MEMORANDUM

TO: Transportation Disadvantaged Coordinating Board Members and Interested Parties

SUBJECT: August 26, 2020 Transportation Disadvantaged Coordinating Board meeting

The Santa Rosa County Transportation Disadvantaged Coordinating Board will meet Wednesday, August 26, 2020 at 2:00 p.m. The Board meeting will be virtual and accessible by phone.

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

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

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

BOARD AGENDA

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

B. Roll Call – TPO Staff

C. House Keeping – TPO Staff

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

- Please state your name when making a motion and seconding the motion.
- Only staff or board members are permitted to share their screen.
- Detailed GoToMeeting Instructions and FAQs can be found at the link below: https://support.goto.com/meeting

II. A. Approval of the Agenda – Board Chair

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

Public input is valuable to Santa Rosa 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)

Working to preserve and enhance the quality of life in northwest Florida
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 2:00 p.m.

VISIT OUR WEB SITE AT: www.ECRC.ORG
FOR FULL AGENDA PACKETS
AND ADDITIONAL EMERALD COAST REGIONAL COUNCIL INFORMATION

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

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

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

SUBJECT: Approval of minutes

BACKGROUND: The minutes from 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.
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OTHERS PRESENT: Howard Vanselow, Dorothy, McKenzie, /Inez Cassiday, /Kimberly Nivens, /Shawn Ward, /Zakkiyyah Osigwe, /Brittany Ellers

Quorum Present

I. Call to Order and Approval of the Agenda
Chairman Piech called the meeting to order and for approval of the agenda.

Action: Ms. McCool moved to approve the agenda. Ms. Barber seconded the motion and it was passed unanimously.

II. Public Comments
There were no comments from the public.

III. Approval of the February 25, 2020 Board Meeting Minutes
Chairman Piech called for a motion to approve the February 25, 2020 minutes.

Action: Ms. Casler moved to approve the February 25, 2020 board meeting minutes. Mr. Fleming 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 Planning Organization for final approval. Mr. Vanselow asked that new members be solicited for vacant positions.

Action: Ms. McCool made a motion to approve; Ms. Stuckey seconded the motion and it was passed unanimously.

B. Transportation Disadvantaged Service Plan (TDSP)
Mr. Vanselow said there were minor changes to the TDSP. There were changes to the expected revenues. The training plan was updated for 2021. Mr. Vanselow noted a uniform shirt was added for driver identification.

Mr. Vanselow said the cost revenue allocations were updated. The new rate is $2.16 for ambulatory mile, $3.71 for wheelchair, and $7.73 for stretcher.
Mr. Vanselow stated a rider survey was done. The majority of riders rated the service very good. There were 69 surveys done this year.

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

C. **Memorandum of Agreement**
Mr. Vanselow said that Tri-County Community Council submitted to remain the Community Transportation Coordinator (CTC) for Santa Rosa County. The will remain the CTC for Santa Rosa County. The Commission for the Transportation Disadvantaged approved Tri-County Community Council at the CTD June 8, 2020 meeting. The CTC will start July 1, 2020 for five years. The TD board was asked to approve to allow the chairman to sign the Memorandum of Agreement.

**Action:** Ms. Barber made a motion to approve; Ms. Haworth seconded the motion and it was passed unanimously.

D. **Community Transportation Coordinator Report**
Ms. Cassiday reviewed the report for the quarter. There were 4,649 trips. There were four unmet trip requests. They were 96% on time for trips. There were 30 no shows during the quarter. There was one road call and no accidents. Trips decreased in April and May; however, started increasing in June 2020.

Ms. Cassiday said Tri-C provides the drivers with gloves, masks, and shields.

Ms. Osigwe said they are in the process of allocating CARES Act funds for transit. This will allow more safety measures.

**Action:** Information Only

E. **Transportation Planning Organization (TPO) Quarterly Report**
Mr. Vanselow said the tasks completed are submitted to the Commission for the Transportation Disadvantaged. Tasks included the board meeting and completed minutes. The CTC evaluation was completed and approved by the board. Staff attended the Commission for the Transportation business meeting.

**Action:** Information Only

F. **Santa Rosa County Transportation Disadvantaged Coordinating Board meeting Schedule**
Mr. Vanselow said the board meeting schedule and evaluation schedule were in the agenda.
Action: Information Only

G. Commission for the Transportation Disadvantaged (CTD) Correspondence
Mr. Vanselow said the CTD held their business meeting on June 8, 2020. At the meeting the CTD approved Tri-County Community Council as the CTC for the new year for Santa Rosa County. The CTD is working on the trip and equipment allocation study, and will hold a public workshop on June 26, 2020. The formula will be to determine funds for each county. Mr. Vanselow will attend the workshops.

Action: Information Only

H. Grant Review
Mr. Vanselow said the trip and equipment allocations are approximately the same as last year. The new allocation is $5484,633 for the year. The State had other grants available including the service and development grant and the Shirley Conroy grant.

