MEMORANDUM

TO: Transportation Disadvantaged Coordinating Board Members and Interested Parties

SUBJECT: August 19, 2020 Transportation Disadvantaged Coordinating Board meeting

The Walton County Transportation Disadvantaged Coordinating Board will meet Wednesday, August 19, 2020 at 1:30 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 / Pledge / Invocation – Board Chair

B. Roll Call – TPO Staff

C. House Keeping – TPO Staff

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

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

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

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

II. A. Approval of the Agenda – Board Chair

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

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

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

💻 **eComments** can be submitted directly online.

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

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

C. Approval of May 20, 2020 Board meeting minutes
   For Action Presentation: Chair (Agenda Item I-C)

D. Approval of May 20, 2020 Public Workshop minutes
   For Action Presentation: Chair (Agenda Item I-D)

II. Old Business:

III. New Business:

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

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

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

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

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

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

IV. Other Business

V. Adjourn

Next Board meeting date:
Wednesday, November 18, 2020 at 1:30 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 antemanos.

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

SUBJECT: Approval of minutes

BACKGROUND: The minutes from May 20, 2020 Board meeting will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 20, 2020 Board meeting minutes.
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<th>Date of Meeting</th>
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**OTHERS PRESENT:** Howard Vanselow, Dorothy, McKenzie, Inez Cassiday, Joel Paul, Jr., Cecile Del Morale
Quorum Present

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

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

II. Public Comments
There were no public comments.

III. Approval of the February 19, 2020 Board Meeting minutes.
Chairman Nick called for approval of the minutes.

Action: Mr. Kelley moved to approve the February 19, 2020 board meeting minutes. Ms. Rust seconded the motion and it was passed unanimously.

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

V. New Business:

A. Membership Certification
Mr. Vanselow asked if there were any changes to the membership. There were no changes. Chairman Nick called for a motion for approval.

Action: Mr. Kelley made a motion to approve; Mr. Fleming seconded the motion and it was passed unanimously.

B. Transportation Disadvantaged Service Plan (TDSP)
Mr. Vanselow reviewed changes to the TDSP. In the Needs Assessment the amounts were updated and the Medicaid broker was eliminated. The training plan was updated for 2021. There will not be a vehicle replacement plan for 2021. In the Service Plan there was a change to eligibility: 60 or older or younger than 17 years of age. The Service Plan added transportation operations systems director. They also added transportation operations support manager. They are no longer providing service for Medicaid.

Mr. Vanselow noted service rates were updated. Ambulatory rate per mile is $1.34, wheelchair rate is $2.30, and stretcher rate is $4.78.
Mr. Vanselow noted surveys were sent out in February 2020. Surveys were also available in vehicles and online. The majority of riders rated service as very good. 43% of the trips were for medical and dental purposes. There were 58 surveys completed.

Chairman Nick called for a motion to approve the TDSP.

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

Roll Call Vote:
- Nick Trey: Yes
- Randy Fleming: Yes
- Diane Jackson: Yes
- Terri Duplantis: Abstain
- Voncile Goldsmith: Yes
- John Vinski: Yes
- Octavius Jackson: Yes
- Melissa Rust: Yes
- Toni Prough: Yes

C. **Community Transportation Coordinator (CTC) Report**
Ms. Cassiday reviewed the CTC report for January, February and March 2020. There were 5,014 trips. There were no accidents or road calls. Mr. Vanselow asked what the CTC had done regarding the pandemic. Ms. Cassiday said trips were down to only doing dialysis and life sustaining trips. In the past two weeks they started employment trips and shopping trips.

**Action:** Information Only

D. **Transportation Planning Organization Quarterly Report**
Mr. Vanselow stated there was a TD board meeting in February 2020 and minutes were completed. The quarterly report was reviewed and submitted. The CTC evaluation was submitted and approved by the TD board.

**Action:** Information Only

E. **Walton County Transportation Disadvantaged Coordinating Board Meeting Schedule**
Mr. Vanselow noted the meeting schedule and evaluation schedule was in the agenda.

**Action:** Information Only
F. Commission for the Transportation Disadvantaged Correspondence
   Mr. Vanselow said upcoming CTD meetings were included in the agenda. He said the trip and allocation formula is being developed for funds distributed to the counties. The new formula will start July 1, 2021.

   **Action:** Information Only

G. Grant Review
   Mr. Vanselow stated the trip and equipment grant allocations were included in the agenda. FY 2021 funds total $451,715. FY 19-20 funds totaled $455,899.

   Next, Mr. Vanselow spoke on the innovation and services development grant. Applications for the grant were due May 15, 2020.

   Mr. Vanselow advised the Shirley Conroy rural area assistance program grant applications were due May 8, 2020.

   **Action:** Information Only

VI. Other Business:

   Ms. Prough said the FDOT is sending out (5/20/20) new PTGAs to the agencies for the new funding under the Cares Act. There will be approximately $1.8 to help with the funding and issues relative to the Covid pandemic.

VII. Adjourn – Mr. Vanselow advised that the next meeting will be held August 19, 2020.
   There being no further business the meeting was adjourned.

