MEMORANDUM
August 16, 2019

TO: Escambia County Transportation Disadvantaged Coordinating Board and Interested Parties

FROM: Commissioner Lumon May

SUBJECT: August 27, 2019 Transportation Disadvantaged Board Meeting

The Escambia County Transportation Disadvantaged Coordinating Board will meet Tuesday, August 27, 2019 at 10:00 am, at Pensacola City Hall, Hagler Mason Room 222 West Main Street, Pensacola, FL 32502. If there are any questions, please contact Howard Vanselow, Transportation Planner at 1-800-226-8914, extension 231 or by email at howard.vanselow@ecrc.org.

BOARD AGENDA

I. Call to order and introductions

B. Approval of the Agenda

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

D. Approval of May 21, 2019 Board Meeting minutes
   For Action Presentation: Chair (Item I-D)

E. Approval of May 21, 2019 Public Workshop minutes
   For Action Presentation: Chair (Item I-E)
II. Old Business:

III. New Business:

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

B. Bylaws and Grievance Process  
   For Action  
   Presentation: TPO Staff  
   (Agenda Item III-B)

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

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

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

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

IV. Other Business

V. Adjourn

The next coordinating board meeting is Tuesday, December 3, 2019 at 10:00 am.

Visit our website at:  
WWW.ECRC.ORG  
For full agenda packets  
And additional regional council information

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

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

SUBJECT: Approval of Board meeting minutes

BACKGROUND: The minutes from the May 21, 2019 Board meeting will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 21, 2019 Board meeting minutes.
### Escambia County Transportation Disadvantaged Coordinating Board Meeting Minutes 5/21/19

**Emerald Coast Regional Council**  
(Designated Staff)  
Pensacola City Hall  
222 West Main Street – Hagler Mason Room  
Pensacola, Florida

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<td>Others Present: Howard Vanselow, Dorothy McKenzie, Tonya Ellis, Mike Crittenden, Colette Wiedeman, Harold Griffin, Sr., Harold Griffin, Jr., Yolanda Cooper, Bill Bower, Viki Bower, Merit Celaire, Carolyn Grawi, Aretta</td>
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**Escambia County TD Minutes**  
Escambia County TD Agenda August 27, 2019  
Page 1
INTRODUCTIONS:

Chairman May called the meeting to order. Introductions were made and visitors were welcomed.

Quorum Present

Chairman May said Mr. Steve Holmes was present and that Mr. Holmes would give a legislative update on the programs across the state that are bringing about efficiencies in different counties. Chairman May said the governor and the senate are supportive in the budget towards Transportation Disadvantaged coordinating boards.

Mr. Holmes, the executive director for the Florida Commission for the Transportation Disadvantaged, stated that the session just finished less than a month ago. The budget was fully funded for approximately $55 million. He said the governor signed the Corridors Bill, Senate Bill 7068, which builds three toll roads through Florida. He said the Transportation Disadvantaged community will receive an additional $10 million every year for at least four years to expand transportation options. It is primarily focused on the rural areas. The legislation has authorized the Commission for the Transportation Disadvantaged (CTD) to contract directly with transportation network companies to provide services. It will be done through an innovation and service grant. The first round of requests went out a month ago. The CTD staff is looking at how to allocate $10 million throughout the state. There will be a second round that will occur during the early part of the fiscal year (June to July 2019). This allows time for applications to be submitted at the start of the fiscal year. To date no applications have been received from the Panhandle.

Chairman May asked Ms. Ellis if they were applying for grants for which they are eligible. Ms. Ellis said they applied for the grant last year for the Century additional service. She said they are actively seeking grants to make sure they have additional funds for service. Chairman May asked if they missed the first round. Ms. Ellis said they were not aware of it; however, they will definitely investigate it for the second round in June-July.

Mr. Holmes said the innovation and service grant in some areas is an extension of enhancement grants. He said since services were just started in the northern section of the county, he would like to see those services continue in a way that they can test that concept in the north county, to provide increased mobility options. He said that would be something they could look at in the next round. He said to start putting together the application now.

Chairman May asked how the grants are announced. Mr. Holmes said the grants are put on the website and they send emails to community transportation coordinators and the planning agencies, for them to distribute to organizations. Chairman May asked that his office is copied on the correspondence.

Mr. Holmes said the mobility grants are now called innovation and service grants and there is no longer any funding for the mobility enhancement grants. He said that is why they encourage moving it towards the innovation and service grant, which is a stand-alone grant. It is not provided through the normal trip and equipment grants.

Mr. Holmes said as part of the innovation and service grant it may be an opportunity for the community to look at building and increasing its mobility options. He said there is a lot of new technology going on in the rural transportation. He said using companies like the transportation network companies, along with paratransit companies, fixed route systems, and taxis, they need as many mobility options available to use each of the options in their most cost effective manner to
provide more trips for transportation disadvantaged people in Escambia County. Riders can be multi loaded which is cost effective. There may be other ways to provide transportation. He said the goal as a coordinator for transportation disadvantaged is to increase as many mobility options as possible. He said while they are looking at the north end of the county perhaps transportation network companies are not present. He said it may be something to talk with companies that exist to see what is available. He said there are companies that provide transportation solutions that are not UBER and LYFT. The other companies have a higher level of care with background screening and more training. UBER and LYFT may be appropriate for some areas. He said to look at all the options. He encouraged the coordinators in Escambia County and the board to look at the various options and challenge the CTC and the county on increasing options.