Action: Information Only

VI. Other Business:
Chairman Piech said the next board meeting will be held September 1, 2020.

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

SUBJECT: Approval of Public Workshop minutes

BACKGROUND: The minutes from 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:
David Piech, Chairman
Michelle Apperson
Karen Barber
Catherine Casler
Randy Fleming
Laura Gilliam
Karen Haworth
Melissa Stuckey
Marshall Wallace
Annette Zeeb

OTHERS PRESENT:
Howard Vanselow
Dorothy McKenzie
Brittany Ellers
Amber McCool
Joanne Pearson
Inez Cassiday
Shawn Ward
Zakkiyyah Osigwe
Kimberly Nivens

INTRODUCTIONS:

Commissioner Piech called the public workshop to order.

Mr. Vanselow advised the meeting is recorded. A roll call of members present was done.

Mr. Vanselow stated no public comments were received.

Commissioner Piech closed the public workshop.

There being no further business the 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 Santa Rosa County to serve as the official Chairperson to preside at all Santa Rosa County Coordinating Board meetings. Commissioner Dave Piech is the Santa Rosa 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. Amber McCool 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 Santa Rosa 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 40% of the voting members of the Board. Bylaws can be amended by a simple majority of the Board.

VII. ADMINISTRATION

A. Staff Support

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

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

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

B. Meetings

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

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

LCB Members can participate (and vote) in meetings via conference call or virtual, however, a physical quorum must be present to vote on action items. (unless The Commission for the Transportation Disadvantaged authorizes otherwise)

C. Meeting Notices

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

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

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

2. Emergency Meeting Notices and Committee Meeting Notices.

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

D. Minutes

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

VIII. DUTIES

A. Chapter 427.0157, Florida Statutes

1. Review and approve the coordinated community transportation disadvantaged service plan, including the Memorandum of Agreement, prior to submittal to the Commission for the Transportation Disadvantaged (CTD).
In order to perform this duty, the Board shall review and develop recommendations concerning the MOA and coordinated community transportation disadvantaged service plan. The Board shall insure that the MOA and service plan have been developed by involving all appropriate parties in the process. The Board shall forward the recommended MOA and service plan to the CTD for approval.

2. Evaluate services provided in meeting the approved plan.

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

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

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

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

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

b. Review the applications for:

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

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

4. Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area.
5. Evaluate multi-county or regional opportunities.

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

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

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

B. Additional duties as follows:

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

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

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

2. In coordination with the Community Transportation Coordinator, jointly develop applications for funds that may become available.

3. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service.

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

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

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

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

C. Additional Requirement

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

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

SUBJECT: Grievance Process

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

REQUESTED ACTION: A motion and vote to approve the Grievance Process with any changes that may have been presented.
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 GRIEVANCE PROCESS**

1. **Service Complaints:** Any service complaints received by the Community Transportation Coordinator (CTC) 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. 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 LCB upon request.

2. **CTC Grievance Procedure:** Any person with an unresolved service complaint shall be advised of the formal grievance procedure and have a written or recorded copy of this grievance policy made available to them. The CTC grievance policy and procedures shall be included in the TDSP. In addition to the CTC Grievance Procedures, a grievance/complaint may be submitted to the Local Coordinating Board or the Transportation Disadvantaged Commission Ombudsman Program. 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 shall be mailed to:

**Tri-County Community Council, Inc.**
**Attention: Executive Director**
**PO Box 1210**
**Bonifay, FL 32425**
**850-547-3688**
1. A summary of all formal grievances will be given by the Coordinator at the next regularly scheduled LCB meeting.

2. A written copy of the CTC's grievance procedures shall be made available to anyone on request.

3. The contact person and telephone number for accessing information for making a service complaint or formal grievance must be posted in plain view in every vehicle.

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

5. All formal grievances will be responded to by the CTC.

3. Initially, a letter/recording stating the problem should be sent to the CTC. The CTC should copy the Chairman of the Transportation Coordinating Board. The letter/recording should outline the nature of the grievance, where applicable, the date, time, place, etc., of the incident constituting the grievance. If the problem cannot be solved by the CTC, the grievant may request a hearing with the local coordinating board.

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

5. If parties concerned are still not in agreement, the grievance will be presented to the CTC's Board of Directors, within 10 working days of written notification that agreement by all parties has not been reached.

6. The final decision of the CTC's Board of Directors, will be binding.

7. 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 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, Santa Rosa County Transportation Disadvantaged Coordinating Board
   Attention: Transportation Disadvantaged Planning
   PO Box 11399
   Pensacola, Florida 32524-1399
   1-800-226-8914

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

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

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

8. If the local coordinating board receives a grievance pertaining to operation of services under the CTC, that grievance should be passed to the CTC for their response to be included in the local coordinating board response.
COMMISSION FOR TRANSPORTATION DISADVANTAGED OMBUDSMAN PROCESS

1. The Commission for Transportation Disadvantaged maintains a toll free number for access to Ombudsman Staff. The toll free number 1-800-983-2435 is available Monday through Friday, 8:00 am to 5:00 pm, eastern time.

2. The Ombudsman staff will intake calls, listen to and document concerns of consumers, provide callers with information, refer callers to appropriate local area, and maintain a 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 may assist callers in resolving concerns by acting as an advocate or mediator on the caller's behalf.