   Chairman Nick called for a motion to adjourn. Mr. Kelley made a motion to adjourn, Ms. Goldsmith seconded the motion and the meeting was adjourned.
AGENDA ITEM I-D

SUBJECT: Approval of Public Workshop minutes

BACKGROUND: The minutes from May 20, 2020 Public Workshop will be reviewed and approved by the Local Coordinating Board.

REQUESTED ACTION: A motion and vote to approve the May 20, 2020 Public Workshop minutes.
BOARD MEMBERS PRESENT:
Chairperson, Nick Trey
Randy Fleming
Voncile Goldsmith
Mark Kelley
Melissa Rust
Terri Duplantis
Diane Jackson
John Vinski

OTHERS PRESENT:
Inez Cassiday
Joel Paul, Jr.
Cecile Del Morale
Howard Vanselow
Dorothy McKenzie

INTRODUCTIONS
Chairman Trey called the meeting to order. Introductions were made, and visitors were welcomed.

Mr. Vanselow said public workshop notices were sent out, available on vehicles, and on the web page. No comments were submitted for the workshop.

Chairman Trey closed the public workshop.
AGENDA ITEM III-A

SUBJECT: Election of Vice Chair

BACKGROUND: The designated planning agency, the Okaloosa-Walton Transportation Planning Organization, appoints an elected official from Walton County to serve as the official Chairperson to preside at all Walton County Coordinating Board meetings. County Commissioner Trey Nick is the Walton 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. Mark Kelley 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 Walton County Transportation Disadvantaged Coordinating Board is a public body appointed by the Designated Official Planning Agency (DOPA), Okaloosa-Walton TPO staff, Emerald Coast Regional Council, as authorized by Section 427.015 Florida Statutes (FS). The membership of the Coordinating Board represents the appropriate parties pursuant to Rule 41-2 012(3), Florida Administration Code (FAC).

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

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

I. DEFINITIONS. As used in these Bylaws:

A. Coordinating Board

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

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

B. Designated Official Planning Agency (DOPA)

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

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

C. Designated Service Area

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

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

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

E. Transportation Disadvantaged Service Plan (TDSP)

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

F. Memorandum of Agreement

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

II. MEMBERSHIP

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

A. Voting Members

1. An elected official from the service area, serving as the chairperson;
2. A representative of the Florida Department of Transportation;
3. A representative of the Florida Department of Children and Families
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Head Start Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocation Rehabilitation or the Division of Blind Services, representing the Department of Education;
6. A person who is recognized by the Florida Department of Veterans' Affairs as a representative of the veterans in the service area;

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

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

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

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

11. A local representative for children at risk;

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

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

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

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

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

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

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

B. Technical Advisors

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

C. Alternates

1. Alternates are to be appointed by an agency representative. Non-agency alternates may be appointed by the Designated Official Planning Agency (DOPA).
2. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.

3. Alternates for a Board Member who cannot attend a meeting must represent the same interest as the member.

D. Conflict of Interest

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

E. Proxy Voting

Proxy voting is not permitted.

III. OFFICERS

A. Chairperson

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

B. Vice-Chairperson

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

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

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

V. ATTENDANCE

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

VI. BYLAWS AND PARLIAMENTARY PROCEDURES

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

VII. ADMINISTRATION

A. Staff Support

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

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

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

B. Meetings

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

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

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

C. Meeting Notices

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

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

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

2. Emergency Meeting Notices and Committee Meeting Notices.

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

D. Minutes

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

VIII. DUTIES

A. Chapter 427.0157, Florida Statutes

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

2. Evaluate services provided in meeting the approved plan.

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

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

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

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

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

   b. Review the applications for:

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

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

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

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

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

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

B. Additional duties as follows:

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

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

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

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

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

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

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

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

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

C. Additional Requirement

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

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

SUBJECT: Grievance Process

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

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

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

2. **CTC Grievance Procedure:** Any person with an unresolved service complaint shall be advised of the formal grievance procedure of the CTC and have a written copy of this grievance procedure made available to them. The CTC Grievance policy and procedures shall be included in the Transportation Disadvantaged Service Plan (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) 547-3689
DRAFT

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 complaintant
   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 complaintant 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 Walton County Transportation Disadvantaged Coordinating Board
   Attention: Transportation Disadvantaged Planning
   P.O. Box 11399
   Pensacola, FL 32524-1399
   1-800-226-8914

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

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

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

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

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

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

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

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

Definitions:

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

b. **Formal Grievance:** A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of Transportation Disadvantaged services by the Transportation Operator, CTC, Planning Agency, or Local Coordinating Board. 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 Local Coordinating Board Grievance Committee's and the Commission's Ombudsman'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.
AGENDA ITEM III-D

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 Walton County service area.