Chairman May said previously bus passes were considered as an option. He asked Ms. Ellis if that was investigated. Ms. Ellis said bus passes are still an option. She said the bus passes are not an option specifically for ECCT. She said there are agencies that purchase bus passes for their clients in lieu of using paratransit. Chairman May asked if they are eligible if they could give them the tickets and they could come in and get certified. Mr. Holmes said they could if individuals are TD qualified, and they can ride the fixed route. Mr. Holmes said this was true for TD, not ADA.

Chairman May said he thought the bus passes would be more cost effective. Mr. Holmes said it is one of the most cost effective measures that can be used, where a fixed route is running. Chairman May asked Ms. Ellis if they can proceed to use bus passes. He asked that an analysis be done. Ms. Ellis said an analysis can be done. Chairman May asked the CTC if they are using any of the alternatives Mr. Holmes spoke about.

Mr. Griffin, Sr. said he is working with the county on using measures. He said they have worked with different contractors. He said they also have the software to provide TNC solutions. He said they are working with the county.

Chairman May asked that it be put on the agenda and that Ms. Ellis bring it to the next meeting; i.e. the options that are explored with an analysis. He wanted to know why they are, or are not, doing it.

Mr. Holmes spoke about what happened in session. He said the funding is rolling out. He encouraged using part of the $10 million in SB 7068 to enhance and create projects.

Chairman May asked Ms. Ellis for a report and said they consider what Mr. Holmes spoke on regarding an innovation service grant and the different mobility routes. He said that would be critical for efficiencies.

I. Approval of March 5, 2019 Board Meeting Minutes

As required by the Commission for the Transportation Disadvantaged (CTD) and Florida Administrative Code 41-02.012(5) (a), the minutes from the March 5, 2019 Board meeting were submitted for the Transportation Disadvantaged (TD) Board's approval.

Action: Mr. Brooks made a motion to approve the March 5, 2019 board meeting minutes, Mr. Vinski seconded; the motion was unanimously approved.

II. Old Business

There was no old business to present to the board.

III. New Business:
A. Membership Certification

Mr. Vanselow noted changes in the membership. Ms. Phyllis Gonzalez, representing Department of Children and Families, will no longer be the primary member. Ms. Susan King is the new primary member. Ms. Melissa Wilson is the new alternate member for Department of Children and Families.

**Action:** Mr. Brooks made a motion to approve, Mr. Clark seconded; the motion was unanimously approved.

B. Transportation Disadvantaged Service Plan (TDSP)

Mr. Vanselow reviewed the TDSP, noting the updates. The rate structure was handed out to the board members. The quality assurance survey comments were also provided in a handout. 46% of the trips were to go to work. 54% clients used the service for eleven or more days per month.

**Roll Call Vote:**

Susan King  Yes  
Toni Prough  Yes  
John Vinski  Yes  
Annette Zeeb  Yes  
Cynthia Barnes  Yes  
Mark Brooks  Yes  
Cheryl Henrichs  Yes  
John Clark  Yes  
Sarah Johnson  Yes  
Paul Viksne  Yes  
Gwendolyn Rhodes  Yes  
Lumon May  Yes  
Michelle Apperson  Yes

**Action:** The motion was unanimously approved.

C. Community Transportation Coordinator Report

Ms. Ellis said regarding bus stop accessibility that the TPO and ECAT are working on a bus stop study.

Ms. Ellis addressed the grants. She said because ECAT is the CTC, a lot of ECAT grants can be leveraged with the TD grants. Their mobility enhancement grant originally included a vehicle. They were able to leverage some of the other grants from the ECAT side to purchase a vehicle to start service on the north end. She said ECAT is always considering ways of being more efficient and ways to leverage the grants on both sides.

Ms. Wiedeman provided the quarterly report. She noted that the no shows have decreased. She stated that ITL had been working on decreasing the no shows.

**Action:** Information Only

D. Transportation Planning Organization Quarterly Report

Mr. Vanselow said the report is submitted to the Commission for the Transportation Disadvantaged. The report included tasks accomplished at the last meeting. The meeting was held and the minutes were completed. During the quarter Mr. Vanselow attended the TDC business meeting. Training was provided to the board members during the quarter.
E. Escambia County Transportation Disadvantaged Coordinating Board Meeting Schedule
Mr. Vanselow said the meeting schedule was included in the agenda package. He noted the CTC evaluation was scheduled for January 15, 2020.

Chairman May asked who represented the TD board at the meetings in Orlando. Mr. Vanselow said he attends the meetings. Board members have not attended due to a lack of funding. Chairman May asked Mr. Holmes if the board members would benefit from attending the business meetings. Mr. Holmes said if a board member wanted to participate in the TDC meetings he would recommend attending one of the meetings in Tallahassee, which are in the session timeframe. He said next year those meetings would be held in January.

Mr. Vanselow said ECCT has attended to take board members the day of the Transportation Disadvantaged Day. He said if board members are interested, maybe they could extend a day to make it more cost effective. He said the next business meeting will be in Tampa. He said he would provide a call-in number to the business meetings upon request.

Mr. Holmes said one option for somebody with means, if they wanted training, is the TD annual conference in the fall. The conference is usually between Orlando and Volusia. He said it is not funded by the TDC. He said it is an opportunity for approximately two days to learn about the TD system. Chairman May said they may be open to providing some county funds.

Action: Information Only

F. Commission for the Transportation Disadvantaged Correspondence
Mr. Vanselow advised the CTD business meeting schedule was provided in the agenda package.