Definitions:

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

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

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

c. **Hearing and Determining a Grievance:** When an entity makes a determination of the rights, duties, privileges benefits, or legal relationships of a specified person or persons, it is exercising "adjudicative" or "determinative" powers. This second definition shall be the role of the CTC's organization ultimately ending with the Board of Directors, or whoever is legally responsible for the actions of the CTC.
AGENDA ITEM III-D

SUBJECT: Transportation Disadvantaged Service Plan (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 Santa Rosa 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/Santa%20Rosa%20TD/Santa%20Rosa%20TDSP%20Approved%202020.pdf

or on the ECRC website:

www.ecrc.org/SantaRosaTD

RECOMMENDED ACTION: A motion and vote to approve the Transportation Disadvantaged Service Plan with any changes that may have been presented.
Staff to TPO
Tri-County Community Council
dba Santa Rosa Transportation
Joel Paul, Jr. Executive Director
7255 E. Hwy 90
Milton, FL  32583
Phone:  850.626.6806

LCB Chairperson
Commissioner Dave Piech, Chair
Santa Rosa County Local Coordinating Board (LCB)

Planning Agency
Emerald Coast Regional Planning Council:
Florida-Alabama TPO and Local Coordinating Board Staff
Howard Vanselow, Planner
Email:  howard.vanselow@ecrc.org

Post Office Box 11399
Pensacola, FL 32524-1399
Phone: 850.332.7976 / Fax: 850.637.1923
Website:  www.ecrc.org
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 8 below.

<table>
<thead>
<tr>
<th>Project</th>
<th>County</th>
<th>Estimated Cost</th>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<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.</td>
<td>Santa Rosa</td>
<td>To be determined</td>
<td>Enhanced Mobility of Seniors and Individuals with Disabilities (5310)</td>
</tr>
<tr>
<td>Capital and/or operating assistance to provide rural transportation services in Santa Rosa County.</td>
<td>Santa Rosa</td>
<td>$125,000</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. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs (e.g., 5307 and 5311).</td>
<td>Santa Rosa &amp; Escambia</td>
<td>To be determined</td>
<td>Bus &amp; Bus Facilities (5339)</td>
</tr>
<tr>
<td>To determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public.</td>
<td>Santa Rosa</td>
<td>To be determined</td>
<td>Public Transit Service Development Funds</td>
</tr>
<tr>
<td>Provide transportation services coordinated by the Community Transportation Coordinator (CTC).</td>
<td>Santa Rosa, Pace, Jay, Milton, Gulf Breeze, East Milton, Navarre</td>
<td>$432,536, $18,000, $1,000, $30,000, $110,000</td>
<td>CTD-TD County, DOE-VR, Fare-box, APD</td>
</tr>
</tbody>
</table>

**Barriers to Coordination**

The following are continued barriers to adequate coordination:

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.
### Tri-County Community Council, Inc.  
**2020/21 Transportation Training Plan**

The following training plan is intended to facilitate the training needs of the Tri-County Community Council, Inc. Transportation Program. Records of training will be maintained on a spreadsheet at the Administrative Office identifying employee training. Additional training will be provided as needed and noted in training records.

<table>
<thead>
<tr>
<th>Month</th>
<th>Training Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Defensive Driving &amp; Backing</td>
</tr>
<tr>
<td>February</td>
<td>QUARTERLY MEETING - Driver Handbook, SSPP, HIPPA</td>
</tr>
<tr>
<td>March</td>
<td>Passenger Assistance &amp; Securement</td>
</tr>
<tr>
<td>April</td>
<td>Operation of wheelchair lift and other special equipment; Driving conditions</td>
</tr>
<tr>
<td>May</td>
<td>QUARTERLY MEETING - HSP, Handling of Emergencies &amp; Security Threats</td>
</tr>
<tr>
<td>June</td>
<td>Operations Bus and Equipment Inspections, Bus Equipment Familiarization; Pre- &amp; Post-Trip Inspections</td>
</tr>
<tr>
<td>July</td>
<td>Safe Transport of Oxygen; Wireless Communication Plan/Cell phone safety</td>
</tr>
<tr>
<td>August</td>
<td>QUARTERLY MEETING - Basic Operations and Maneuvering; HS Training</td>
</tr>
<tr>
<td>September</td>
<td>Security &amp; Threat Awareness</td>
</tr>
<tr>
<td>October</td>
<td>Boarding &amp; Alighting Passengers; Evacuations</td>
</tr>
<tr>
<td>November</td>
<td>QUARTERLY MEETING - Drug and Alcohol Training; BBP</td>
</tr>
<tr>
<td>December</td>
<td>Training for accidents &amp; incidents that have happened throughout the year; Accident Policy.</td>
</tr>
</tbody>
</table>

At orientation, each employee is given a copy of the Transportation Handbook, System Safety Program Plan, DOT Substance Abuse Policies, Zero Tolerance and Core Competency Training, and shown videos: DOT Drug and Alcohol Testing: Your Rights and Responsibilities, A Drug Free Workplace-What an Employee Can Do, Recognizing Drug and Alcohol Abuse and Blood Borne Pathogens for Transit Employees. Employees are also required to complete on-line courses for The Agency for Persons with Disabilities as well as a course that satisfies The Department of Children & Families HIPPA requirements. Drivers will receive First Aid and CPR training and it will be renewed as required.
OPERATIONS
The operations element is a profile of the Coordinator’s current system which provides basic information about the Coordinator’s daily operations. This element is intended to give someone with little or no knowledge of the transportation operations an adequate level of understanding. A Glossary of Terms is provided in the appendices of this plan.

