD meeting</strong> each year within budget/staff/schedule availability.</td>
<td>Staff attended the CTD meeting on September 16, 2019, February 10, 2020, and June 8, 2020. <strong>TASK COMPLETE Q1</strong></td>
</tr>
<tr>
<td><strong>D.</strong></td>
<td>Notify CTD staff of local <strong>TD concerns</strong> that may require special investigations.</td>
<td>No activity to report.</td>
</tr>
<tr>
<td><strong>E.</strong></td>
<td>Provide <strong>training</strong> for newly-appointed LCB members. (Task 3)</td>
<td>Board training was provided at the February 2020 LCB meeting and is also provided as needed. <strong>TASK COMPLETE Q3</strong></td>
</tr>
<tr>
<td><strong>F.</strong></td>
<td>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.</td>
<td>No activity to report.</td>
</tr>
<tr>
<td><strong>G.</strong></td>
<td>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)</td>
<td>No activity to report.</td>
</tr>
</tbody>
</table>
H. Ensure the local coordinating board conducts, as a minimum, **an annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan.  (Task 2B)

The CTC Annual Evaluation was conducted in January 2020 and the LCB reviewed and approved the Evaluation at the February 2020 meeting.  
**TASK COMPLETE Q3**

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<tr>
<td>I.</td>
<td>Assist the CTD in <strong>joint reviews</strong> of the CTC.</td>
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<td><strong>No activity to report.</strong></td>
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| J. | Ensure the LCB annually reviews **coordination contracts** 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. |
|   | Coordination contracts are reviewed as needed. |

| K. | Implement recommendations identified in the CTD’s **QAPE** reviews. |
|   | **No activity to report.** |

**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.

*Howard K. Vanselow*

Representative – Howard K. Vanselow

23 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.

2020 Scheduled Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Dial-In Number &amp; Conference Code</th>
</tr>
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<tbody>
<tr>
<td>07/28/20</td>
<td>3:30PM - 6:00PM</td>
<td>Second Public Workshop on the Trip &amp; Equipment Funding Allocation Methodology</td>
<td>GoToMeeting Webinar Virtual Meeting</td>
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</tr>
<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>
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<td>2020 CTD Annual Training Workshop</td>
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<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>GoToMeeting Webinar: <a href="https://www.gotomeet.me/THFMarketingTeam/fctd-update-workshop">https://www.gotomeet.me/THFMarketingTeam/fctd-update-workshop</a> Alternative Conference Call-In Number: 888-585-9008; Conference Code: 837-653-349</td>
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</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.