Action: Information Only

G. Grant Review
Mr. Vanselow said the trip and equipment grant comparisons were shown in the agenda package. There was an increase in funds for FY 19-20. Chairman May asked when the innovation service grants, second round, are due. Mr. Holmes said staff is analyzing when round two will be due. He said it would be presented to the commissioners on June 3, 2019. He thought a letter would come out in the next two weeks with a schedule. He said there are some big counties where county commissioners take off for the summer, and some information must be approved by the county commission. He said they are trying to balance the needs of all the counties that have not submitted with a proper timeline to allow everyone the opportunity.

Ms. Ellis said that at this time of year ECAT has their summer youth program, i.e. Summer Wheels program. The program runs from Memorial Day to Labor Day. Anyone 18 and under can ride the bus at no charge during this time period. An ID card must be obtained from ECAT to participate in the program. Escambia County Library cards can also be used to ride free of charge.
Ms. Ellis said Mr. Mike Crittenden is retiring from ECAT. Mr. Crittenden thanked everyone and said it was a pleasure working with everyone.

Chairman May thanked Mr. Crittenden for his service. He said the service had improved since Mr. Crittenden was part of the system.

**Action:** Information Only

IV. **Other Business**

There was no further business.

V. **Public Comments**

There were no public comments.

VI. **Adjourn.** The next LCB meeting will be held August 27, 2019.

There being no further business the meeting was adjourned.
AGENDA ITEM I-E

SUBJECT: Approval of Public Workshop minutes

BACKGROUND: The minutes from the May 21, 2019 Public Workshop will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 21, 2019 Public Workshop minutes.
INTRODUCTIONS: Chairman May called the meeting to order. Introductions were made and visitors were welcomed.

Chairman May called for speakers.

Debra Jones
Pensacola FL
Ms. Jones said, “I am a retired teacher. After 34 years I became an employment consultant for APD. I have nine consumers at this time. My husband and I both own Salera Helping Hands which is strictly employment consulting. I have out of my nine consumers, I have five that use public transportation. I did not know ITL was going to be here. I want to say they are doing a fantastic job as much as they can. They are working with me. I have spoken with Dee on numerous occasions, and he is working with me. However, I am still having issues. First of all of my consumers are working. They are going to work, they are not sitting at home. They are not getting their nails done. They are not going bowling. They are going to work. They are required to be there at particular times, just like you and I, at a particular time have to be at work.

My consumers really rely on public transportation, because they have nobody else to get them to work. I have issues with either not coming and getting picked up at all—I am having to go and get my consumers at the last minute. I am having issues with some of them being late for work. I was called into an employer’s office a couple of weeks ago because I had a consumer that was late twice in one week. That puts their job on the line. That is a concern of mine. Luckily, most of my employers are very understanding. I plead with them, I beg, and I get on my knees, and I cry, and I do all of that. But, this a concern of mine. They are doing the best that they can. I don’t know if they need more resources. I don’t know what the answer is. That is what I need you all to help me find. What do they need? What does ITL need to help them get this resolved? It is a concern of mine. It really is. Can you guys help, as much as you can, ITL in getting these issues resolved?”

Chairman May said, “I would recommend—you said ITL is here. We will provide all the support that we can with our staff. I would tell you to get with them individually, on each individual case.”

Ms. Jones said, “I have on numerous occasions. I have called many times. I have been down there several times too. I just want you guys to help make sure that they are getting what they need.”

**Beth Meyer**  
**Florida Independent Living Council**  
**Tallahassee FL**

Ms. Meyer said, “I am the executive director of the Florida Independent Living Council from Tallahassee. We oversee the state plan of independent living that the governor and Vocational Rehabilitation works on and approves. That goes up to ACL federally, to make sure that the state plan of independent living is operating. We host public forums. We manage the state plan which is revised every three years. One of the number complaints at the public forum is transportation barriers for people throughout the state. I am not just speaking here. I am speaking throughout the state. Statewide number barrier for employment, for keeping employment, and number one barrier. I know it is a daunting task. I understand that. We go to public forums all over the state and I hear the same story: ‘I have lost my job.’

People are getting up at 4:00 o’clock in the morning to catch rides to get to work. They don’t get home until 7:00 o’clock. Some of them just become sick because no one could sustain that type of schedule, and/or being late for work. Employers are just not tolerating it. When They are talking to the vocational rehabilitation at the state, they hear the same thing. Reaching out to the rural counties is critical, but how we do business, and involving the community.

One of the things I would mention is many times the fixed route—sometimes when you go through an enhancement, that you go through a fixed route change. There are agencies that are required by law to be on a bus stop. I know that in northeast Florida this is a huge problem. They came out with a flyer. It was great. There were more stops. What was happening is they were removing access to the entire community, the citizen’s with disabilities. The agencies that were on that transportation...
route were now faced with having to move, or have the transportation readdress that. So, work closely with your community, because it is critical. Some of the federal funding requires that that a bus stop is there. When there is movement of bus stops, or creating better ways of doing business, a lot of these agencies really require that.

Governor Desantis has agreed to put someone from the transportation field on our council as an ex officio. I think that will help a lot because that person is going to be able to travel around and hear what we hear. It is the same story, different county. It is not just you. It is across the state. We have to come up with a solution for that for sure. I know that many of the centers for independent living provide the evaluation for paratransit. It keeps them in close contact with the transportation, with paratransit. They know the community just like APD. Making sure that you are involving that community is critical.

I want to thank you for the work you do here. I would be interested if anyone had an idea for that state position. We are always trying to get the right person in there. I think it is a great opportunity moving forward with all the other options that are out there, to be inclusive for everyone. Thank you for your work. I look forward to hearing from you and watching what you do.”