Types, Hours and Days of Service
Coordinated transportation service is curb to curb. Specific transportation needs are included in Contracts, Purchase of Service Agreements, and Client Intake Forms. All trips must be pre-authorized. Advance reservation is requested by noon the prior working day. Santa Rosa Transportation services can be scheduled Monday through Friday 8:00 a.m. - 4:30 p.m. with the exception of agency recognized holidays. Transportation service is provided twenty-four (24) hours a day - seven (7) days per week.

These services are provided through either:

a. Advance Reservation: A trip request, which is reserved 1 to 30 days in advance dependent upon driver/vehicle availability. Each person can request 2 trips per day.

b. Demand Response: Trips that are provided with less than 24 hour advance notice are dependent upon driver/vehicle availability.

Acceptable para-transit demand response trips are normally for urgent care. All approved demand response trips are scheduled on driver/vehicle availability.

When arranging transportation, the caller is responsible for providing the date, the appointment time, the pick-up address, the exact destination address to include building and suite numbers and what mobility device (wheelchair, scooter, walker, child restraint seats, escorts, etc.) will be used if any. Given the reason for the trips, the reservationist will instruct clients when to be ready for pick up prior to the appointment time.

In the urban area, the pick-up time is normally one and a half hours prior to the appointment depending on distance and number of passengers being transported. Reservationist will then read the trip information back and have the caller verify that the information is correct. Scheduled pick up and return time pickups have a 30-minute window but can be up to 1 hour in extreme circumstances. In the event a return time is not available (dialysis, doctor’s office, etc.), there will be a two-hour return time. If the client will not be ready in within two hours, they can call the office to adjust the time. If there is a last minute adjustment in time, the vehicle will pick you up within 90 minutes.

The CTC has experienced some problems with nursing homes and dialysis facilities not having all the requirements for transport. This creates delays for other clients riding on the same vehicle. To reduce the recurrence of this problem, an effort has been made to educate the facilities on the importance of having all the requirements for transport.
Accessing Services
This section includes detailed information regarding: (a) the phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Service; (b) the method and advanced notification time required to obtain services; (c) an explanation of the cancellation process and requirements; (d) no show procedure (both Coordinator and rider), including any applicable penalties; and (e) procedures for dispatching backup service or after-hours service.

(a) **Phone numbers and office hours.**

Tri-County Community Council is the Community Transportation Coordinator (CTC) for Santa Rosa County.

The office is open to the public Monday through Friday from **8:00 a.m. until 4:30 p.m.**

Agencies may call the office as early as 8:00 a.m. by calling on the agency line **(850) 626-6806.**

Trip requests from the public can be arranged by calling **(850) 626-6806.**

Hearing impaired clients may utilize the Florida Relay System by calling **1-800-955-8770.**

The CTC reserves the right to request that clients make reasonable adjustments in pick up times to effectively provide shared ride trips.

(b) **Advanced notification.** Advance reservations are recommended for more efficient scheduling of service. Please make advance reservations as soon as you can. Advance notification will increase the likelihood of meeting your specific transportation needs. Reservations will be scheduled based on driver/vehicle availability.

(c) **Cancellation requirements.** You may call our 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 client, two hours or more prior to the appointment time. The CTC’s office or designated staff is the only way to cancel trips that will be occurring on future dates. Clients should never cancel future trips by means of a driver or a carrier. The CTC office number is (850) 626-6806. For after-hours cancellation or issues, a voice mail can be left on the office phone. Clients may also call Vince Staten Transportation Operations Assistant Director at the Transportation Operations Office at (850) 547-3688 or reach the Administrative Office at (800) 395-2696.

(d) **No show procedure.** 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.” Failure to cancel a trip in the proper manner may result in a “no show.” A no show occurs when:

1. The client is not ready within the five-minute window given at time of pick-up.
2. The client is not at the pre-arranged pick up point.
3. The client refuses to go when the driver arrives.
4. The client refuses to pay the required fare.

**Penalties.** Actions for excessive no-shows.

1. First no show driver will leave a “No Show” notice on the door. Office staff will contact the rider and inform them of the show policy.
2. After a second no show occurs, a letter of warning is sent to the client from the CTC.
3. If a third infraction occurs within sixty days, a letter notifying the client that they have been suspended from service for a 90-day period will be sent out by the CTC. Once the client has been reinstated the same actions will apply.

There may be occasions when a client is not picked up through no fault of the client (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 return this trip into a priority trip.

Any client who rides under a co-payment program is responsible for payment each time they board the vehicle. All co-pays are the responsibility of the client.

(e) **Backup / 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 clients.

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 clients.