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

- Quarterly Report
- COVID 19 Service Updates

REQUESTED ACTION: For Information.
## Trips

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### Trip by Purpose

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### Total Trips Provided Comparison by Quarter

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### Vehicles in Service and Revenue Miles

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### Revenue Miles Comparison by Quarter

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<th>Year to Date</th>
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# Walton County Community Transportation Coordinator Report -- 4th Quarter

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<td>155</td>
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## Unmet Request Comparison by Quarter

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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Year to Date</th>
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<tbody>
<tr>
<td>Unmet Request/Resch</td>
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<td>15</td>
<td>30</td>
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<tr>
<td>Aver Undup Riders</td>
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<td>311</td>
<td>274</td>
<td>88</td>
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<th>Q3</th>
<th>Q4</th>
<th>Total</th>
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<td>Unmet Request/Resch</td>
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<td>385</td>
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## Cost Comparison by Quarter

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<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Total</th>
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<tbody>
<tr>
<td>Cost per Trip</td>
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<th>Q2</th>
<th>Q3</th>
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<th>Total</th>
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<tbody>
<tr>
<td>Cost per Trip</td>
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## On Time Percentage

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<th>Jun</th>
<th>Average</th>
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</thead>
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<td>95%</td>
<td>95%</td>
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<tr>
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<td>NA</td>
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<tr>
<td>Call Hold Time</td>
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## Comparison by Quarter

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<tr>
<th>FY 2019-2020</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Average</th>
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<td>N/A</td>
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## Walton County Community Transportation Coordinator Report -- 4th Quarter

### No-Show Comparison by Quarter

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<td>No-Shows</td>
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### Commendation/Complaints Comparison by Quarter

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Comments

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<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
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<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Accident</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Incident</td>
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<tr>
<td>Roadcalls</td>
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**Comments**

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<tr>
<th>Operator Payments</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Total</th>
</tr>
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<td><strong>Total</strong></td>
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**Operator Payments Comparison by Quarter**

<table>
<thead>
<tr>
<th></th>
<th>FY 2019-2020</th>
<th>FY 2018-2019</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>Accident</td>
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<tr>
<td>Incident</td>
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<td>$16,666</td>
</tr>
<tr>
<td>Roadcalls</td>
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AGENDA ITEM III-E

SUBJECT: Planning Grant Agreement Tasks
Quarterly Progress Report

BACKGROUND: Emerald Coast Regional Council as designated staff to the Okaloosa-Walton Transportation Planning Organization (TPO) submits a quarterly report to the Commission for the Transportation Disadvantaged on planning grant tasks. The fourth quarter report is enclosed for board review.

REQUESTED ACTION: For information.
<table>
<thead>
<tr>
<th>PROGRAM MANAGEMENT</th>
<th>PROGRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. When necessary and in cooperation with the LCB, solicit and <strong>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>
<td>No activity to report:</td>
</tr>
<tr>
<td>B. 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>
<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 May 2020 and approved by the Okaloosa- Walton TPO. TASK COMPLETE Q4</td>
</tr>
<tr>
<td>C. Prepare <strong>agendas</strong> for local coordinating board meetings consistent with the <strong>Local Coordinating Board and Planning Agency Operating Guidelines</strong>. (Task 3)</td>
<td>The agenda for the June LCB meeting was prepared and was consistent with the Guidelines.</td>
</tr>
<tr>
<td>D. Prepare <strong>official 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>
<td>The approved minutes of the February 2020 and the draft minutes of the May 2020 LCB meetings are included with the invoice.</td>
</tr>
<tr>
<td>E. 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>
<td>The Public Workshop was held for May 2020. TASK COMPLETE Q4</td>
</tr>
<tr>
<td>F. Provide staff support for <strong>committees</strong> of the local coordinating board. (Task 3)</td>
<td>No activity to report: Staff supports committees and assist with the TDSP development when needed.</td>
</tr>
<tr>
<td>G. 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>
<td>Annual by-laws were approved at August 2019 LCB meeting and are included in the invoice. TASK COMPLETE Q1</td>
</tr>
<tr>
<td>H. 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>
<td>Local coordinating board grievance procedures were approved at August 2019 LCB meeting and are included in the invoice. TASK COMPLETE Q1</td>
</tr>
<tr>
<td>I. Provide the Commission with a current <strong>membership roster and mailing list</strong> of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)</td>
<td>The current roster and mailing list are included with the invoice. The annual LCB certification was approved in May 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 November 2019 LCB meeting and certified by the Board Chair. **TASK COMPLETE Q2**

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

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

### II. SERVICE DEVELOPMENT PROGRESS

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

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

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

The Transportation Disadvantaged program is included in the Okaloosa-Walton TPO Public Transportation Priorities.

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

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

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

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 May 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.
### H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s Evaluation Workbook for Community Transportation Coordinators and Providers in Florida (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)

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

### I. Assist the CTD in joint reviews of the CTC.

No activity to report.

### J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.

Coordination contracts are reviewed as needed.

### K. Implement recommendations identified in the CTD’s QAPE reviews.

No activity to report.

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

No activity to report.

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

Representative – Howard K. Vanselow

27 July 2020

Date
AGENDA ITEM III-F

SUBJECT: Commission for Transportation Disadvantaged Correspondence

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

### 2020 Scheduled Events

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

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

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.