Carolyn Grawi
CIL Disability Resource Center
Pensacola FL

Ms. Grawi said, “Let me first address what Steve was sharing, which is why it doesn’t work for offices from paratransit buses onto the line buses in a lot of cases, is that we do not have an accessible community. To get on the bus, where it might be accessible when you get on, but maybe the stop you have to get off at isn’t accessible. Or the next place you need to get on to go to the next stop isn’t accessible. So, we have to do more infrastructurally throughout the county in order to have people be able to utilize the line buses.

I myself, am a person who is legally blind, visually impaired. I have a limit as to how much I can carry and how far I can walk. The bigger issue is there is no safe route to go. So, from my own home, there is no safe route to a bus stop. There is a safe route at my job, but that would mean I would have to go downtown to get on a bus, to be able to get the bus stop, to get to the bus route, to get to where I would be going. So now you are looking at also, just like what Beth was sharing about people starting at four in the morning to get ready; you are looking at two to three hours to get to work, by the time you have to wait for each segment of the trip in order to get there. That is no practical for most people; for anybody, whether you have a disability or don’t have a disability. That is not practical.

One of the other pieces with it, is that as we change routes, that also changes what kinds of access people have. I know that we change routes because we are trying to make the most effective rides and the most people at each stop. I know we have public forums. I want you to take a look at this room right now and see how many of us with disabilities are actually in this room. Which I think is unfortunate when it is a public forum, and certainly announced it to everybody in our service area that this was happening. Yet, there are only a few of us in this room that have disabilities ourselves that are speaking, or that are coming to it.

The second issue is related to paratransit issues, and access, and what kind of service do we have, and even busing issues. This community has 24-6 for paratransit. We really need 24-7. People with disabilities want to be just like everybody else. We want to get to our families on the weekend. We want to work on the weekend. We want to go to grocery stores on the weekend. We have health concerns that come up on the weekend. We are like everybody else. We want to have access 24-7.
like our brothers and sisters who are able to go out and do those things—and are able to do it in other parts of the state, and other parts of the country. That is another piece of the puzzle.

An additional part of that is I myself, as the executive director of an organization, I am late to work. I am often picked up. I also have the times where I am waiting to be picked up. I know that, again, ITL as we have already heard, is doing the best that they can do. They are all very nice. The drivers are very friendly. But, we have got to figure out how to have, either more drivers on the road, or more access to knowing exactly when rides are going to pick up and drop off. If I was an hourly employee, I would have been fired years ago.

It is very complicated, and again, they are doing the very best they can, but at the same we have to figure it out. It has to be different than it is. I have talked regularly about it. I think there is a big piece about how our timing is done. There is a big piece about how we charge for it as well. In this county we have both transportation disadvantaged and ADA trips. It is not always clear to either the dispatchers or the call takers, as to who has which orders, and who is on what service. You can qualify for both ADA and transportation disadvantaged funds, depending on what kind of service you are taking, and where you are going, and what kind of service is being offered there. That is not clear to every person that works in every department. It becomes complicated.

The other piece is that I don’t know that we do a great enough job at letting people know that the service is available. I often talk to people who are our constituents that don’t even know that the service exists. We need to do a better job of being able to announce and let people know what is happening with that. And, also looking at how we renew, or when are people told the changes, or what is going on, so that we can make sure that we keep informing the public of what is happening.

The other biggest piece that we need to do everywhere in the state of Florida, and throughout the country, is we have got to be able to take transportation across county lines. The world doesn’t stop at the edge of each county line. We need to be able to go to wherever those services are. As an example, our veterans are here in Florida. Some services they get service here. But, many need across to Biloxi, but they can’t get there easily. It makes it complicated. Yes, we can hire ITL if they got another service that is not paratransit. We can hire that group, and then take them privately. Public transit is how we can get everywhere we need to be. With that transition piece, of being able to get from place to place, we make access greater for every community member. We have lots of holes that are intermittently preventing and are barriers to us being whole for inclusive, adaptive, accessible, and environmentally safe neighbors and places for others to be.”

Chairman May said, “Tonya, what are we doing in terms of communications and marketing of these services from the county? Is there more we need to do from a county perspective?”

Ms. Ellis said, “We can always increase more awareness of the services. We do have that information on our website, as well as I believe there is a link on the main county website as well. Whenever we do go out to give an activities or event we do encourage and invite ECCT to come with us to transition fairs and other different activities that the community can be a part of.”

Chairman May said, “Carolyn, if you would get with Tonya, and whatever initiative you get, my office will be supportive, and I think my colleagues would as well. I do believe we should look at all forms of communication. Particularly people with disabilities or not necessarily people that are on a computer. The contingents I serve are not really tech savvy. We need to look at all options. If you have ideas please get with Tonya and my office will be very supportive of that from a county position. Steve, I will let you respond.”

Mr. Holmes said, “Great questions. The questions that were brought up by the last three to four speakers are a microcosm of what we are dealing statewide. Some communities are trying to
address some of those. Carolyn, I think you mentioned having difficulty getting from your house to a bus stop. We know that, Pinellas for instance, has a program that we are helping fund, called Direct Connect. We will soon fund that also. That's the use of—I think they use UBER down in Pinellas, but it has taken an individual from UBER-LYFT from the bus stop to allow to get on the fixed route and travel. That is one community that is trying to handle a situation that you brought up, Carolyn. County lines are a huge issue. The more we move regionally, the better off we will be. We have a couple projects that were proposed as part of our innovation service grant that we just talked about, that's proposing cross county trips. It is down in St. Lucie, Broward, Indian River, Brevard areas. We are funding some of those. Generally, the issues with cross county are only those counties that have a fixed route system. If you are a rural system, you have to go cross county to function. Counties to the east of here have to go cross county to get their individuals to services. Generally, we only see them in the larger metropolitan areas that have fixed route systems. Some of the reason is that there is an insurance issue. It is an issue. There are workarounds.