In the event of an accident, the driver will immediately begin to check for any possible injuries. The driver will contact the Transportation Operations Assistant Director and report the accident and request assistance (ambulance, police, agencies) if needed. The dispatcher will then contact the Transportation Operations Assistant Director to notify them of the accident. Other vehicles will be dispatched to assist in the transport of the clients. A detailed accident report will be completed by the driver, the dispatcher and the Transportation Scheduling Coordinator and/or Office Manager within 24 hours.

### Eligibility

**Non-Sponsor.** The CTC is responsible for verifying eligibility for the Transportation Disadvantaged Non-Sponsored program. To become eligible for this program, an application must be completed and submitted to the CTC’s office and the individual must meet at least one of the following criteria:

1. Age – 60 or older or 17 or younger
2. Income – below federal poverty guidelines of 150%
3. Disability – verified by medical professional or designee.

Individuals utilizing the Non-Sponsored Program may request trips 1 to 30 days in advance dependent upon driver/vehicle availability. Each person can request 2 trips per day. 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.

### System Safety Program Plan Certification

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

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 escorts must be able to provide the necessary assistance to the passenger. If agencies or clients are not providing escorts as required, the CTC reserves the right to refuse service. Exceptions will be permitted with prior approval of the Executive Director.

Child Restraints. All riders under the age of six must use a crash-tested, federally approved child restraint device. The child restraint devices will be provided by the CTC, funding source, or family. Request for child restraint device must be made at the time the trip is scheduled. In no event will a child under six be transported by a vehicle without a child restraint device.

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.

Tri-County Community Council: 1-800-395-2696
TD Ombudsman: 1-800-983-2435

Out of Service Area Trips. The CTC will provide out-of-service area trips 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.

Cancellations, no-shows, rejected claims, and uncorrectable accounts are not reimbursable.

Rider/Trip Data. The CTC 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 and uniform shirt 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 at any time on any vehicles in the coordinated system.

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 update.

Communication Equipment. All vehicles will establish a two-way communication source through the utilization of 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 the air conditioning/heating is not working properly, a backup vehicle will be assigned to the trip and repairs will be made to ensure proper working condition. 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 staff will have CPR training.

Cardiopulmonary Resuscitation. The CTC does not require CPR unless mandated by funding source.

Pick-Up Window. Clients 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, and 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 8:15 am your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.

<table>
<thead>
<tr>
<th>30 Minutes Before Scheduled Pick up Time and 30 Minutes After</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:45am</td>
</tr>
</tbody>
</table>

Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client 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 clients. For scheduled returns, pick-up should occur within 30 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), an automatic two-hour return time will be assigned. If the client will not be ready within the two hours, they can call to adjust the time. A late pick up time adjustment could result in an extended wait.

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

Advance Reservation Requirements. Prior day request is required

Public Transit Ridership. There is currently no fixed-route public transit available in Santa Rosa County, except in a small portion of Gulf Breeze.
Complaints. Total complaints per year shall not exceed one-half of one percent (0.5% or 0.005) of the total trips per year. Each complaint will be addressed by the CTC. The LCB shall be briefed of each complaint and its status/resolution on a quarterly basis.

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 CTC office has a system that will answer the ringing line and direct the call via menus to the appropriate party. As a result, reservationists no longer are required to place the client they are working with on-hold to answer ringing lines. This will result in less interruptions and faster service for the client. When all reservationists are busy with call, 90% of those callers on hold should be attended to within a two-minute time frame.

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. 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.

Any service complaints received by the CTC will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

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 shall be mailed to:
Tri-County Community Council, Inc.
Attention: Executive Director
PO Box 1210
Bonifay, FL 32425
1-800-395-2696

If parties concerned are still not in agreement, the grievance will be presented to the CTC's Board of Directors, within 10 working days of written notification that agreement by all parties has not been reached. The final decision of the CTC's Board of Directors, will be binding.

Step 2:

• 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 Santa Rosa 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:

• Commission for the Transportation Disadvantaged

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.
Memorandum of Agreement between CTD and CTC

Transportation Disadvantaged Program Concept Chart

Organizational Chart

Vehicle Inventory

Safety System Program Plan (SSPP) Certifications

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

CTC Evaluation

Rate Model Worksheets
Contract # TD-2058

Effective: 07/01/2020 to 06/30/2025

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

Tri-County Community Council, Inc., 302 North Oklahoma Street (P.O. Box 1210), Bonifay, FL 32425

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

Santa Rosa county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.

B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.

C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.

D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Rev. 04/02/12
E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator’s initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.

2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.

3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.

4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.

5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

Rev. 04/02/12
2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.

3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.

4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.

G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.

H. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and

2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of $200,000 for any one person and $300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional named insured to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of $1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

Rev. 04/02/12
J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

K. Protect Civil Rights by:

1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.
M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.

N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and ensuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.

O. Comply with the following requirements concerning drivers and vehicles:

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

2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.
P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.

3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

4. Provide shelter, security, and safety of passengers at vehicle transfer points.

5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.

6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

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

8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.

9. Maintain or have access to a passenger/trip database on each rider being transported within the system.

10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.
12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local
Transportation Disadvantaged Service Plan.

II. The Commission Shall:

A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes,
   and Rule 41-2.002(4), F.A.C.

B. Attempt to insure that all entities with transportation disadvantaged funds will purchase
   transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

A. Nothing in this Agreement shall require the Commission to observe or enforce compliance
   with any provision thereof, perform any other act or do any other thing in contravention of any
   applicable state law. If any of the provisions of this Agreement is found by a court of law to
   violate any applicable state law, the purchasing agency/entity will at once notify the
   Commission in writing in order that appropriate changes and modifications may be made by
   the Commission and the Coordinator to the end that the Coordinator may proceed as soon as
   possible with the provision of transportation services.

B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall
   be binding on the parties hereto.

C. Termination Conditions:

1. Termination at Will - This Agreement may be terminated by either party upon no less than
   thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.

2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission
   in writing, the Commission may, by written notice to the Coordinator, terminate this
   Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.

D. This agreement will expire unless an extension is granted to the Coordinator in writing by the
   Commission, in accordance with Chapter 287, Florida Statutes.

E. Renegotiations or Modifications of this Agreement shall only be valid when they have been
   reduced to writing, duly approved by the Commission, and signed by both parties hereto.
Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: 
**Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Joel, Paul, Jr., Executive Director
302 North Oklahoma Street, Bonifay, FL 32425

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on June 17, 2020.

Dave Piech, Coordinating Board Chairman

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

**COMMUNITY TRANSPORTATION COORDINATOR:**

Tri-County Community Council, Inc.
Agency Name

Typed Name of Authorized Individual

Signature: [Signature]

Title: Executive Director

**STATE OF FLORIDA, COMMISSION FOR THE TRANSPORTATION DISADVANTAGED:**

David Darm
Typed Name of Authorized Individual

Signature: [Signature]

Title: Executive Director
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STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
PUBLIC-SECTOR BUS TRANSIT SYSTEMS
(Certifying compliance with F.S. 341.061 & RULE14-90 F.A.C.)
to
Florida Department of Transportation

This Certifies year 2019.

DATE: January 8, 2020

TRANSIT SYSTEM: Tri-County Community Council, Inc.

ADDRESS: 302 North Oklahoma Street; P.O. Box 1210, Bonifay, FL 32425

In accordance with Florida Statue 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: [Signature]

Name: Joel Paul, Jr. Title: Executive Director

(Type or Print)

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

Name/Company: Santa Rosa County - Firestone (Florida Stores of Milton)

Address: 6715 Caroline Street, Milton, FL 32570

Contact: Vince Staten (850) 547-3688

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)
STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
CERTIFICATION OF COMPLIANCE
for
SECTION 5311 SUBRECIPIENT
(Certifying compliance with 49 CFR Part 40, 655)
To
Florida Department of Transportation
Substance Abuse Program

Date: January 8, 2020

SECTION 5311 Sub recipient Information:  

AGENCY NAME: Tri-County Community Council, Inc.
ADDRESS: P.O. Box 1210, Bonifay, FL 32425
PHONE: (850) 547-3689

I, Joel Paul, Jr.,
(Name)
hereby certify that Tri-County Community Council, Inc. and its applicable contractor(s) listing attached hereto for Tri-County Community Council, Inc.
(Name of Sub recipient)

has (have) established and implemented an anti-drug and alcohol misuse prevention programs in accordance with the provisions of 49 CFR Parts 40 and 655, as amended. I further certify that the employee training conducted under this part meets the requirements of 49 CFR Parts 40 and 655, as amended.

Signature

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 Santa Rosa 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

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<td>776</td>
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<tr>
<td>FDOT / 5311</td>
<td>33</td>
<td>167</td>
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<td>Local Govern</td>
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<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>658</td>
<td>1,092</td>
<td>1,248</td>
<td>2,998</td>
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</table>

**Trip by Purpose**

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>577</td>
<td>532</td>
<td>618</td>
<td>1,727</td>
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<tr>
<td>Employment</td>
<td>49</td>
<td>506</td>
<td>555</td>
<td>1,110</td>
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<tr>
<td>Education/Training</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Shopping</td>
<td>13</td>
<td>16</td>
<td>21</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Nutrition</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>15</td>
<td>36</td>
<td>52</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>658</td>
<td>1,092</td>
<td>1,248</td>
<td>2,998</td>
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</table>

**FY 2019-2020 Trips Provided Comparison by Quarter**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4,687</td>
<td>4,557</td>
<td>4,649</td>
<td>2,998</td>
<td>16,891</td>
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</table>

**Previous Year FY2018-2019**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Previous Yr Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6,255</td>
<td>5,404</td>
<td>5,445</td>
<td>5,430</td>
<td>22,534</td>
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</tbody>
</table>

**Revenue Miles Comparison by Quarter**

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-2020</td>
<td>48,560</td>
<td>47,813</td>
<td>47,301</td>
<td>30,818</td>
<td>174,492</td>
</tr>
<tr>
<td>Previous Year FY2018-2019</td>
<td>64,321</td>
<td>59,939</td>
<td>63,098</td>
<td>62,511</td>
<td>249,869</td>
</tr>
</tbody>
</table>
### Unmet Request