Paratransit, in our recent innovation and service grant, we have some counties that only do 24-6, and they have come in and requested the necessary resources to go to 24-7. They are looking at that.

Independent Living, we are working on the independent folks for individuals on disabilities. We have a pilot going on in Pinellas and Hillsborough counties that is using transportation network companies to get those individuals to services. If they are on the med waiver, then they have to work through the APD system as part of the contract. These are individuals that are on the wait list primarily. If they are on the wait list, they are eligible for this grant that we have down there, and we are providing 1,000 trips per month. It is unbelievable how that is picking up. We have only been doing that for the last three months. I encourage the group, and the committee here, to take to heart the concerns that were brought up, because they are statewide concerns; but, solutions are local. We can help at the state level from funding, but the solutions are local. It requires innovative thinkers and concerned advocates to get together and say, ‘How do we want to handle these particular issues.’ Always realize that we are never going to be able to fix everything. There are always more needs than there will ever be able to be funds to fix. You have to prioritize what this community wants to address with funding that you have available, and the funding that is available in the near future.”

Chairman May said, “Thank you Mr. Holmes. I appreciate that response, the input from the state level. It is always very helpful for us when we have your expertise to respond to those questions. Thank you.”

Viki Bower
Gulf Breeze FL

Ms. Bower said, “I am Viki Bower. I am a parent of a adult disabled and disadvantaged son. We live in Gulf Breeze. We moved our son here five years ago to access your transportation system. I grew up in this area. Because you had the fixed/ECAT. You had paratransit. I am here to discuss some of the problems that have already been addressed to some extent, that he has had working with ITL Solutions. They have done a good job of trying to fix things, but things need to be worked on further. I have some real concerns as a parent, and legal guardian of my son, who is accessing this system. I am a retired special education teacher. We adopted my son from my classroom. I feel a very strong responsibility for his care. We are elderly parents. We knew we would be aging. We know that we will not be around, and I want to know that he is safe and able to use the system in this county.

ITL started off with a rough start when they took over from the previous company. We had to reduplicate all his records. I thought, ‘Okay, this is a glitch. This is a beginning. They are learning. This is great.’ They were wonderful people. We have had numerous problems: late pick-ups, early pick-ups, going to his workplace to pick him up when in fact they should have gone to the home.
Taking him out of the computer every time he takes leave from work for sickness or for personal days. He has disappeared from the computer, and the next day he is not picked up. This has gone solidly for about a year. I am his advocate. They are to call me because he gets very upset when things change. He sticks to his schedule. He wants to work. He has a job, but if he goes late to work, he will be fired. His job is what allows him to live independently with HUD support, and APD support, in the community. We will be gone probably in the next ten years. I want to know that he is safe and sound.

A lot of my problem is that I try to call ITL. I get to a message. I never get called back. I went through all this. I constantly call in if there is a problem. They need to know if there is a problem. They need to know they were late, or what is going on. I finally resorted, because I could not get anyone to call me back, to going to customer service at ECAT. Angela Walden was very helpful. I talked to her and she asked me to call every time there is a problem. I don’t call every time, but I do call when I think it is significant and it affects my son dramatically.

I am most concerned about the UBER like system that ITL has instigated. It came out with no communication about it. It showed up at my son’s house. He works nights. He is visually impaired and has many medical problems. This person came to him. He didn’t know who he was, what he was. He didn’t have the likeness with the blue lettering. He became very agitated about it because it was something unknown. I got a call and I told him to go ahead and go, but he didn’t now who that person was. And he didn’t now where he came from. Very poor communication to the clients about programs starting. In fact, ECAT did not know about it. This continued with one time the person came 30 minutes early to his window. They call me. That is the way it is setup, because then I can talk to him and smooth over what the problem is and say what to do. He essentially hung up on me, went to my son’s door, and told him to be ready in five minutes, or he would leave, and he would not be able to get to work. They are only allowed a couple times of being late to work. His job is such that he is spending 25% of the salary he makes on transportation, since APD was—used to pay on the Medicaid waiver. But the County Commission, and I did talk to the commissioners at that time, dropped APD. So, he is having to pay his own fair share.”

Chairman May said, “Tonya, when did we drop APD?” Ms. Bower said, “It has been several years. He has been five years and it got dropped in the first two years.” Chairman May said, “When did we drop that? I am a little confused because I don’t remember voting to drop that.”

Mr. Crittenden said, “I am not sure when we dropped APD. What we recently dropped was one of the private providers called MTM. Trips coming through MTM, if that is what you are referring to, we did drop those because when we attempted to renegotiate rates with MTM. We are going to charge MTM exactly what we paid ITL. So essentially, MTM, they have a private entity. We the county was actually subsidizing their program. That was the commission’s decision to drop them.”