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unmet Request</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unduplicated Riders</td>
<td>58</td>
<td>70</td>
<td>88</td>
<td>72</td>
</tr>
</tbody>
</table>

#### Year to Date

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unmet Request</td>
<td>10</td>
<td>12</td>
<td>4</td>
<td>0</td>
<td>26</td>
</tr>
<tr>
<td>Aver Undup Riders</td>
<td>105</td>
<td>108</td>
<td>110</td>
<td>72</td>
<td>98.75</td>
</tr>
</tbody>
</table>

#### Cost per Trip

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost per Trip</td>
<td>$27.69</td>
<td>$29.37</td>
<td>$26.63</td>
<td>$25.35</td>
<td>$27.44</td>
</tr>
<tr>
<td>Cost/Expenses</td>
<td>129,801</td>
<td>133,825</td>
<td>123,796</td>
<td>75,992</td>
<td>$463,414</td>
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</table>

### Revenue Miles Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>99%</td>
<td>96%</td>
</tr>
<tr>
<td># of Calls Received</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>0</td>
</tr>
<tr>
<td>Call Hold Time</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>#DIV/0!</td>
</tr>
</tbody>
</table>

## Call Hold Time

### Call Hold Time

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Percentage</td>
<td>92%</td>
<td>90%</td>
<td>91%</td>
<td>90%</td>
<td>91%</td>
</tr>
<tr>
<td># of Calls Received</td>
<td>3,954</td>
<td>3,404</td>
<td>3,078</td>
<td>3,016</td>
<td>13,452</td>
</tr>
<tr>
<td>Call Hold Time</td>
<td>1:24</td>
<td>1:15</td>
<td>1:09</td>
<td>1:17</td>
<td>1:16</td>
</tr>
</tbody>
</table>
### Santa Rosa County Community Transportation Coordinator Report -- 4th Quarter

#### No-Shows

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD/Non-Sponsored</td>
<td>3</td>
<td>2</td>
<td>17</td>
<td>22</td>
</tr>
<tr>
<td>APD / Med Wavier</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MMA / Logisticare</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DCF/DS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dept of Ed / VR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dept of Elder Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FDOT / 5311</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Govern</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3</td>
<td>2</td>
<td>17</td>
<td>22</td>
</tr>
<tr>
<td><strong>Percentage of Trips</strong></td>
<td>0.46%</td>
<td>0.18%</td>
<td>1.36%</td>
<td>0.73%</td>
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</table>

#### No-Show Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
<th>Year to Date</th>
<th>Total/Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>No-Shows</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1</td>
<td>17</td>
<td>105</td>
<td>93</td>
<td>333</td>
</tr>
<tr>
<td>Q2</td>
<td>24</td>
<td>106</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q3</td>
<td>30</td>
<td>84</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q4</td>
<td>22</td>
<td>38</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year to Date</td>
<td>0.36%</td>
<td>1.68%</td>
<td></td>
<td>0.55%</td>
</tr>
<tr>
<td>Percentage of Trips</td>
<td>0.53%</td>
<td>1.96%</td>
<td>0.65%</td>
<td>1.48%</td>
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</table>

#### Comments

<table>
<thead>
<tr>
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<th>FY 2018-2019</th>
<th>Year to Date</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commendations</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Q1</td>
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<tr>
<td>Q2</td>
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<td>0</td>
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<tr>
<td>Q3</td>
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<td>0</td>
</tr>
<tr>
<td>Q4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Year to Date</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Complaints/Concerns</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q2</td>
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<tr>
<td>Q3</td>
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<td>Q4</td>
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<tr>
<td>Year to Date</td>
<td>0</td>
<td>0</td>
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### Santa Rosa County Community Transportation Coordinator Report -- 4th Quarter

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

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

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<th></th>
<th></th>
<th></th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Year to Date</td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Accident</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Incident</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Roadcalls</strong></td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
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### Accident Comments

#### Operator Payments

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<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operator Payments</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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#### Operator Payments Comparison by Quarter

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th></th>
<th></th>
<th></th>
<th>FY 2018-2019</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Year to Date</td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
</tr>
<tr>
<td><strong>Accident</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Incident</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Roadcalls</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

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Page 4
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.
**Planning Grant Agreement Tasks**

**Quarterly Progress Report**

<table>
<thead>
<tr>
<th>Planning Agency</th>
<th>Emerald Coast Regional Council</th>
<th>County</th>
<th>Santa Rosa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reporting Period</td>
<td>Q4 April 1 – June 30, 2020</td>
<td>Invoice #</td>
<td>Q4</td>
</tr>
<tr>
<td>Grant #</td>
<td>G1882</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PROGRAM MANAGEMENT**