Chairman May said, “I remember the commission’s decision based on staff’s recommendation, but never APD.” Ms. Cooper, the general manager of ITL Solutions, said “Originally I came in 2017 under the previous contractor, First Transit. I know coming in, under First Transit, APD had been dropped somewhat before I got here. It was before ECAT took over. It was with the previous regime, that was handling the contract. That was something I was made aware of; that it was dropping because of the funding rate change and it was lowered for the percentage per mile. So it was dropped before Tonya Ellis and Mike Crittenden came along. This was at some point in 2007, early 2007-late 2016.:

Chairman May said, “Wouldn’t APD be paying that and not the county?” Mr. Vanselow said, “That was the issue. The APD rate was approximately $9.00 per trip. The cost per the contractor was $28.00 per trip. So the county was eating $20.00 per trip. So, the county staff recommended to no longer do APD trips.”
Chairman May said, “Ma’am, can we do this? Tonya, would you please coordinate a meeting with Ms. Bower and with Mr. Griffin and set a time?. We address those issues. I know they will. If you can’t get them resolved I will be happy to come into that meeting.”

Ms. Bower said, “I think we have it resolved to some extent. But, I have some real concerns about their UBER-like program.”

The public workshop was closed.
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.

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 2019-2020.
AGENDA ITEM III-B

SUBJECT: Bylaws and Grievance Process Update

BACKGROUND: The planning agency contract with the Commission for Transportation Disadvantaged requires an annual review of the bylaws and grievance procedure for any necessary changes.

The August Board meeting is considered the organizational meeting for the fiscal year. As part of the organizational meeting the Draft Bylaws and Grievance Procedures are presented to the Board for review and approval.

REQUESTED ACTION: A motion and vote to approve the Bylaws and Grievance Process.
By-Laws of the Escambia County Transportation Disadvantaged Coordinating Board

Approved on August 27, 2019

8/27/2019

Date

Lumon May, Chairperson
Bylaws of the Escambia County Transportation Disadvantaged Coordinating Board

Agency Description. The Escambia County Transportation Disadvantaged Coordinating Board is a public body appointed by the Designated Official Planning Agency (DOPA) as authorized by Section 427.015 Florida Statutes. The membership of the Coordinating Board represents the appropriate parties pursuant to Rule 41-2 012(3), Florida Administration Code.

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

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 by 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 Local 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 Commission's Community Action Representative;

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.

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

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 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 be a representative of 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 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.

Board members shall be notified of term expirations of representatives and given written notice of the opportunity to nominate representatives to the board.

V. ATTENDANCE

The Metropolitan Planning Organization or designated official 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 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:

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

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

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

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

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

C. Meeting Notices

1. Full Board Meeting Notices
   All 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.

   Staff shall give all Board members, other interested parties, and the news media reasonable advance notice of the date, time, and place for all Board meetings. Reasonable advance notice shall be at least one week to the meeting date. 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.

   Meeting materials shall be provided. 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.

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

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. In order to assist the Board in review and evaluation of the Community Transportation Coordinator, the Memorandum of Agreement and any other problems that arise, the Chairperson shall appoint Committees as needed. These Committees are empowered to meet, with the approval of the Chairperson, on a regular basis and make recommendations to the Board; and is empowered to make recommendations to the Commission for the Transportation Disadvantaged and Board approval.

3. Annually, hold a public hearing workshop for the purpose of receiving input on unmet needs or any other areas that relate to the local transportation services.
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.
LOCAL COORDINATING BOARD (LCB) GRIEVANCE PROCESS

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

2. Grievances must be written and contain the following:
   a. The name and address of the 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 data base on information for callers.

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

4. Ombudsman staff assist callers in resolving concerns by acting as an advocate or mediator on the callers behalf.

Definitions:

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

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

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

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-C

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 Escambia County.

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

REQUESTED ACTION: For Information.
## 4th Quarter Statistics

<table>
<thead>
<tr>
<th>Trips</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>6,915</td>
<td>7,271</td>
<td>6,913</td>
<td>21,099</td>
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<tr>
<td>Non-Ambulatory</td>
<td>1,516</td>
<td>1,512</td>
<td>1,471</td>
<td>4,499</td>
</tr>
<tr>
<td>Total</td>
<td>8,431</td>
<td>8,783</td>
<td>8,384</td>
<td>25,598</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip by Purchaser</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>3,156</td>
<td>3,496</td>
<td>3,519</td>
<td>10,171</td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td>147</td>
<td>128</td>
<td>56</td>
<td>331</td>
</tr>
<tr>
<td>Dept of Elder Affairs</td>
<td>437</td>
<td>434</td>
<td>387</td>
<td>1,258</td>
</tr>
<tr>
<td>Local Gov't / ADA</td>
<td>4,691</td>
<td>4,725</td>
<td>4,422</td>
<td>13,838</td>
</tr>
<tr>
<td>Total</td>
<td>8,431</td>
<td>8,783</td>
<td>8,384</td>
<td>25,598</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trip by Purpose</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>2,810</td>
<td>2,913</td>
<td>3,102</td>
<td>8,825</td>
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<tr>
<td>Employment</td>
<td>4,114</td>
<td>4,377</td>
<td>4,038</td>
<td>12,529</td>
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<tr>
<td>Education/Training</td>
<td>574</td>
<td>446</td>
<td>381</td>
<td>1,401</td>
</tr>
<tr>
<td>Nutrition</td>
<td>143</td>
<td>153</td>
<td>193</td>
<td>489</td>
</tr>
<tr>
<td>Other</td>
<td>790</td>
<td>894</td>
<td>670</td>
<td>2,354</td>
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<tr>
<td>Total</td>
<td>8,431</td>
<td>8,783</td>
<td>8,384</td>
<td>25,598</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No-Shows</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD / Non-Sponsored</td>
<td>36</td>
<td>149</td>
<td>181</td>
<td>366</td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td>1</td>
<td>12</td>
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<td>19</td>
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<tr>
<td>Dept of Elder Affairs</td>
<td>8</td>
<td>12</td>
<td>12</td>
<td>32</td>
</tr>
<tr>
<td>Local Gov't / ADA</td>
<td>68</td>
<td>224</td>
<td>294</td>
<td>586</td>
</tr>
<tr>
<td>Total</td>
<td>122</td>
<td>397</td>
<td>493</td>
<td>1,012</td>
</tr>
</tbody>
</table>