<table>
<thead>
<tr>
<th></th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>When necessary and in cooperation with the LCB, <strong>solicit and recommend a CTC</strong>. 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>
</tr>
<tr>
<td></td>
<td>Staff completed a Request for Qualifications for the Santa Rosa CTC. Only Tri-County Community Council (TCCC) responded. FL-AL TPO adopted a resolution recommending TCCC remains the CTC for Santa Rosa County. Staff presented the recommendation to the CTD and it was approved at the June 8, 2020 business meeting. <strong>TASK COMPLETE Q4</strong></td>
</tr>
<tr>
<td>B.</td>
<td>Develop and maintain a process for the <strong>appointment and reappointment of voting and non-voting members</strong> to the local coordinating board. (41-2.012, FAC)</td>
</tr>
<tr>
<td></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. <strong>TASK COMPLETE Q4</strong></td>
</tr>
<tr>
<td>C.</td>
<td>Prepare <strong>agendas</strong> for local coordinating board meetings consistent with the <em>Local Coordinating Board and Planning Agency Operating Guidelines</em>. (Task 3)</td>
</tr>
<tr>
<td></td>
<td>The agenda for the June 2020 LCB meeting was prepared and was consistent with the Guidelines.</td>
</tr>
<tr>
<td>D.</td>
<td>Prepare official <strong>minutes</strong> 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>
</tr>
<tr>
<td></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 <strong>public workshop</strong> 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>
</tr>
<tr>
<td></td>
<td>The Public Workshop was held for June 2020. <strong>TASK COMPLETE Q4</strong></td>
</tr>
<tr>
<td>F.</td>
<td>Provide staff support for <strong>committees</strong> of the local coordinating board. (Task 3)</td>
</tr>
<tr>
<td></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 <strong>by-laws</strong> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)</td>
</tr>
<tr>
<td></td>
<td>Annual by-laws were approved at the August 2019 LCB meeting and are included in the invoice. <strong>TASK COMPLETE Q1</strong></td>
</tr>
<tr>
<td>H.</td>
<td>Develop, annually update, and implement local coordinating board <strong>grievance procedures</strong> 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>
</tr>
<tr>
<td></td>
<td>Local coordinating board grievance procedures were approved at the August 2019 LCB meeting and are included in the invoice. <strong>TASK COMPLETE Q1</strong></td>
</tr>
<tr>
<td>I.</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>
</tr>
<tr>
<td></td>
<td>The current roster and mailing list are included with the invoice. The annual LCB certification was approved in June 2020.</td>
</tr>
</tbody>
</table>
J. **Provide public notice** of local coordinating board meetings and local public workshops in accordance with the *Coordinating Board and Planning Agency Operating Guidelines*. (Task 3)

   Public notice was given in the local paper and on the ECRC webpage. A copy of the advertisement for the meeting is included with the invoice.

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

   The Annual Operating Report was reviewed at the December 2019 LCB meeting and certified by the Board Chair.  **TASK COMPLETE Q2**

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

   The Actual Expenditures Report was submitted to the CTD on Sept 13, 2019.  **TASK COMPLETE Q1**

### II. SERVICE DEVELOPMENT

A. Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines.  (Task 1)

   The annual TDSP update was approved at the June 2020 LCB meeting and is posted on the ECRC webpage.  **TASK COMPLETE Q4**

B. Encourage integration of “transportation disadvantaged” issues into **local and regional comprehensive plans**. Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan.  (427.015, FS)

   The Transportation Disadvantaged program is included in the FL-AL TPO Public Transportation Priorities.

C. Encourage the local community transportation coordinator to work cooperatively with **regional workforce boards** established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program.  (427.0157, FS)

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

### III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION

A. Provide the LCB with **quarterly reports** of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)

   The quarterly report was included in the June 2020 Agenda.

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

   Staff attended Commission sponsored training in September at the CTD-FPTA Annual Training Workshop.  **TASK COMPLETE Q1**

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

   Staff attended the CTD meeting on September 16, 2019, February 10, 2020, and June 8, 2020.  **TASK COMPLETE Q1**

D. Notify CTD staff of local **TD concerns** that may require special investigations.

   No activity to report.

E. **Provide training** for newly-appointed LCB members.  (Task 3)

   Board training was provided at the February 2020 LCB meeting and is also provided as needed.  **TASK COMPLETE Q3**

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

   No activity to report.

G. **To the extent feasible, collect and review proposed funding applications** involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB.  (427.0157, FS)

   No activity to report.
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>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)</td>
<td>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</td>
</tr>
<tr>
<td>I</td>
<td>Assist the CTD in joint reviews of the CTC.</td>
<td>No activity to report.</td>
</tr>
<tr>
<td>J</td>
<td>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.</td>
<td>Coordination contracts are reviewed as needed.</td>
</tr>
<tr>
<td>K</td>
<td>Implement recommendations identified in the CTD’s QAPE reviews.</td>
<td>No activity to report.</td>
</tr>
</tbody>
</table>

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

No activity to report.

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

Representative – Howard K. Vanselow

24 July 2020

Date
AGENDA ITEM III-G

SUBJECT: Commission for Transportation Disadvantaged Correspondence

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Location</th>
<th>Dial-In Number &amp; Conference Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>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>
<td></td>
</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>
<td></td>
</tr>
<tr>
<td></td>
<td>Canned</td>
<td>2020 CTD Annual Training Workshop</td>
<td>Cancelled due to COVID-19</td>
<td></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>
<td></td>
</tr>
</tbody>
</table>

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