| Percentage of Trips | 1.45% | 4.52% | 5.88% | 3.95% |

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

4th Quarter - April - June 2019
### Other Quarterly Information

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicles in Service</td>
<td>30</td>
<td>31</td>
<td>30</td>
<td>N/A</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>76,288</td>
<td>89,241</td>
<td>86,486</td>
<td>252,015</td>
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<tr>
<td>Unmet Request</td>
<td>13</td>
<td>10</td>
<td>21</td>
<td>44</td>
</tr>
<tr>
<td>Unduplicated Riders</td>
<td>357</td>
<td>368</td>
<td>401</td>
<td>375</td>
</tr>
<tr>
<td>Cost Per Trip $</td>
<td>30.18</td>
<td>30.68</td>
<td>30.93</td>
<td>30.59</td>
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<tr>
<td>Expenses $</td>
<td>254,411</td>
<td>269,439</td>
<td>259,277</td>
<td>783,127</td>
</tr>
<tr>
<td>On Time Percentage</td>
<td>94.74%</td>
<td>95.54%</td>
<td>93.88%</td>
<td>94.72%</td>
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<tr>
<td># of Calls Received</td>
<td>9,932</td>
<td>9,809</td>
<td>10,084</td>
<td>29,825</td>
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<td>AVG. Call Hold Time</td>
<td>1:59</td>
<td>1:54</td>
<td>2:03</td>
<td>1:58</td>
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<tr>
<td>Commendations</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>12</td>
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<tr>
<td>Complaints</td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Accidents</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Incident</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Roadcalls</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Operator Payments -</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yellow Cab $</td>
<td>14,597</td>
<td>18,672</td>
<td>15,514</td>
<td>48,783</td>
</tr>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td>------------------------</td>
<td>------</td>
<td>------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td><strong>Trips</strong></td>
<td>24,483</td>
<td>22,527</td>
<td>23,660</td>
<td>24,994</td>
</tr>
<tr>
<td><strong>Revenue Miles</strong></td>
<td>224,710</td>
<td>228,171</td>
<td>226,098</td>
<td>226,098</td>
</tr>
<tr>
<td><strong>Unmet Requests AVG</strong></td>
<td>536</td>
<td>614</td>
<td>614</td>
<td>382</td>
</tr>
<tr>
<td><strong>Cost Per Trip</strong></td>
<td>28.94</td>
<td>30.17</td>
<td>31.43</td>
<td>31.96</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td>783,987.86</td>
<td>679,649.06</td>
<td>743,645.29</td>
<td>798,761.96</td>
</tr>
<tr>
<td><strong>Commendations / Complaints</strong></td>
<td>23</td>
<td>6</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td><strong>Accidents</strong></td>
<td>5 &amp; 1</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td><strong>Road Calls</strong></td>
<td>- &amp; -</td>
<td>1 &amp; 1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>Operator Payments to Yellow Cab</strong></td>
<td>39,377</td>
<td>43,999</td>
<td>36,701</td>
<td>38,901</td>
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**Annual Comparisons**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>YTD Total</th>
<th>Annual Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trips</td>
<td>24,483</td>
<td>22,527</td>
<td>23,660</td>
<td>24,994</td>
<td>23,611</td>
<td>24,693</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>224,710</td>
<td>228,171</td>
<td>226,098</td>
<td>226,098</td>
<td>217,144</td>
<td>215,804</td>
</tr>
<tr>
<td>Unmet Requests AVG</td>
<td>536</td>
<td>614</td>
<td>614</td>
<td>382</td>
<td>31</td>
<td>21</td>
</tr>
<tr>
<td>Cost Per Trip</td>
<td>28.94</td>
<td>30.17</td>
<td>31.43</td>
<td>31.96</td>
<td>30.66</td>
<td>31.53</td>
</tr>
<tr>
<td>Expenses</td>
<td>783,987.86</td>
<td>679,649.06</td>
<td>743,645.29</td>
<td>798,761.96</td>
<td>723,996.15</td>
<td>778,589.07</td>
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<tr>
<td>Commendations / Complaints</td>
<td>23</td>
<td>6</td>
<td>21</td>
<td>21</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>Accidents</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Road Calls</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Operator Payments to Yellow Cab</td>
<td>39,377</td>
<td>43,999</td>
<td>36,701</td>
<td>38,901</td>
<td>38,877</td>
<td>39,071</td>
</tr>
</tbody>
</table>
AGENDA ITEM III-D

SUBJECT: Transportation Planning Organization Report

BACKGROUND: Emerald Coast Regional Council as designated staff to the Florida-Alabama Transportation Planning Organization 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.
Local Program Administrative Support Grant Agreement Tasks
Quarterly Progress Report

<table>
<thead>
<tr>
<th>Local Program Administrative Support Program Agency</th>
<th>West Florida Regional Planning Council</th>
<th>County</th>
<th>Escambia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period</td>
<td>Q4 April 1 – June 30, 2019</td>
<td>Invoice #</td>
<td>Q4</td>
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<tr>
<td>Grant #</td>
<td>G0Y02</td>
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</table>

<table>
<thead>
<tr>
<th>I</th>
<th>PROGRAM MANAGEMENT</th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2012, FAC)</td>
<td>The process is in place and a current roster is sent with each invoice. Membership was reviewed/updated, then approved at the May LCB meeting and Certified at the June Florida-Alabama TPO meeting.</td>
</tr>
<tr>
<td>B.</td>
<td>Prepare agendas for local coordinating board meetings consistent with the Local Coordinating Board and Planning Agency Operating Guidelines. (Task 2)</td>
<td>The agenda for the March 2019 LCB meeting was prepared and was consistent with the Guidelines.</td>
</tr>
<tr>
<td>C.</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 2)</td>
<td>The approved minutes of the March 2019 LCB meeting and the draft minutes of the May 2019 LCB meetings are included with the invoice.</td>
</tr>
<tr>
<td>D.</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 3)</td>
<td>The Public Workshop was held on May 29, 2019. TASK COMPLETE</td>
</tr>
<tr>
<td>E.</td>
<td>Provide staff support for committees of the local coordinating board. (Task 2)</td>
<td>No activity to report: Staff supports committees and assist with the TDSP development when needed.</td>
</tr>
<tr>
<td>F.</td>
<td>Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 4)</td>
<td>Annual by-laws were approved at Sept. 2018 LCB meeting and included in the 1st Quarter invoice. TASK COMPLETE</td>
</tr>
<tr>
<td>G.</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 5)</td>
<td>Local coordinating board grievance procedures were approved at September 2018 LCB meeting and included in the 1st Quarter invoice. TASK COMPLETE</td>
</tr>
<tr>
<td>H.</td>
<td>Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 2)</td>
<td>The current roster and mailing list are included with the invoice. Membership was reviewed/updated, then approved at the May LCB meeting and Certified at the June Florida-Alabama TPO meeting.</td>
</tr>
<tr>
<td>I.</td>
<td>Provide public notice of local coordinating board meetings and local public workshops in accordance with the Coordinating Board and Planning Agency Operating Guidelines. (Task 2)</td>
<td>Public notice was given in the local paper and on the WFPRC webpage. A copy of the advertisement for the meeting is included with the invoice.</td>
</tr>
<tr>
<td>J.</td>
<td>Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 6)</td>
<td>The Annual Operating Report was reviewed and approved for signature at the December 2018 LCB. TASK COMPLETE</td>
</tr>
<tr>
<td>K.</td>
<td>Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 7)</td>
<td>The Actual Expenditures Report was submitted to the CTD on Sept 14, 2018. TASK COMPLETE</td>
</tr>
</tbody>
</table>
## II. SERVICE DEVELOPMENT

<table>
<thead>
<tr>
<th></th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</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>
</tr>
<tr>
<td>B.</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>
</tr>
<tr>
<td>C.</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>
</tr>
</tbody>
</table>

## III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION

<table>
<thead>
<tr>
<th></th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</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 8)</td>
</tr>
<tr>
<td>B.</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 9)</td>
</tr>
<tr>
<td>C.</td>
<td>Attend at least one <strong>CTD meeting</strong> each year within budget/staff/schedule availability.</td>
</tr>
<tr>
<td>D.</td>
<td>Notify CTD staff of local <strong>TD concerns</strong> that may require special investigations.</td>
</tr>
<tr>
<td>E.</td>
<td>Provide <strong>training</strong> for newly-appointed LCB members. (Task 2)</td>
</tr>
<tr>
<td>F.</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>
</tr>
<tr>
<td>G.</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>
</tr>
<tr>
<td>H.</td>
<td>Assist the CTD in <strong>joint reviews</strong> of the CTC.</td>
</tr>
<tr>
<td>I.</td>
<td>Ensure the LCB annually reviews <strong>coordination contracts</strong> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</td>
</tr>
<tr>
<td>J.</td>
<td>Implement recommendations identified in the CTD’s <strong>QAPE</strong> reviews.</td>
</tr>
</tbody>
</table>

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

No activity to report.

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

Representative – Howard K. Vanselow

23 July 2019

Date
AGENDA ITEM III-E

SUBJECT: Commission for Transportation Disadvantaged Correspondence

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

2019 - 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>
</thead>
<tbody>
<tr>
<td>9-16-2019</td>
<td>2 PM until Completion</td>
<td>Business Meeting</td>
<td>Omni Champions Gate 1500 Masters Blvd Champions Gate, FL</td>
<td>888-585-9008 Conference Code 837653349</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Register Now</td>
<td>TBA</td>
<td>FPTA-CTD Training Workshop</td>
<td></td>
</tr>
<tr>
<td>9-15-2019</td>
<td>TBA</td>
<td>FPTA-CTD Training Workshop</td>
<td>Omni Champions Gate 1500 Masters Blvd Champions Gate, FL</td>
<td></td>
</tr>
<tr>
<td>9-18-2019</td>
<td>TBA</td>
<td>FPTA-CTD Training Workshop</td>
<td>Omni Champions Gate 1500 Masters Blvd Champions Gate, FL</td>
<td></td>
</tr>
<tr>
<td>12-18-2019</td>
<td>TBA</td>
<td>Conference Call Business Meeting</td>
<td>Tallahassee, FL</td>
<td></td>
</tr>
</tbody>
</table>

REQUESTED ACTION: For Information.
AGENDA ITEM III-F

SUBJECT: Grant Review

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

REQUESTED ACTION: For information.